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**भारतीय लघु उद्योग विकास बैंक**

**Small Industries Development Bank of India**

दस्तावेज़ प्रबंध प्रणाली

समाधान की कार्यान्वयन हेतु प्रस्ताव का आमंत्रण

**Request for Proposal (RfP) for Implementation of**

**Document Management System (DMS)**

**Annexures**

भारतीय लघु उद्योग विकास बैंक

एमएसएमई विकास केन्द्र, सी-11, जी ब्लाक,

बांद्रा कुर्ला काम्प्लेक्स, बांद्रा (पू.), **मुम्बई – 400 051**

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

MSME Development Center, C-11, ‘G’ Block,

Bandra Kurla Complex, Bandra (E), **Mumbai - 400 051**



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# Annexure I – Bid Forwarding Letter

### Bid Forwarding Letter

**(To be submitted on Bidder’s letter head)**

**[To be included in Eligibility Bid Envelope]**

Date:

The General Manager (ITV)

Small Industries Development Bank of India

2nd Floor, MSME Development Centre

Plot No. C-11, G Block, Bandra Kurla Complex

Bandra (E),

Mumbai - 400 051

Dear Sir,

**RfP for Implementation of Document Management System (DMS)**

We, the undersigned, offer to submit our bid in response and accordance with your **RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018**

We, the undersigned bidders, having read and examined the aforesaid RfP document and subsequent pre-bid clarifications issued by the Bank in detail, do hereby propose to extend the services as specified in the above mentioned Tender document and submit the following as per requirement:

1. We propose **<Name of the Solution>** as per the requirement of RfP for Implementation of DMS.
2. **Bid Price:** We have enclosed a Demand Draft / banker’s cheque of the sum of **Rs. 5000/-** (Rupees Five Thousand only) towards non-refundable bid price.
3. **Earnest Money Deposit (EMD):** We have enclosed a Demand Draft / banker’s cheque / Bank Guarantee (BG) of the sum of **Rs. 4,60,000/-** (Rupees Four Lakh Sixty Thousand only) towards EMD. This EMD is liable to be forfeited in accordance with the provisions mentioned in the RfP.
4. Eligibility criteria bid, Technical bid and Commercial bid **inside separate envelopes**, in prescribed formats.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

Further, we agree to abide by all the terms and conditions as mentioned herein the tender document. We agree to abide by this offer till 120 days from the date of last day of submission of offer (Bid). If our offer is accepted, we undertake to provide Service support for the software supplied as per the above referred RfP, during contract period, if contracted.

The Warranty and ATS for all software components would be back to back from OEM and would start from date of final acceptance as mentioned in the RfP. The price quoted by us for software includes back to back OEM warranty for contract period. We also undertake to maintain the software products & all components of implemented solution for at least 3 years after the contract period.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We also undertake to have read, understood and accepted the terms and conditions specially those related to evaluation and selection processes mentioned in the RfP except the points mentioned in **Annexure - XV** (Statement of deviations) in our bid response. Having submitted our response to the aforesaid RfP, we also understand not to have any option to raise any objection against any of the said processes defined in the RfP in any future date. We understand that our bid is binding on us and persons claiming through us and that you are not bound to accept a bid you receive.

We have also noted that SIDBI reserves the right to consider / reject any or all bids without assigning any reason thereof. We understand that you are not bound to accept the lowest or any Bid you may receive.

We remain,

Yours sincerely,

|  |  |  |
| --- | --- | --- |
| Date : | Name & Signature of Authorized Signatory ………………………………………… | |
| Place : | | Designation :…………….…  Phone & E-mail:………………….…  Name of the Organization :  Seal ………………………………………. |

# Annexure II – General Information about Bidder

**General Information about Bidder**

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

**[To be included in Eligibility Bid Envelope]**

| **S.N.** | **Information about the Bidder** | | | | **Bidder’s response** | | **Attachment**  **Tag** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | **Name of the bidder company** | | | |  | |  |
| **2** | **Year of establishment** | | | |  | |  |
| **3** | **Type of Company**  [Government/PSU/Pub. Ltd / Pvt. Ltd / partnership / proprietary] | | | |  | |  |
| **4** | **Registration No. and date of registration.** | | | |  | |  |
| **5** | **Copy of Registration Certificate to be enclosed (Yes / No)** | | | |  | |  |
| **6** | **Address of Registered Office with contact numbers** | | | | | |  |
| a | Address | | | |  | |  |
| b | Land Line No. | | | |  | |  |
| c | Fax No. | | | |  | |  |
| d | Mail Id. | | | |  | |  |
| **7** | ***Address of Local Office at Mumbai with contact numbers***  ***[phone /fax/mail]*** | | | | | |  |
| a | Address | | | | |  |  |
| b | Land Line No. | | | | |  |  |
| c | Fax No. | | | | |  |  |
| d | Mail Id. | | | | |  |  |
| **8** | **MSME Status (Tick appropriate)** | | | | | |  |
| a | Company **does not qualify** the status of MSE. | | | | |  |  |
| b | Company **does qualify** the MSE status. | | | | |  |  |
| c | SC/ST | | | | |  |  |
| d | MSE registration certificate or a certificate from Chartered Accountant attached. **(Yes/No)** | | | | |  |  |
| **9** | **PAN No.** | | | |  | |  |
| Copy of PAN enclosed (Yes/No) | | | |  | |  |
| **10** | **Sales Tax / VAT / Service tax registration Number** | | | |  | |  |
| Copy of Sales Tax / VAT / Service Tax certificate enclosed. (Yes / No) | | | |  | |  |
| **11** | **ISO 9000:2008 Certified (Yes/No) & Validity Date** | | | |  | |  |
| Copy of Registration Certificate to be enclosed (Yes / No) | | | |  | |  |
| **12** | Details of all OEMs or Authorized Partners of OEM, whose products are being proposed | | | |  | |  |
| **MAF from OEM** as per format given in **Annexure – VII enclosed.** (Yes /No) | | | |  | |  |
| **13** | **Financials** | | | | | |  |
| **Parameter** | **FY** | | **Amount in lakh** | | |  |
| a | **Annual Turnover**  (Gross Income excluding other Income) | 2014 – 2015 | |  | | |  |
| 2015 – 2016 | |  | | |  |
| 2016 – 2017\*\* | |  | | |  |
| b | Cash Profit | 2014 – 2015 | |  | | |  |
| 2015 – 2016 | |  | | |  |
| 2016 – 2017\*\* | |  | | |  |
| c | Net worth | 2014 – 2015 | |  | | |  |
| 2015 – 2016 | |  | | |  |
| 2016 – 2017\*\* | |  | | |  |
|  | \*\* In case the audited figures are not available, CA Certified Provisional figures for FY 2016-17 may be furnished | | | | | | |
| d | CA certificate submitted. (Yes / No) | | |  | | |  |
| **14** | Contact Details of Bidder’s **authorized representative** to make commitments to SIDBI. Power of attorney as per format given in **Annexure – IX** to be submitted. | | | | | |  |
| a | Name | | |  | | |  |
| b | Designation | | |  | | |  |
| c | Office address | | |  | | |  |
| d | Land Line No. | | |  | | |  |
| e | Mobile No. | | |  | | |  |
| f | Fax No. | | |  | | |  |
| g | Mail Id | | |  | | |  |
| **15** | Bidder should not have been blacklisted by any PSU or Public Sector Bank or RBI or IBA or any other Government entity as on the last date of submission of Bid. | | | |  | |  |
| Self declaration to this effect on company's letter head signed by company’s authorized signatory as per **Annexure - XVII** to be submitted. | | | |  | |  |
| **16** | **EMD Details** | | | | | |  |
| a | DD / Pay Order / Bank Guarantee | |  | | | |  |
| b | Number | |  | | | |  |
| c | Date of Issue | |  | | | |  |
| d | Issuing Bank | |  | | | |  |
| e | Amount (Rs.) | |  | | | |  |
| **17** | **Tender Form Cost Details** | | | | | |  |
| a | DD / Pay Order | |  | | | |  |
| b | Number | |  | | | |  |
| c | Date of Issue | |  | | | |  |
| d | Issuing Bank | |  | | | |  |
| e | Amount (Rs.) | |  | | | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Date | | | Signature of Authorized Signatory … |
| Place | | | Name of the Authorized Signatory … |
|  | | | Designation … |
|  | | | Phone & E-mail: |
|  | | | Name of the Organization … |
|  | | | Seal … |
| **Note** | * *Bidder response should be complete with all relevant documents attached.* * *Documentary proof, sealed and signed by authorized signatory, must be submitted.* * *Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. SIDBI will not make any separate request for submission of such information.* * *SIDBI will contact the bidder referenced customer for verifications of facts, the bidder to ensure that the customer is intimated. Further in case SIDBI feels to visit the reference site, the bidder to take necessary approvals for the same. SIDBI will not make any separate request to the bidders customers.* * *Proposal of the bidders are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof.* | | |

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# Annexure III – Eligibility Criteria

### Response to Minimum Eligibility Criteria

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

**[To be included in Eligibility Bid Envelope]**

Proposals of bidders not complying with the ‘Eligibility criteria’ or who fail to submit documentary evidence thereon are liable to be rejected and will not be considered for further evaluation.

The proposal of the bidder should adhere to the following Eligibility Criteria.

| **S.N** | **Criteria** | **Proof to be Submitted** | **Compliance**  **[Yes/No]** | **Attachment**  **Tag** |
| --- | --- | --- | --- | --- |
| 1 | The bidder should be the owner or Authorized partner for the proposed DMS. | In case of Authorised partner, a certificate / letter from OEM on its letterhead in the name of the bidder to supply licenses for the proposed solution. |  |  |
| **2** | The Bidder should either be a partnership firm, LLPs or a limited Company under Indian Laws, Government Organization / PSU/ PSE or autonomous Institution approved by GOI / RBI. | **Partnership firm:** Certified copy of Partnership Deed OR  **Limited Company:** Certified copy of Certificate of Incorporation and Certificate of Commencement of Business.  **For other eligible entities:** Applicable documents. |  |  |
| 3 | The Bidder must be an enterprise operating in the field of document management for at least 5 years as on the last date of submission of bid.  (In case of mergers / acquisition / restructuring or name change, the date of establishment of the earlier / original partnership firm / limited company will be taken into account). | Copy of Work order / agreement from the enterprise and its completion certificate.  (5 Years will be calculated from the date of completion of the work order). |  |  |
| **4** | The bidder should have positive net worth and cash profit [i.e., no cash loss] in 2 years out of last 3 years. | Copies of Audited Balance Sheet for FY 15 & FY 16 and Audited / CA Certified Balance Sheet for FY 17. |  |  |
| **5** | The Bidder should have a minimum number of 15 full time professional staff engaged in related services | Self declaration by authorized signatory of the Bidder on Bidder's Letterhead. |  |  |
| **6** | The Bidder has to submit proof of its own two experiences in India for supply, installation and commissioning of the DMS Solution, offered to SIDBI. Reference of all such experiences, where implementation was done in line with the solution being offered to SIDBI and the implementation activity is complete as on the last date of submission of bids, will only be considered. Also, the customers for all the two references must have presence in multi-states locations in India.  ***Note :***  *1) Experience of only record management or digitization service or scanning-storage will not be considered for this purpose.*  *2)The Solution proposed by the Bidder should be implemented at its referred customer's data centre.* | Copy of work order along with completion certificate for completed projects. Completion certificate / proof of signoff / Acceptance letter issued by its customer must indicate the name of the solution and date of implementation / signoff / acceptance of the solution. |  |  |
| **7** | Bidder should not have been blacklisted by any PSU or Public Sector Bank or RBI or IBA or any other Government entity as on the last date of submission of Bid. | Self declaration regarding Clean Track Record as per format **Annexure XVII** enclosed. |  |  |
| **8** | The OEM of DMS Solution should authorize the bidder to quote their products in the present tender of SIDBI. | MAF from Software OEM (DMS Solution) as per format given in **Annexure –VII** need to be enclosed.  Bidder has to submit MAF for all the licensed software components separately, if they are not from the same OEM. |  |  |
| **9** | The bidder should submit Pre-Contract Integrity Pact as per format provided in **Annexure XVI** | Pre-Contract Integrity Pact duly signed by authorized signatory on non-judicial stamp paper of requisite value (cost to be borne by the bidder) as per format given in **Annexure XVI** need to be enclosed. |  |  |
| **10** | The proposed DMS Solution must be having following features :   1. The solution should have seamless integration feature for authentication using LDAP / Microsoft AD. 2. The solution should be able to store documents in open formats. 3. The solution should have in-built Graphical User Interface to design ad-hoc and rule-based multilevel (at least 3 levels) workflow. 4. Scanning / capturing, OCR, indexing, storage, retrieval and workflow must be all-inclusive integrated features of the proposed DMS Solution. All of them should be accessible from single interface of the DMS Solution. 5. Integration with Mailing System 6. The solution should have capability of seamless integration with both IBM Notes and MS Outlook Mailing Systems for storage of mail contents including its attachments. 7. It should also have the capability of enabling fetching of documents from DMS storage for attachment directly from Mailing Interface of both IBM Notes and MS Outlook. 8. DMS Solution needs to be seamlessly integrated with Microsoft Office products viz. Word, Excel and PowerPoint facilitating storage of MS office documents from MS Office interface. MS office interface must allow the facility to select required folders in DMS for saving and retrieval of the documents. 9. The solution should support seamless integration through API & Web services. 10. The solution should be accessible on Mobile devices wherein the user is able to capture, upload, download, search document and initiate/approve workflow through the same. | Self declaration by authorized signatory of the Bidder on Bidder's Letterhead.  (All these points will be verified at the stage of Proof Of Concept (POC). In case of non-compliance of any point, bid will be rejected.) |  |  |
| **11** | To handle post-implementation support services, the Bidder should be providing support services directly from its office in Mumbai Metropolitan Region or through its Partner / Dealer / Resident Engineer for the proposed DMS solution to its customer in Mumbai Metropolitan Region, since last 1 year as on the last date of submission of bid. | Certificate from its customer towards availing of support services in Mumbai Metropolitan Region for the implemented DMS solution mentioning name of DMS solution and period of services being availed. |  |  |

The bidder is to submit documentary evidence for all the above points along with **Annexure - III – Eligibility Criteria.**

A summary of experience mentioned by the bidder for the point # 6 above, must be enclosed with the Eligibility Bid, giving the following details:

* Name of the Client. , Number of branches.
* Scope of the Project.
* Project Deliverables.
* Details of the software licenses delivered.
* Details of integration with other legacy solutions of the customer.
* Date of award of Contract.
* Date of commencement of the Project.
* Date of successful commissioning/final sign-off of the Project by customer.
* Name of the person who can be referred to from Clients' side, with Name, Designation, Postal Address, Contact Phone and Fax numbers, E-Mail IDs, etc.

(Above details are MANDATORY and are to be included by the bidder in the Eligibility Bid. Without the above details, the Bid is liable to be rejected.)

This reference (point # 6 above) of project experience submitted by the bidder may be referred /contacted by SIDBI team for validation.

# Annexure IV – Technical Bid

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

**[To be included in Technical Bid Envelope]**

1. Bidder is requested to note that scoring on subjective parameters will depend on the quality of response being furnished for each of the parameters. Response may please be furnished accordingly in the following format and as mentioned in the relevant section of the RfP. In case of requirement, additional annexures may be attached.

| **Srl. No.** | **Parameters** | **Information to be Submitted** | **Annexure /Tag No.** | **Remarks** |
| --- | --- | --- | --- | --- |
| 1. | Project Management and Technical Presentation | Details to be submitted for evaluation as mentioned in the table of evaluation parameters and section 7.5.2 of RfP |  |  |
| 2. | Compliance of the solution to meet Functional and Technical requirement mentioned at **Annexure - V** | Details are to be furnished as mentioned in the relevant section of RfP in the format **Annexure - V** |  |  |

1. Bidders is also requested to furnish additional technical information in the following format

| **Srl. No.** | **Parameters** | **Information to be Submitted** | **Annexure /Tag No.** | **Remarks** |
| --- | --- | --- | --- | --- |
| 1 | Details of Infrastructure | Details of Infrastructure are to be furnished in the format **Annexure - XVIII** |  |  |

1. Bidder will mention the requirement of Oracle Database Instance, network bandwidth and SAN Storage in following format. Also, the bidder is required to recommend specifications of various models of scanner with make details which are compatible with the proposed DMS Solution **:**

|  |  |
| --- | --- |
| **Item Name** | **Requirement with specifications** |
| Oracle Database |  |
| SAN Storage |  |
| Minimum bandwidth requirement at user level for using the proposed solution |  |
| Bandwidth requirement for DC-DR replication |  |
| Scanner |  |

# Annexure V – Functional & Technical Specifications

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

**[To be included in Technical Bid Envelope]**

**Functional and Technical requirement**

The DMS Solution should provide following functional & technical features **:**

Bidder has to mention in **‘Bidder’s Score’** column in following table towards availability of following features and functionalities in the proposed solutionas per scoring matrix given below **:**

**2 - Feature readily available**

**1 - Feature available with customization**

**0 - Feature not available**

|  | **Functional Specification** | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No** | **Group** | **Sub-Group** | | **Requirement Specification** | **Bidder's Score** | **Remarks** |
| 1 | DMS | Scanning / Capture | | The scanning solution should support distributed approach, where documents can be scanned remotely, but can be indexed & saved remotely or centrally. |  |  |
| 2 | DMS | Scanning / Capture | | Solution should be able to support the capture of digital records of at least the following formats: ·         Emails and attachments ·         Images - .tiff, jpeg, gif, bmp - Documents - MS Word, Excel, PPT, PDF etc. |  |  |
| 3 | DMS | Scanning / Capture | | System should support categorization of scanned images as different documents like Inward/Outward, Office file document, Circulars, Supporting documents, Report etc. |  |  |
| 4 | DMS | Scanning / Capture | | System should have capability of automatic segregation of documents/records based Blank page, Fixed page. |  |  |
| 5 | DMS | Scanning / Capture | | System should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution should be from same OEM so as to provide an integrated solution right from capture to archival of documents |  |  |
| 6 | DMS | Scanning / Capture | | The scanning interface should have a GUI based template definition module |  |  |
| 7 | DMS | Scanning / Capture | | Template definition for document capture through scanning that contains General information, Data class and fields, Folder, and Document information to enable standard scanning across distributed location. |  |  |
| 8 | DMS | Scanning / Capture | | Solution shall support Bulk Import of image and electronic documents |  |  |
| 9 | DMS | Scanning / Capture | | The Scanning solution must support both TWAIN as well as ISIS scanner. The Scanning solution should not be make & model dependent wrt scanner |  |  |
| 10 | DMS | Scanning / Capture | | System should have the capability of all the standard Image Operations such as |  |  |
| 11 |  |  | | 1. Correcting format/ compression not proper |  |  |
| 12 |  |  | | 1. Skew / De-skew |  |  |
| 13 |  |  | | 1. de-speckle |  |  |
| 14 |  |  | | 1. Rotate |  |  |
| 15 |  |  | | 1. black border |  |  |
| 16 |  |  | | 1. Delete area |  |  |
| 17 |  |  | | 1. Zoom-in/ Zoom-out |  |  |
| 18 |  |  | | 1. Password protected masking of specific area of image |  |  |
| 19 |  |  | | 1. Halftones and intrusive background colors |  |  |
| 20 |  |  | | 1. Fix lines and shapes in scanned images |  |  |
| 21 |  |  | | 1. Carry out cropping and cleaning of images like removing overall noises around the text, removing punch hole mark etc. |  |  |
| 22 | DMS | Scanning / Capture | | It should provide data entry facility for the user along with input masking & validations |  |  |
| 23 | DMS | Scanning / Capture | | The scanning software should be able to import new documents from File Servers. |  |  |
| 24 | DMS | Scanning / Capture | | The scanning software should automatically detect white pages and remove them during scanning. |  |  |
| 25 | DMS | Scanning / Capture | | The scanning software should be able to separate documents in the batch automatically based on batch code, or an identifier . |  |  |
| 26 | DMS | Scanning / Capture | | The scanning solution should support all types of paper document, color, size, weight etc. It should also allow importing of the pre-scanned images including the image pdf formats |  |  |
| 27 | DMS | Scanning / Capture | | Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc and other imaging features like compression and extraction etc. |  |  |
| 28 | DMS | Scanning / Capture | | The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field. |  |  |
| 29 | DMS | Scanning / Capture | | Solution must provide recognition capabilities through OCR (Optical Character Recognition) |  |  |
| 30 | DMS | Scanning / Capture | | The OCR should have the capability of an annotated [PDF](https://en.wikipedia.org/wiki/PDF) that includes both the original image of the page and a searchable textual representation. |  |  |
| 31 | DMS | Scanning / Capture | | Solution must provide recognition capabilities through OCR (Optical Character Recognition) for Bilingual (English & Hindi) |  |  |
| 32 | DMS | Scanning / Capture | | The Scanning product should have inbuilt capability to do a full page OCR and also convert the images to searchable forms like Searchable PDF. |  |  |
| 33 | DMS | Scanning / Capture | | System should have the ability to provide Compression of scanned image files in TIF Format. |  |  |
| 34 | DMS | Scanning / Capture | | Scanning system should have the functionality of saving scanned images in the repository DMS platform. |  |  |
| 35 | DMS | Scanning / Capture | | System should provide an imaging/scanning application with no limitation on the number of scanning formats |  |  |
| 36 | DMS | Scanning / Capture | | The System shall support the scanned documents to be temporarily archived before uploading to the central server |  |  |
| 37 | DMS | Scanning / Capture | | The solution should have the feature of masking / redacting of selected areas from the images |  |  |
| 38 | DMS | Scanning / Capture | | Facility to scan multiple pages into batches for auto/manual processing |  |  |
| 39 | DMS | Scanning / Capture | | Template definition for document capture through scanning that contains General information, Data class and fields, Folder, and Document information to enable standard scanning across distributed location. |  |  |
| 40 | DMS | Scanning / Capture | | Delete, re-scan and insert pages into document before committing to disk |  |  |
| 41 | DMS | Scanning / Capture | | Produce PDF, PDF/A file apart from TIFF file format |  |  |
| 42 | DMS | Indexing | | The System shall provide facility to index at multiple levels – Batch, folders, files, page and documents on user-defined indexes like department, office type, file number, year etc. |  |  |
| 43 | DMS | Indexing | | The System shall support Automatic full text indexing for Text search. |  |  |
| 44 | DMS | Indexing | | It should support Manual/Automatic Indexing using OCR, CSV data from other applications |  |  |
| 45 | DMS | Indexing | | The scanning software should provide the ability to define different indexing queues, which includes filters to show specific documents that matches a specific criteria (batch number mask, priority, cabinet… etc). |  |  |
| 46 | DMS | Indexing | | The system provides the capability to perform indexing of documents and categorization. |  |  |
| 47 | DMS | Indexing | | System should have the functionality to index the multiple versions of a document for the "full text" search. |  |  |
| 48 | DMS | Versioning | | System should provide a version control facility to maintain different version of any document throughout the lifecycle of the document. |  |  |
| 49 | DMS | Versioning | | Every document version must be able to have its own individual access control rights and metadata values that can be changed without affecting other versions of the same document. |  |  |
| 50 | DMS | Versioning | | System should support versioning of metadata with each document version. |  |  |
| 51 | DMS | Versioning | | The system shall support versioning of documents with facility to write version comments. |  |  |
| 52 | DMS | Versioning | | The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features. |  |  |
| 53 | DMS | Versioning | | System should have functionality to allow "read only" access to the document which is already checked-out by other user |  |  |
| 54 | DMS | Document Management | | System should provide capability to organize and classify both electronic and non-electronic (cabinets, cupboards, rack etc all physical locations) information within the same structured file plan, including but not limited to the ability to share metadata requirements, access controls, and retention policies between these different types of records. |  |  |
| 55 | DMS | Document Management | | System should provide a hierarchically based file plan structure with the ability to define multiple levels. |  |  |
| 56 | DMS | Document Management | | The hierarchy should offer a strong inheritance model, which includes access controls, metadata definition, and retention period definition. The inheritance model must be granular to the record level. |  |  |
| 57 | DMS | Document Management | | System should provide offline capabilities allowing users to work offline and then synchronize their edited or newly created documents with the repository. |  |  |
| 58 | DMS | Document Management | | The system folders should be easily added to the user desktop, shortcuts should be have exactly as standard folders where users can open them, drag and drop contents etc. |  |  |
| 59 | DMS | Document Management | | System shall provide facility to link cross-related documents. The system shall allow locking of documents for editing and importing it back into the system through check-in/check-out features |  |  |
| 60 | DMS | Document Management | | When editing a document; the system must support check-in/checkout mechanism to ensure only one user can change the document at a time. |  |  |
| 61 | DMS | Document Management | | Users must be able to continue viewing the document when it is checked out. The system must indicate the status of a checked out document with a visible symbol and an attribute to indicate who checked out this document. |  |  |
| 62 | DMS | Document Management | | System should provide a hierarchical view of the classification scheme for easy browsing by users. |  |  |
| 63 | DMS | Search / Retrieval | | System can facilitate search of documents by object attributes / properties and/or full text |  |  |
| 64 | DMS | Search / Retrieval | | System should allow users to search for content via selection of properties and/or words, phrases, strings etc. |  |  |
| 65 | DMS | Search / Retrieval | | Indexing and retrieval based on metadata must be provided for all file formats and document types |  |  |
| 66 | DMS | Search / Retrieval | | Search must be able to be conducted extensively across folders and distributed repositories as a standard feature |  |  |
| 67 | DMS | Search / Retrieval | | System should have the functionality to automatically index the document after check in for purposes of full text searches. |  |  |
| 68 | DMS | Search / Retrieval | | The system shall support saving of search queries and search results |  |  |
| 69 | DMS | Search / Retrieval | | The system shall support search for documents or folders on document or folder on profile information such as name, created, modified, keywords, owner etc. |  |  |
| 70 | DMS | Search / Retrieval | | Provide searching facilities based upon: Any metadata field (content, author, source, keywords, etc.) |  |  |
| 71 | DMS | Metadata | | Solution should not have any limitation on defining custom metadata fields |  |  |
| 72 | DMS | Metadata | | Solution should support associating metadata to records. |  |  |
| 73 | DMS | Metadata | | System must support multiple types of metadata. |  |  |
| 74 | DMS | Metadata | | System should support a class hierarchy that supports inheritance. |  |  |
| 75 | DMS | Metadata | | System must support metadata that can have multiple values. |  |  |
| 76 | DMS | Metadata | | System should support the functionality to define a default attribute value for metadata. |  |  |
| 77 | DMS | Annotations | | Solution shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps , redaction etc. |  |  |
| 78 | DMS | Annotations | | The system shall support automatic stamping of annotations with user name of putting annotations. |  |  |
| 79 | Workflow | Workflow Management System | | The system should have the capability to set automatic reminders and alerts to concerned users. |  |  |
| 80 | Workflow | Workflow Management System | | The solution must include the ability to automatically route work to a different user based on a specific rule or set of rules. The solution should include the ability for users to manually escalate work as appropriate. |  |  |
| 81 | Workflow | Workflow Management System | | The workflow solution shall utilize a role based system that defines a role within the work task or activity and then assigns as many users as necessary. |  |  |
| 82 | Workflow | Workflow Management System | | The workflow solution should have multilevel (minimum three levels) approval mechanism. |  |  |
| 83 | Workflow | Workflow Management System | | The user should receive and be able to view the workflows pending for action in his inbox. |  |  |
| 84 | Workflow | Workflow Management System | | The workflow solution should support ad-hoc and rule based workflow. |  |  |
| 85 | Workflow | Workflow Management System | | The workflow solution should support linking of documents across DMS / workflow solutions. |  |  |
| 86 | Workflow | Workflow Management System | | System shall have an In-built editor for entering the notes. |  |  |
| 87 | Workflow | Workflow Management System | | The system shall allow various transaction reports including drill down reports as needed from time to time. |  |  |
| 88 | Workflow | Workflow Management System | | The system shall provide dashboard interface for online reporting of various processes. |  |  |
| 89 | Workflow | Workflow Management System | | Should have in-built Audit trail mechanism. |  |  |
| 90 | Workflow | Collaboration | | The System should allow users to work together on contents/documents (Create new documents and edit existing documents), commenting on documents |  |  |
| 91 | Workflow | Collaboration | | Linking document attachments - Users should be able to attach/link multiple documents to form a single "virtual document" which is subsequently managed as a single document. |  |  |
| 92 | Workflow | Collaboration | | Launching of applications – The system shall launch the authoring applications based on the document type in the DMS |  |  |
| 93 | Reporting | Reporting | | The solution shall be able to keep track of the document & workflow status, the date/time the jobs are started and ended, the creation and archival date of the documents. |  |  |
| 94 | Reporting | Reporting | | The solution must have user friendly graphical user interface (GUI) for development of customized reports / dashboards. |  |  |
| 95 | Reporting | Reporting | | The solution should provide reporting on the scanning production, retrievals and use metric which shall include the daily, weekly, monthly and overall progress (number of images/pages scanned, percentage scanned etc). |  |  |
| 96 | Reporting | Reporting | | The Solution should display department-wise and number of records wise progress, user wise and document wise report. |  |  |
| 97 | Reporting | Reporting | | Allow reports to be generated for screen display, for printing, and for both display and printing. |  |  |
| 98 | Reporting | Reporting | | Solution should have the capability to create ad-hoc reports as and when required. |  |  |
| 99 | User Interface | User Interface | | Administration of all the components of the solution should be accessible from the single interface. |  |  |
| 100 | User Interface | User Interface | | The web interface must support Internet Explorer, Chrome and Firefox. |  |  |
| 101 | User Interface | User Interface | | Users must be able to view documents without any browser plug-ins requirements. |  |  |
| 102 | User Interface | User Interface | | The system must enable a user to save their work directly into the repository from within the Microsoft application interface. |  |  |
| 103 | User Interface | User Interface | | The system shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organize their documents. |  |  |
| 104 | User Interface | User Interface | | The system must support a configurable session timeout which forces a user to log back in after a period of time to ensure security. This shall be accomplished without losing user’s work. |  |  |
| 105 | User Interface | User Interface | | System should support “Drag and drop” bulk file content import. |  |  |
| 106 | User Interface | User Interface | | Users should also be able to edit any file type in its native application directly from the system desktop folders as if it was on a standard windows folder. |  |  |
| 107 | User Interface | User Interface | | System shall provide the features to link any type/ format of documents while providing capabilities to automatically update the version of the linked document whenever the original is updated |  |  |
| 108 | User Interface | User Interface | | Document view shall have the provision to draw a line, provision to highlight or hide certain text by drawing line rectangle and solid rectangle. |  |  |
| 109 | User Interface | User Interface | | The system shall provide facility to define custom templates for documents. |  |  |
| 110 | Mobility | Mobility | | Mobile Application for DMS should support leading mobile platforms Android & iOS. |  |  |
| 111 | Mobility | Mobility | | Mobility Solution must have necessary in-built compression technology for compression of captured contents. |  |  |
| 112 | Mobility | Mobility | | The scanning software should be able to import new documents through mobile device and associate key metadata (indexes). |  |  |
| 113 | Mobility | Mobility | | It must deliver the very same reports and dashboard items, that are published on the web browser in desktop environment, to be delivered through mobile devices. |  |  |
| 114 | Mobility | Mobility | | The solution should have capability of OCR and online-indexing from image and documents captured by mobile devices. |  |  |
| 115 | General | Print / Output | | System should supports remote print services |  |  |
| 116 | General | Digital Signature | | System should have capability for integration of digital signature |  |  |
| **Technical Specification** | | | | | | |
|  | **Group** | | **Requirement Specification** | | **Bidder's Score** | **Remarks** |
| 117 | Security | | The system shall support SSO (Single Sign-On) integration. | |  |  |
| 118 | Security | | The system shall allow the definition of sub system administrators such that only certain administrative functions are assigned to different users or groups of users. | |  |  |
| 119 | Security | | The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). | |  |  |
| 120 | Security | | If documents are secured, the presence of documents should not be visible when a user without access rights undertakes any searches on the document store. | |  |  |
| 121 | Security | | It should be possible to assign the access levels to individual users or groups of users. | |  |  |
| 122 | Security | | System should have ability of defining document classification & security levels of documents e.g. 1. Classified, 2. Confidential etc | |  |  |
| 123 | Security | | The system must support security group. Provision should be there to assign access to these groups. | |  |  |
| 124 | Security | | Provision must be there to define security at each of the levels of cabinets, folders, subfolders, document and process level, document components etc | |  |  |
| 125 | Security | | The system shall support extensive Audit-trails at document, folder and for each activity done in the system by any user. Audit trail must contain critical information including user name, date and time | |  |  |
| 126 | Security | | System shall have capability to be queried and generate reports for Audit | |  |  |
| 127 | Security | | System should provide security to prohibit unauthorized users from viewing, forwarding, emailing, copying, downloading and printing of unauthorized document or any portion of it. | |  |  |
| 128 | Security | | System should Lock user after several incorrect password attempts | |  |  |
| 129 | Integration | | The System shall support integration based on standards such as XML | |  |  |
| 130 | Integration | | The System shall support message based collaboration based on standard network protocols such as HTTP, FTP and SMTP | |  |  |
| 131 | Integration | | The System shall support SMTP based integration with Email Servers. | |  |  |
| 132 | Integration | | The System shall support Web services based integration & should have the capability to interface with industry standard web services through simple interfaces | |  |  |
| 133 | Integration | | The System shall support Web based interfaces | |  |  |
| 134 | Integration | | The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security. | |  |  |
| 135 | Architecture | | System should be platform independent and should support Linux and Windows. | |  |  |
| 136 | Architecture | | Solution should be multi-tier solution having centralized database, web and application server with support for clustering. | |  |  |
| 137 | Architecture | | The system should store only index information in database while images & documents should be stored in separate file server. | |  |  |
| 138 | Administration | | The system shall have administration module (graphical user interface) for the complete management of system. | |  |  |
| 139 | Administration | | The system should have the capability to configure reminders and alerts to concerned users & administrator based on metadata. | |  |  |
| 140 | Document View | | The System shall support viewing of Image documents - No third party viewers should be there for viewing of scanned images. | |  |  |
| 141 | Document View | | The proposed system should support viewing all types of electronic files, including MS Office, Tiff, JPEG, BMP,PDF …etc without having the original application installed. | |  |  |
| 142 | Document View | | The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc. | |  |  |
| 143 | Document View | | Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents) | |  |  |
| 144 | Document View | | The System shall support for viewing documents in native application. | |  |  |
| 145 | Document View | | The system shall provide facility of putting text, graphic and image annotations on scanned document pages. | |  |  |

# Annexure VI – Commercial Bid

**Commercial Bid - cum- Price Break-up Format**

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

**[To be included in Commercial Bid Envelope]**

Bidder is required to furnish the commercial details in following formats. Cost is to be mentioned in INR. Rows may be added in the following tables based on requirement.

1. **Software License Components (Inclusive of 1 Year warranty)** :

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl . No.** | **Name of Software License Components** | **License Type (Named-user /Concurrent)** | **Qty** | **Unit Cost (with 1 yr warranty)** | **Taxes on Unit Cost** | **Total Cost (with 1 yr warranty)** | **Remarks, if any** |
| 1 |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |
| …. |  |  |  |  |  |  |  |
|  | **Total (Inclusive of 1 year warranty)** | | | | |  |  |

**Note :**

* Bidder must mention separate line items for all the software license components individually like Digitization (OCR, Scanning etc.) , Document Management, Workflow, Mobility, Web server, Application server, Database Server, 3rd party tools etc.

**Software License Components (ATS Cost for 2nd and 3rd Year):**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl . No.** | **Name of Software License Component** | **License Type (Core/Named-user /Concurrent)** | **Qty** | **Subscription /ATS Cost for 2nd Year** | | | **Subscription /ATS Cost for 3rd Year** | | | **Remarks, if any** |
| **Unit Cost** | **Taxes on Unit Cost** | **Total Cost** | **Unit Cost** | **Taxes on Unit Cost** | **Total Cost** |
| 1 |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |
| …. |  |  |  |  |  |  |  |  |  |  |
|  | **Total (ATS)** | |  | **---** | |  | **---** | |  |  |

**Note:**

* Bidder must mention separate line items for all the software components individually like Digitization (OCR, Scanning etc.), Document Management, Workflow, Mobility, Web server, Application server, Database Server, 3rd party tools etc.
* Bidder shall quote software cost with 1st year warranty.
* Warranty/ATS cost for 2nd and 3rd years for all the software components will be taken into account for commercial evaluation by using NPV calculation method and will be part of total contract value. However, payment of ATS cost for 2nd and 3rd years will be made in the beginning of the respective year.
* The lower of %ge rate applied by the bidder to arrive at ATS cost, mentioned in commercial bid, for 2nd and 3rd year respectively will be applicable to avail renewed ATS services by the Bank in subsequent years after the contract period for the implemented solution and the bidder will be required to arrange for the same.
* Bidder will ensure back-to-back warranty and ATS arrangement with OEM for all software components during Warranty and ATS period.

1. **Implementation** :

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name of the item** | **Qty** | **Unit Cost** | **Taxes** | **Total Cost** | **Remarks, if any** |
| 1 | Implementation cost | 1 |  |  |  |  |
| **…..** |  |  |  |  |  |  |
|  | **Total** | | | |  |  |

1. **Cost of On-site Administration and Customization (during 1st year after final acceptance of the solution) :** -

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name of Items** | **Qty** | **Unit Cost for 1 year** | **Taxes on Unit Cost** | **Total Cost for 1 year** | **Remarks, if any** |
| 1 | **Cost of one on-site administrator-cum-developer** (Graduate with at least 3 yrs of relevant experience of administration and customization of the solution) during 1st year | 1 |  |  |  |  |
| ….. |  |  |  |  |  |  |
|  | **Total** |  |  |  |  |  |

* The vendor will make services of one administrator-cum-developer (having Bachelor's qualification and at least 3 yrs of relevant experience) available on-site for one year at SIDBI after final acceptance of the solution for administration of the solution, development of additional workflow solutions, integration with legacy applications, customization, coordination with other stakeholders as per requirement of the Bank.
* In case of requirement of the Bank, the vendor will continue to extend above services of on-site administrator-cum-developer in 2nd and 3rd year also at the same commercial rate.
* The Bank reserves the right to hire additional resource of similar profile during the contract period at the same commercial rate and the vendor will be required to arrange for the same in case of requirement of the Bank.
* Payment will be made proportionately on actual number of person-months utilized.

1. **Training** :

| **Sl . No.** | **Name of the item** | | **Qty** | **Unit Cost** | **Taxes** | **Total Cost** | **Remarks, if any** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Training | Senior Executive level awareness program | 1 |  |  |  |  |
| 2 | Administration Training (Technical) | 1 |  |  |  |  |
| 3 | End-user Level Training | 1 |  |  |  |  |
| 4 | Training on Development | 1 |  |  |  |  |
|  | **Total (Training)** | | | | |  |  |

**Note :**

* Bidder will quote unit rate for each training type. Price quoted should include all incidental fees like travelling, boarding, lodging etc.. Bank will not bear any extra expenditure other than what is quoted in the commercial bid.
* Bidder will extend additional training services, if required by the Bank, anytime during the contract period at the unit rate mentioned above for respective type of training. Bank will make additional payment at the unit rate quoted by the bidder and finalized in the contract for respective type of additional trainings beyond the scope of this tender.

1. **Cost of Digitization at 2 Offices on Pilot basis: -**

Bidder is required to arrange for digitization of documents at two offices on Pilot basis. Accordingly, it is required to quote for digitization as follows :

| **Sr. No.** | **Name of Office** | **Approximate Volume (No. of Pages)** | **Unit Cost** | **Total Base Cost** | **Taxes** | **Total Cost** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Mumbai | 20,000 |  |  |  |  |
| 2 | Indore | 20,000 |  |  |  |  |
| 3 |  |  |  |  |  |  |
|  | **Total Cost of Digitization** | **---** | |  |  |  |

1. **Cost Summary**

* Bidder shall fill in the following table with summarized price details taken from the tables above. These Costs are inclusive of applicable taxes.
* **Total Cost of Ownership (TCO)** will be arrived as follows.

| **Sl. No.** | **Cost Items** | **Base Cost** | **Warranty /Subscription / ATS Cost (1st Year)** | **Warranty /Subscription /ATS Cost (2nd Year)** | **Warranty /Subscription /ATS Cost (3rd Year)** | **Sub-Total** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **A** | **B** | **C** | **D** | ∑ |
| 1 | Software Cost |  | |  |  |  |
| 2 | Implementation Services cost |  | NA | NA | NA |  |
| 3 | Cost of One on-site Administrator-cum-Developer |  | NA | NA | NA |  |
| 4 | Training |  | NA | NA | NA |  |
| 5 | Cost of Digitization |  | NA | NA | NA |  |
|  | **Sub-Total** | ∑(A+B) | | ∑C | ∑D |  |
|  | **TCO** | ∑(A+B) + ∑C+ ∑D | | | |  |

**Note :**

* Any cost mentioned under ‘Base Cost’ or ‘Warranty /ATS /Cost (1st Year)’ column or bundled with ‘Base Cost’ will be treated as 1st year’s cost for applying NPV formula during commercial evaluation.
* Bidder must ensure that prices reflected in above TCO table exactly match with sub-head wise details of prices given in earlier tables in this Annexure.
* Bidder may please note that all the prices reflected in the above Cost summary table will be taken into account for commercial evaluation using NPV method (formula available in MS Excel )

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

# Annexure VII – Manufacturer Authorisation Format (Software)

**Manufacturer Authorization Format**

**(To be submitted on OEM’s letterhead for each licensed software component)**

**[To be included in Eligibility Bid Envelope]**

Ref: Date:

To

The General Manager (ITV)

Small Industries Development Bank of India

3rd Floor, MSME Development Centre

Plot No. C-11, G Block, Bandra Kurla Complex

Bandra (E),

Mumbai - 400 051

Dear Sir,

**Sub: Manufacturer Authorization ……………………… (DMS Solution) for**

### RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018

*<< bidders will be required to submit MAFs from respective OEM on their letterhead with specific mention of following details:*

* *Reference RfP Number and date, name of the software, name of the bidder as authorised partner*
* *Extending full warranty, Back-to-Back support throughout the contract period and ensure all product upgrades during warranty and ATS / subscription period.>>*

**<OEM Name>**

**<Authorised Signatory>**

Name:

Designation:   
**Note:**

1. This letter of authority should be on the letterhead of the OEM of the software and should be signed by a person competent and having the power of attorney to bind the OEM. It should be included by the bidder in its bid.
2. Bidder has to submit MAF for all the licensed software components separately, if they are not from the same OEM.

# Annexure VIII – Undertaking of Authenticity

**Undertaking of Authenticity**

**[To be signed by authority not lower than the Company Secretary of the Bidder]**

**[To be included in Eligibility Bid Envelope]**

Ref: Date:

To

The General Manager(ITV)

Small Industries Development Bank of India

3rd Floor, MSME Development Centre

Plot No. C-11, G Block, Bandra Kurla Complex

Bandra (E),

Mumbai - 400 051

Dear Sir,

**Subject: Undertaking of Authenticity for \_\_\_\_\_\_\_\_\_\_\_\_**

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

With reference to the software components quoted to you vide our Bid No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in response to your **RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018**, we hereby undertake that all the software components proposed to be delivered shall be original from respective OEMs of the products.

We also undertake that in respect of software components shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

We hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation for the software already billed, we agree to take back the same, if already supplied and return the money if anything paid to us by you in this regard.

We (*Bidder's name*) also take full responsibility of both components & service SLA as per the content of RfP even if there is any defect by our authorized service centre / reseller / SI etc.

Authorised Signatory

Name

Designation

Place

Date

# Annexure IX – Power of Attorney

**Power of Attorney**

*(To be executed on a non judicial stamp paper of requisite value)*

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

**[To be included in Eligibility Bid Envelope]**

BY THIS POWER OF ATTORNEY executed on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2017, We \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, a Company incorporated under the Companies Act, 2013, having its Registered Office at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (hereinafter referred to as “the Company”) doth hereby nominate, constitute and appoint **<Name>, <Employee no.>, < Designation>** of the Company, as its duly constituted Attorney, in the name and on behalf of the Company to do and execute any or all of the following acts, deeds, matters and things, namely :-

1. Execute and submit on behalf of the Company a Proposal and other papers / documents with ‘Small Industries Development Bank of India’ (“SIDBI”) relating to **RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018** for I**mplementation of Document Management System (DMS)** and to attend meetings and hold discussions on behalf of the Company with SIDBI in this regard.

THE COMPANY DOTH hereby agree to ratify and confirm all whatsoever the attorney shall lawfully do or cause to be done under or by virtue of these presents including anything done after revocation hereof but prior to actual or express notice thereof being received by the person or persons for the time being dealing with the attorney hereunder.

IN WITNESS WHEREOF, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ has caused these presents to be executed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on the day, month and year mentioned hereinabove.

For and on behalf of the Board of Directors of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WITNESS:

Signature of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_

Attested

\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**\*\*\*\*\*\*\*\*\*\***

# Annexure X – Bank Mandate Form

**बैंक अधिदेश फ़ॉर्म /BANK MANDATE FORM**

(दो प्रतियों में प्रस्तुत किया जाए /To be submitted in Duplicate)

**[To be included in Technical Bid Envelope]**

(कृपया सूचनाएँ साफ अक्षरों में भरें। जहाँ-कहीं लागू हो, उस पर सही का निशान लगाएँ।

/ Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. उधारकर्ता/विक्रेता/आपूर्तिकर्ता का नामName of Borrower / vendor / supplier:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. विक्रेता का कूट Vendor Code (if applicable)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. उधारकर्ता/विक्रेता/आपूर्तिकर्ता का पताAddress of the Borrower / vendor / supplier:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

नगर/City पिनकोड Pin Code

ई-मेल आईडी /E-mail id:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

एसटीडी कूट के साथ दूरभाष सं./Phone No. with STD code:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

मोबाइल सं./Mobile:No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

स्थायी खाता संख्या/Permanent Account Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

एमएसई पंजीकरण/सीए प्रमाणपत्र/MSE Registration / CA Certificate;\_\_\_\_\_\_\_\_\_\_\_\_\_

(यदि लागू हो/if applicable)

**3. बैंक खाते का विवरण / Particulars of Bank account:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| हिताधिकारी का नाम Beneficiary Name |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| बैंक का नाम  Bank Name |  | | शाखा का नाम  Branch Name | | | | | |  | | | | | | | | | | | | | | | | | | | |
| शाखा का स्थान Branch Place |  | | शाखा का नगर Branch City | | | | | |  | | | | | | | | | | | | | | | | | | | |
| पिनकोड PIN Code |  | | शाखा कूट Branch Code | | | | | |  | |  | | |  | |  | |  | |  |  | |  | |  | |  | |
| एमआईसीआर सं. MICR No. |  | |  | | | | | |  | | | | | | | | | | | | | | | | | | | |
| खाते का स्वरूप Account type | बचत/Saving | | चालू/Current | | | | | | नक़द उधार  Cash Credit | | | | | | | | | | | | | | | | | | | |
| खाता सं.  Account No. | (जैसी चेकबुक में अंकित है/ as appearing in the Cheque book) | |  | |  |  |  |  |  |  | |  | | |  | |  | |  | | |  | |  | |  | |  |
| **(बैंक से आपूर्त एमआईसीआर1 चेक पर अंकित कूट संख्या। कृपया यह सुनिश्चित करने के लिए कि बैंक का नाम, शाखा का नाम एवं कूट तथा खाता संख्या सही है, अपने बैंक का निरस्त किया हुआ चेक संलग्न करें/**  **Code number appearing on the MICR1 cheque supplied by the Bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| आईएफ़एससी कू IFSC CODE | आरटीजीएस अंतरण के लिए For RTGS transfer |  | | एनईएफ़टी अंतरण के लिए For NEFT transfer | | | | | | | | |  | | | | | | | | | | | | | | | |

4. अधिदेश के प्रभावी किए जाने की तिथि

Date from which the mandate should be effective :

मैं एतद् द्वारा घोषित करता हूँ कि ऊपर दिए गए विवरण सही और पूर्ण हैं। यदि अपूर्ण या गलत सूचना के कारण लेनदेन (भुगतान) में कोई बिलम्ब होता है या भुगतान नहीं हो पाता है, तो मैं सिडबी / आईडीबीआई बैंक को उसके लिए उत्तरदायी नहीं बनाऊँगा। मैं यह भी वचन देता हूँ कि यदि मेरे खाते के विवरण में कोई परिवर्तन होगा, तो मैं उसकी सूचना दूँगा, ताकि **भा.रि.बैंक के आरटीजीएस/एनईएफ़टी** के माध्यम से राशि जमा किए जाने के प्रयोजन के लिए अभिलेख अद्यतन किए जा सकें।

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

स्थान/Place : \_\_\_\_\_\_\_\_\_\_\_\_\_

दिनांक/Date : \_\_\_\_\_\_\_\_\_\_\_\_\_ पार्टी/प्राधिकृत हस्ताक्षरकर्ता के हस्ताक्षर Signature of the party / Authorized Signatory

…………………………………………………………………………………………………………………

प्रमाणित किया जाता है कि ऊपर दिए गए विवरण हमारे अभिलेख के अनुसार सही हैं।Certified that particulars furnished above are correct as per our records.

बैंक की मुहर/Bank’s stamp :

दिनांक/Date :

(बैंक के प्राधिकृत अधिकारी के हस्ताक्ष / Signature of the Authorized Official from the Banks)

**टिप्पणी : यदि आरटीजीएस/एनईएफ़टी संबंधी कोई प्रभार होगा, तो उसका वहन पार्टी करेगी।**

**N.B.: RTGS/NEFT charges if any, is to be borne by the party**

**1, 2: आईएफ़एससी/एमआईसीआर के बारे में टिप्पणी**

भारतीय वित्तीय प्रणाली कूट एक अक्षरांकीय/वर्णांकीय कूट है, जो भारत में किसी बैंक-शाखा की अनन्य रूप से पहचान के लिए बनाया गया है। यह 11 अंकों का कूट है, जिसमें प्रथम 4 अक्षर बैंक के कूट को दर्शाते हैं, जबकि पाँचवाँ अंक नियंत्रण अंक के रूप आरक्षित है (वर्तमान में पाँचवें स्थान पर 0 है) तथा शेष अंक शाखा की पहचान हैं। चेक पर अंकित एमआईसीआर कूट (चुम्बकीय स्याही अंक पहचान) में 9 अंक होते हैं, जिनसे बैंक-शाखा की पहचान होती है। भा.रि.बैंक ने सभी बैंकों को सूचित किया है कि वे अपने ग्राहकों को जारी किए जाने वाले चेक पत्रकों पर आईएफ़एससी मुद्रित कराएँ। कोई ग्राहक भी अपनी बैंक-शाखा से संपर्क कर उस शाखा का आईएफ़एस कूट प्राप्त कर सकता है।

**1**, 2: Note on IFSC / MICR

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank’s code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.

# Annexure XI – EMD / Bid Security Form / Bank Guarantee

**EMD / Bid Security Form / Bank Guarantee**

**(Sample Format -** **TO BE EXECUTED ON A NON-JUDICIAL STAMPED PAPER)**

**[To be included in Eligibility Bid Envelope]**

To**: SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA**

WHEREAS …………………………………………………….. (Name of Bidder) (hereinafter called the ‘the Bidder”) has undertaken, in pursuance of **(RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)** to supply ………………………………… (Description of Products and Services) (Herein after called the ‘the RfP”) to you.

AND WHEREAS, it has been stipulated by you in the said RfP that the Bidder shall furnish you with a Bank Guarantee from a commercial Bank for the sum specified therein, as security for compliance with the Bidder’s performance obligations in accordance with the RfP.

AND WHEREAS we ----------------Bank having its registered office at ----- and inter alia a branch office situate at ------- have agreed to give a performance guarantee in lieu of EMD of ` --------- (Rupees ------------------ only) on behalf of the Bidder.

We **-------------------Bank** further undertake not to revoke and make ineffective the guarantee during it’s currency except with the previous consent of the buyer in writing.

We ------ Bank do hereby unconditionally and irrevocably undertake to pay to SIDBI without any demur or protest, merely on demand from SIDBI, an amount not exceeding Rs. ---------- (--------- only).by reason of any breach of the terms of the RFP dated ---- by vendor. We hereby agree that the decision of the SIDBI regarding breach of the terms of the RFP shall be final, conclusive and binding.

WE do hereby guarantee and undertake to pay forthwith on demand to SIDBI a sum not exceeding `……………/-. (Rupees ………………………….. …only) (amount of the Guarantee in words and figures) and we undertake to pay you upon your first written demand declaring the Bidder to be in default under the RFP and without cavil or argument, any sum or sums within the limit of `……………/-. (Rupees …………………………..… only) (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Our obligation to make payment under this Guarantee shall be a primary, independent and absolute obligation and we shall not be entitled to delay or withhold payment for any reason. Our obligations hereunder shall not be affected by any act, omission, matter or thing which but for this provision might operate to release or otherwise exonerate us from our obligations hereunder in whole or in part, including and whether or not known to us or you:

1. Any time or waiver granted to the Bidder;
2. The taking, variation, compromise, renewal or release of or refusal or neglect to perfect or enforce any rights, remedies or securities against the Bidder;
3. Any Variation of or amendment to the RFP or any other document or security so that references to the Contract in this Guarantee shall include each such Variation and amendment;
4. any unenforceability, invalidity or frustration of any obligation of the Bidder or any other person under the RFP or any other document or security waiver by you of any of the terms provisions conditions obligations UNDER RFP or any failure to make demand upon or take action against the Bidder;
5. any other fact, circumstance, provision of statute or rule of law which might, were our liability to be secondary rather than primary, entitle us to be released in whole or in part from our undertaking; and;
6. any change in constitution of the vendor;
7. any petition for the winding up of the Bidder has been admitted and a liquidator or provisional liquidator has been appointed or an order of bankruptcy or an order for the winding up or dissolution of the vendor has been made by a Court of competent jurisdiction;

The written demand referred to in paragraph above shall be deemed to be sufficiently served on us if you deliver to us at the address as set out in paragraph 3.

Notwithstanding anything mentioned herein before, our liability under this Guarantee is restricted to Rs\_\_\_\_\_ (Rupees \_\_\_\_\_ only) and this Guarantee would be valid up to \_\_\_\_\_ and we shall be discharged from all liabilities hereunder unless a written claim for payment under this Guarantee is lodged on us within Claim Period (at least one month) from the date of expiry of the Guarantee, i.e. on or before \_\_\_\_\_ irrespective of whether or not the original Guarantee is returned to us.

Signature and Seal of Guarantors (Bidder’s Bank)

…………………………………………………………..

Date…………………………………………………….

Address …………………………………………………

……………………………………………………………

……………………………………………………………

**\*\*\*\*\*\*\*\*\***

# Annexure XII – Non-Disclosure Agreement

**[To be included in Eligibility Bid Envelope]**

*(Sample Format – To be executed on a non-judicial stamped paper of requisite value)*

**Non-Disclosure Agreement**

WHEREAS, we, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, having Registered Office at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (hereinafter referred to as the COMPANY, which expression shall include its successor and permitted assignees) are agreeable to execute **“Implementation of Document Management System (DMS)”** as per scope defined in the **RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018** for Small Industries Development Bank of India, having its Head office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at, MSME Development Centre, Plot No. C-11, G Block, Bandra Kurla Complex (BKC), Bandra (E), Mumbai - 400 051 (hereinafter referred to as the BANK) and,

WHEREAS, the COMPANY understands that the information shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said RfP and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank’s properties and/or have access to certain plans, documents, approvals, data or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK’s property/information, etc.;

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK’s written authorization to do so;

The COMPANY agrees that information and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK in response to the said RfP, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK;

If a court finds any provision of this agreement invalid or un-enforceable, the remainder of this agreement shall be interpreted so as best to effect the intent of the parties.

The COMPANY shall not, without the BANK’s written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Yours sincerely,

|  |  |
| --- | --- |
| Date | Signature of Authorised Signatory … |
| Place | Name of the Authorised Signatory … |
|  | Designation … Name of the Organisation … Seal … |

# Annexure XIII – Final Acceptance Certificate

**Final Acceptance Certificate Format**

|  |  |  |
| --- | --- | --- |
| 1 | Vendor Name |  |
| 2 | RfP / Tender No | **RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018** |
| 3 | Purchase Order / Contract Details |  |
| 4 | Description of deliverables |  |

**Details of Software and Services :**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Comments on delivery and Acceptance**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of SIDBI official :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Designation :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Seal :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**\*\*\*\*\*\*\*\*\*\*\*\***

# Annexure XIV – Performance Guarantee Format

*(To be executed on a non judicial stamp paper of requisite value)*

**BANK GUARANTEE**

**[To be included in Technical Bid Envelope]**

KNOW ALL MEN BY THESE PRESENTS that in consideration of the Small Industries Development Bank of India (SIDBI), a Corporation constituted and established under the Small Industries Development Bank of India Act, 1989, and having its Head Office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at, MSME Development Centre, Plot No. C-11, G Block, Bandra Kurla Complex (BKC), Bandra (E), Mumbai - 400 051 (hereinafter called the SIDBI ) having agreed to award a contract to M/s. ‘ Service Provider Name’ having its office at ‘ Service Provider’s Office Address’, (hereinafter called "the Service Provider") for “**Implementation of Document Management System (DMS) Solution**” on the terms and conditions contained in the Purchase order No………. dated \_\_\_\_\_\_\_\_\_\_ placed with the Service Provider and SIDBI (hereinafter called "the said Order”) which terms, interalia, stipulates for submission of Bank guarantee for **10%** of the contract value i.e. `. \_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ only), for the due fulfillment by the Service Provider of the terms and conditions of the said Order.

At the request of the Service Provider, (Bank name & address) \_\_\_\_\_\_\_, having its principal/ head office /registered office at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and, for the purposes of this Guarantee, acting through its branch namely (Bank name & address)\_\_\_\_\_\_ \_\_\_\_\_\_\_ (herein after referred to as (Bank name) \_\_\_\_\_\_\_\_\_\_\_\_\_ which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), hereby issue our guarantee No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in favour of **Small Industries Development Bank of India (SIDBI)**

1. We, do hereby unconditionally and irrevocably undertake to pay to SIDBI, without any demur or protest, merely on receipt of a written demand in original before the close of banking business hours on or before \_\_\_\_\_\_\_\_\_\_\_\_, at our counters at (Bank address) \_\_\_\_\_\_\_\_ from SIDBI an amount not exceeding \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by reason of any breach by the Service Provider of the terms and conditions contained in the said Agreement, the opinion of the SIDBI regarding breach shall be final, conclusive and binding.
2. We do hereby guarantee and undertake to pay forthwith on written demand to SIDBI such sum not exceeding the said sum of `. \_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ only) as may be specified in such written demand, in the event of the Service Provider failing or neglecting to perform the said Order for “**Implementation of Document Management System (DMS) Solution**” to SIDBI in the manner and in accordance with the design specification, terms and conditions, contained or referred to in the said Order during its tenure.
3. We further agree that the guarantee herein contained shall remain in full force and effect till all obligations of Service Provider under or by virtue of the said Order have been fully and properly carried out or till validity date of this guarantee i.e. \_\_\_\_\_\_\_\_, whichever is earlier.
4. We undertake to pay to SIDBI all the money as per this Guarantee, notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court, tribunal or authority relating thereto or otherwise and our liability under these being absolute and unequivocal.
5. We further agree with you that SIDBI shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder (i) to vary any of the terms and conditions of the said Order (ii) to extend time for performance by the said Service Provider from time to time or postpone for any time (iii) to exercise or forbear to exercise any of the powers exercisable by SIDBI against said Service Provider and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reasons of any such variations or modifications or extension being granted to the said Service Provider for any forbearance act or omission on the part of SIDBI or any indulgence by the SIDBI to the said agreement or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have an effect of so relieving us. However, nothing contained hereinbefore shall increase our liability under the guarantee above \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or extend beyond \_\_\_\_\_\_\_\_\_\_\_\_\_
6. The liability under this guarantee is restricted to `. \_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ only) and will expire on (date) \_\_\_\_\_\_\_ and unless a claim in writing is presented to us at counters at (bank & address) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on or before (date) \_\_\_\_\_\_\_\_\_\_ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities hereunder.
7. The Guarantee herein contained shall not be determined or affected by Liquidation or winding up or insolvency or closure of the Service Provider or any change in the constitution of the Service Provider or of the Bank.
8. The executants has the power to issue this guarantee and executants on behalf of the Bank and hold full and valid Power of Attorney granted in their favour by the Bank authorizing them to execute this guarantee.
9. Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to `\_\_\_\_\_\_\_\_\_\_\_ (Rupees\_\_\_\_\_\_\_\_\_\_\_\_\_\_).

1. This guarantee shall remain in force until (date) \_\_\_\_\_\_\_\_\_. Our liability hereunder is conditional upon your lodging a demand or claim with us and unless a demand or claim is lodged with us on or before (date) \_\_\_\_\_\_\_\_\_, your rights under the guarantee shall be forfeited and we shall not be liable there under. This guarantee shall be governed by and construed in accordance with the laws of India. The Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, whichever is earlier.
2. We, (bank name, place) \_\_\_\_\_\_\_\_\_\_lastly undertake not to revoke this guarantee during its currency except with the previous consent of SIDBI in writing.
3. Notwithstanding anything to the contrary contained herein, the liability of (bank name & place) under this guarantee is restricted to a maximum total amount of ` \_\_\_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_).
4. Our liability pursuant to this guarantee is conditional upon the receipt of a valid and duly executed written claim, in original, by (bank name & address) \_\_\_\_\_\_\_\_\_\_, delivered by hand, courier or registered post, prior to close of banking hours on (date) \_\_\_\_\_\_\_\_, failing which all rights under this guarantee shall be forfeited and (bank name & place) \_\_\_\_\_\_\_\_\_\_\_\_\_ shall be absolutely and unequivocally discharged of all of its obligations hereunder. This Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of (place \_\_\_\_\_\_) shall have exclusive jurisdiction.
5. Kindly return the original of this guarantee to (bank name & address) upon the earlier of (a) its discharge by payment of claims aggregating to ` \_\_\_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_) (b) fulfillment of the purpose for which this guarantee was issued; or (c) \_\_\_\_\_\_\_\_ (date)”
6. All claims under this guarantee will be made payable at (bank name & address) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ by way of DD payable at Mumbai

In witness where of we ...................... have set and subscribed our hand and seal this ........................ day of .........................2017.

SIGNED, SEALED AND DELIVERED.

BY

AT

IN THE PRESENCE OF WITNESS : 1) Name..........................

Signature.......................

Designation..................

2) Name..........................

Signature.......................

Designation..................

\*\*\*\*\*\*\*\*\*\*\*\*\*

# Annexure XV – Statement of Deviations

**[To be included in Eligibility Bid Envelope]**

Bidders are requested to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

*SIDBI may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by SIDBI will not entitle the bidder to submit a revised commercial bid.*

*Further, any deviation mentioned elsewhere in the response other than in this format shall not be considered as deviation by SIDBI.*

|  |  |  |  |
| --- | --- | --- | --- |
| **implementation of Document Management System (DMS) Solution**  **List of Deviations** (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018) | | | |
| **S.**  **No.** | **Clarification point as stated in the tender document** | **Page / Section Number in RfP** | **Comment/ Suggestion/ Deviation** |
| 1. |  |  |  |
| 2. |  |  |  |
|  |  |  |  |

|  |  |
| --- | --- |
| Date: | Signature of Authorised Signatory: |
| Place: | Name of the Authorised Signatory: |
|  | Designation : |
|  | Name of the Organisation: |
|  | Seal : |

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# Annexure XVI – Pre-Contract Integrity Pact

**[To be included in Eligibility Bid Envelope]**

*(Sample Format – To be executed on a non-judicial stamped paper of requisite value)*

**PRE CONTRACT INTEGRITY PACT**

1. **General**

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at \_\_\_\_\_\_\_\_\_ place\_\_\_ on ---- day of the month of -----, 2016 between Small Industries Development Bank of India, having its Head Office at 15, Ashok Marg, Lucknow – 226001 and inter alia, its Corporate Office at MSME Development Centre, C-11, G-Block, Bandra-Kurla Complex, Bandra(E), Mumbai 400051 (hereinafter called the “BUYER”/SIDBI, which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and M/s --- represented by Shri ----, Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes for Implementation of Document Management System (DMS) Solution and the BIDDER/Seller is willing to offer/has offered the services and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

* Enabling the BUYER to obtain the desired said stores/equipment/services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and
* Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

1. **Commitments of the BUYER**
   1. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
   2. The BUYER will during the pre-contract stage, treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.
   3. All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
   4. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facia found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.
2. **Commitments of BIDDERs**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contact stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following : -

* 1. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
  2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe , gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
  3. BIDDERs shall disclose the name and address of agents and representatives and Indian BIDDERs shall disclose their foreign principals or associates.
  4. BIDDERs shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
  5. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER , or has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
  6. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agree upon for such payments.
  7. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
  8. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
  9. The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on the others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
  10. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
  11. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
  12. If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER’s firm, the same shall be disclosed by the BIDDER at the time of filling of tender.

The term ‘relative’ for this purpose would be as defined in Section 2 (77) of the Companies Act, 2013.

* 1. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

1. **Previous Transgression**
   1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER’s exclusion from the tender process.
   2. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.
2. **Earnest Money (Security Deposit)**
   1. While submitting commercial bid, the BIDDER shall deposit an amount **Rs. 4,60,000.00** as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.
3. Bank Draft or a Pay Order in favour of Small Industries Bank of India, Payable at Mumbai.
4. A confirmed guarantee by an Scheduled Commercial Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
   1. Earnest Money/Security Deposit shall be valid till the date of bid validity as mentioned in the RfP.
   2. In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provision of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
   3. No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.
5. **Sanctions for Violations**
   1. Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required :-
6. To immediately call off the pre contract negations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other BIDDER(s) would continue
7. The Earnest Money Deposit (in pre-contract stage) and /or Security Deposit/Performance Bond) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
8. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
9. To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a bidder from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the bidder from the buyer in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
10. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.
11. To cancel all or any other Contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER
12. To debar the BIDDER from participating in future bidding processes of the buyer or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.
13. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
14. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDER, the same shall not be opened.
15. Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
    1. The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defied in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
    2. The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.
16. **Fall Clause**
    1. The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.
17. **Independent Monitors**
    1. Bank has appointed Shri. Ashok Sinha (IAS retd.) as an Independent External Monitors (IEM) (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name and Address of the IEM are as follows :

Shri Ashok Sinha, (IAS Retd.)

13 Yayati, Sect-58A, Nerul (West)

Palm Beach Road,

Navi-Mumbai 400706

Email Id – asinha51@gmail.com

* 1. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
  2. The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.
  3. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
  4. As soon as the Monitor notices or has reason to believe, a violation of the Pact, he will so inform the Authority designated by the BUYER
  5. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality
  6. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings
  7. The Monitor will submit a written report to the designed Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

1. **Facilitation of Investigation**

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

1. **Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER

1. **Other Legal Actions**

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

1. **Validity**
   1. The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later in case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.
   2. Should one or several provisions of the Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.
2. The parties hereby sign this integrity Pact, at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

BUYER BIDDER

Name of the Officer

Designation CHIEF EXECUTIVE OFFICER

SIDBI

Witness Witness

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.\_\_\_\_\_\_\_\_\_\_\_\_\_ 2.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annexure XVII – Declaration regarding Clean Track Record

**[To be included in Eligibility Bid Envelope]**

Date:

The General Manager (ITV)

Small Industries Development Bank of India

3rd Floor, MSME Development Centre

Plot No. C-11, G Block, Bandra Kurla Complex

Bandra (E),

Mumbai - 400 051

Dear Sir,

**Declaration Regarding Clean Track Record**

### (RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018)

I have carefully gone through the Terms & Conditions contained in the **RfP No: 400/2018/1304/BYO/ITV Dated January 11, 2018** regarding **“Implementation of Document Management System (DMS) Solution”.**

1. We hereby declare that our company has not been debarred / black listed by any Public Sector Bank, RBI, IBA or any other Government / Semi Government organizations in India entity as on the last date of submission of Bid.
2. We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.
3. I further certify that I am competent officer in my company to make this declaration that our bid and its terms & conditions is binding on us and persons claiming through us and that you are not bound to accept a bid you receive.

We further declare that we are eligible and competent as per the eligibility criteria given by the bank and the information submitted by the company in **Annexure – II** & **Annexure – III** is true and correct and also able to perform this contract as per RFP document.

Thanking you,

**Yours sincerely,**

|  |  |
| --- | --- |
| Date | Signature of Authorised Signatory … |
| Place | Name of the Authorised Signatory … |
|  | Designation … |
|  | Name of the Organisation … |
|  | Seal … |

# Annexure XVIII – Infrastructure Details

**[To be included in Eligibility Bid Envelope]**

1. **Software License Components**

Bidder has to furnish details of licenses for all software components being proposed for implementation of the solution in all the environments (DC, DR & UAT / Development). Information may be furnished as per following format:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl . No.** | **Name of Software License Components** | **License Type (Named-user /Concurrent)** | **Qty** | **Remarks, if any** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| …. |  |  |  |  |

**Note:** Additional rows may be added for furnishing information based on requirement.

1. **Hardware**

Bidder has to furnish all hardware details & specifications in the following format required for implementation of the solution at all the three environments (DC, DR & UAT / Development).

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Srl. No.** | **Server Name** | **Purpose** | **Details** | | | | | | | | | |
| **Quantity** | **Make / Model** | **OS** | **CPU** | **Clock Speed** | **Specification with number of Cores** | **Processors** | **Storage** | **RAM** | **Any other reference** |
|  | **Production Environment (DC)** | | | | | | | | | | | |
|  | **……..** |  |  |  |  |  |  |  |  |  |  |  |
|  | **……..** |  |  |  |  |  |  |  |  |  |  |  |
|  | **DR Environment** | | | | | | | | | | | |
|  | **……..** |  |  |  |  |  |  |  |  |  |  |  |
|  | **……..** |  |  |  |  |  |  |  |  |  |  |  |
|  | **UAT / Development** | | | | | | | | | | | |
|  | **……..** |  |  |  |  |  |  |  |  |  |  |  |
|  | **……..** |  |  |  |  |  |  |  |  |  |  |  |

**Note :** Additional rows may be added for furnishing information based on requirement.

# Annexure XIX – Reference Sites of DMS Solutions

**[To be included in Eligibility Bid Envelope]**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl**  **No.** | **Name and**  **complete**  **Postal**  **Address of**  **the**  **Customer** | **Name,**  **Designation,**  **Telephone, Mobile number, Fax, email**  **address**  **of the**  **contact**  **person** | **Brief**  **Scope of**  **work** | **Number**  **of users in**  **the DMS**  **System** | **Kick –**  **off date** | **Project**  **Completion Date** | **Present**  **Status if**  **not**  **completed**  **as on date** | **Remarks** |
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**N.B. :** Kindly attach proof against each of the Work completion/satisfaction certificate