



Government eProcurement System		eProcurement System Government of India	
Tender Details		Date : 02-May-2025 03:21 PM	
		 Print	
Basic Details			
Organisation Chain	Directorate General of Shipping		
Tender Reference Number	18-23011/7/2020-ADMIN - DGS		
Tender ID	2025_DGS_858696_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	QCBS
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	Yes	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No
Payment Instruments		Cover Details, No. Of Covers - 2	
Offline	S.No	Instrument Type	
	1	Demand Draft	
Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Technical Qualification Documents 1
		.pdf	Technical Qualification Documents 2
2	Finance	.xls	BOQ
Tender Fee Details, [Total Fee in ₹ * - 0.00]		EMD Fee Details	
Tender Fee in ₹	0.00	EMD Amount in ₹	2,92,000
Fee Payable To	Nil	EMD Exemption Allowed	Yes
Fee Payable At	Nil	EMD Fee Type	fixed
Tender Fee Exemption Allowed	No	EMD Payable To	Directorate General of Shipping
		EMD Percentage	NA
		EMD Payable At	Mumbai
Click to view modification history			
Work /Item(s)			
Title	Request for Proposals for Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping, Government of India		
Work Description	Request for Proposals for Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping, Government of India		
Pre Qualification Details	Please refer Tender documents.		
Independent External Monitor/Remarks	NA		
Show Tender Value in Public Domain	No		

Tender Value in ₹	0.00	Product Category	Miscellaneous Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	NA
Location	Directorate General of Shipping, Mumbai	Pincode	400042	Pre Bid Meeting Place	Online
Pre Bid Meeting Address	Online, refer to the RFP document for the link	Pre Bid Meeting Date	13-May-2025 02:00 PM	Bid Opening Place	Online
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	02-May-2025 04:00 PM	Bid Opening Date	12-Jun-2025 03:00 PM
Document Download / Sale Start Date	02-May-2025 04:00 PM	Document Download / Sale End Date	11-Jun-2025 03:00 PM
Clarification Start Date	03-May-2025 10:00 AM	Clarification End Date	14-May-2025 06:00 PM
Bid Submission Start Date	21-May-2025 02:00 PM	Bid Submission End Date	11-Jun-2025 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Notice Inviting RFP	272.92

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	BOQ	BOQ_902775.xls	BOQ	399.00
	2	Tender Documents	RFP_RecordRoom.pdf	RFP document	1479.01

View GTE /QCBS Details - Record Room-QCBS

S.No	Particulars	Expected Value	Mandatory	Points (Weightage)
1.0	Record Room		Yes	
1.01	Bidder Experience-Certifications	Yes	Yes	6
1.02	Bidder Experience-Record Management Software	Yes	Yes	4
1.03	Bidder Experience-Scanner Specification	Yes	Yes	5
1.04	Bidder Experience-Scanning and Digitization Experience	Yes	Yes	25
1.05	Bidder Experience-Storing of Physical Records	Yes	Yes	25
1.06	Technical Solution-Solution Design and Approach	Yes	Yes	25
1.07	Technical Solution-Technical Presentation	Yes	Yes	10

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	amit.v-dgs@gov.in	Amit Verma	AMIT VERMA
2.	ravinder-dgs@gov.in	Ravinder Kumar	RAVINDER KUMAR
3.	singh.deependra@gov.in	DEEPENDRA SINGH BISEN	DEEPENDRA SINGH BISEN

GeMARPTS Details

GeMARPTS ID	GMFT95EC2V2N
Description	Not available
Report Initiated On	02-May-2025
Valid Until	01-Jun-2025

Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
BoQ Comparative Chart model	Normal	BoQ Comparative chart decimal places	2
BoQ Comparative Chart Rank Type	L	Form Based BoQ	No

TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	
2	MSEs Order 2012	Agree	

Tender Inviting Authority

Name	DDG
Address	9th Floor Beta Building, i-Think Techno Campus, Kanjurmarg East, Mumbai, Maharashtra 400042

Tender Creator Details

Created By	Amit Verma
Designation	UDC
Created Date	02-May-2025 02:29 PM



नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

Request for Proposals (RFP)
for
**Selection of Service Provider for Formalizing the Digital
Record Room for the Directorate General of Shipping,
Government of India.**

Tender Ref. No.: 18-23011/7/2020-ADMIN - DGS

Date of Issue: 02/05/2025

ISSUING AUTHORITY:
DIRECTORATE GENERAL OF SHIPPING, MUMBAI
Postal Address: 9th Floor Beta Building, I-Think Techno Campus, Kanjurmarg (East),
Mumbai - 400 042 (India)

E-Mail: dgship-dgs[at]nic[dot]in
Tel. No.: 91-22-25752040/41/42/43/45
(From 9:30 A.M. to 6:00 P.M.)

Key Information at a Glance

#	Item	Description
1	Tender Ref. No.	
2	Tender Title	Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping, Government of India.
3	Cost of Request for Proposals	Request for Proposals can be downloaded free of cost from the following websites: https://eprocure.gov.in/epublish/app https://www.dgshipping.gov.in/Content/TenderNotices.aspx
4	Date of Tender Publishing	02/05/2025; 16:00 Hrs.
5	Seek Clarification start date	03/05/2025; 10:00 Hrs.
6	Seek clarification end date	14/05/2025; 18:00 Hrs.
7	Date and time of Pre-Proposal Meeting	13/05/2025; 14:00 Hrs.
8	Start date and time for Submission of Proposals (Technical + Financial Proposals)	21/05/2025; 14:00 Hrs.
9	Last date and time for Submission of Proposals (Technical + Financial Proposals)	11/06/2025; 15:00 Hrs.
10	Date and time of opening of Technical Proposals	12/06/2025; 15:00 Hrs.
11	Help Desk No. (For E - Procurement)	E-Mail: dgship-dgs[at]nic[dot]in Tel. No.: 91-22-25752040/41/42/43/45 Primary email ID: namithasreem-dgs@gov.in eProcurement Helpdesk no.s (New Delhi) 1. 0120-4200462, 2. 0120-4001002, 3. 0120-4001005
12	Link for accessing training schedule regarding use of e-procurement portal by Bidders may be found at:	https://eprocure.gov.in/cppp/trainingdisp

Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping,
Government of India.

#	Item	Description
13	Authority to be contacted in case of any clarification / request for entry permission for physical visit	Name: - Shri. Deependra Singh Bisen Designation: Deputy Director General – IT & e-Governance Email: - singh.deependra@gov.in

Table of Contents

SECTION 1 – LETTER OF INVITATION	9
SECTION 2 – INSTRUCTIONS TO BIDDERS (ITB).....	10
1. GENERAL	10
1.1. INTRODUCTION.....	10
1.2. LANGUAGE OF PROPOSALS	10
1.3. CODE OF INTEGRITY	10
1.4. ELIGIBILITY.....	11
2. REQUEST FOR PROPOSALS.....	11
2.1. CONTENTS OF REQUEST FOR PROPOSALS	11
2.2. CLARIFICATION OF REQUEST FOR PROPOSALS	12
2.3. PRE-PROPOSAL MEETING.....	12
2.4. AMENDMENTS TO REQUEST FOR PROPOSALS	13
3. PREPARATION OF PROPOSALS	13
3.1. DOCUMENTS COMPRISING PROPOSAL	13
3.2. FINANCIAL PROPOSAL.....	13
3.3. PERIOD OF VALIDITY OF PROPOSALS	13
3.4. FORMAT AND SIGNING OF PROPOSALS	14
4. SUBMISSION AND OPENING OF PROPOSALS	14
4.1. SEALING, MARKING AND SUBMISSION OF PROPOSALS	14
4.2. DEADLINE FOR SUBMISSION OF PROPOSALS	14
4.3. LATE PROPOSALS	14
4.4. OPENING OF PROPOSALS.....	14
5. EVALUATION AND COMPARISON OF PROPOSALS.....	15
5.1. CONFIDENTIALITY	15
5.2. PRELIMINARY EXAMINATION OF PROPOSALS	15
5.3. IMMATERIAL NON-CONFORMITIES	15
5.4. DETERMINATION OF RESPONSIVENESS	15
5.5. NON-CONFORMITIES, ERRORS AND OMISSIONS.....	16
5.6. EVALUATION OF PROPOSALS.....	16
5.7. RIGHT TO ACCEPT ANY PROPOSAL AND TO REJECT ANY OR ALL PROPOSALS	17
6. AWARD OF CONTRACT	17
6.1. AWARD CRITERIA	17
6.2. NOTIFICATION OF AWARD	17
6.3. OTHER STATUTORY REQUIREMENTS	17
6.4. SIGNING OF CONTRACT	17
SECTION 3 – DATA SHEET	19
7. ANNEXURE I - INSTRUCTIONS FOR ONLINE PROPOSAL SUBMISSION	21
7.1. REGISTRATION	21
7.2. SEARCHING FOR TENDER DOCUMENTS.....	21
7.3. PREPARATION OF PROPOSALS	21
7.4. SUBMISSION OF PROPOSALS	22
7.5. ASSISTANCE TO BIDDERS.....	23
SECTION 4 – EVALUATION CRITERIA	24
8. ASSESSMENT OF ELIGIBILITY.....	24

9.	TECHNICAL EVALUATION PROCESS.....	30
10.	COMMERCIAL OFFER.....	36
10.1.	COMMERCIAL FORMAT FOR SCANNING & DIGITIZATION:.....	36
10.2.	COMMERCIAL FORMAT FOR PHYSICAL STORAGE OF DOCUMENTS:.....	37
10.3.	COMMERCIAL FORMAT FOR DMS.....	38
11.	MECHANISM FOR COMMERCIAL EVALUATION.....	41
11.1.	CALCULATE SCANNING & DIGITIZATION WEIGHTED COST.....	41
11.2.	EVALUATE STORAGE AND RELATED SERVICES COSTS (CLEARLY SPECIFIED IN RFP).....	41
11.3.	FINAL COMBINED EVALUATION FORMULA:.....	41
12.	APPOINTMENT OF SYSTEM INTEGRATOR.....	42
12.1.	AWARD CRITERIA.....	42
12.2.	RIGHT TO ACCEPT ANY PROPOSAL AND TO REJECT ANY OR ALL PROPOSAL(S).....	43
12.3.	NOTIFICATION OF AWARD.....	44
12.4.	CONTRACT FINALIZATION AND AWARD.....	44
12.5.	PERFORMANCE BANK GUARANTEE.....	44
12.6.	SIGNING OF CONTRACT.....	44
12.7.	FAILURE TO AGREE WITH THE TERMS AND CONDITIONS OF THE RFP.....	44
13.	REJECTION CRITERIA.....	44
13.1.	GENERAL REJECTION CRITERIA.....	45
13.2.	TECHNICAL REJECTION CRITERIA.....	45
13.3.	COMMERCIAL REJECTION CRITERIA.....	45
SECTION 5 – TERMS OF REFERENCE.....		47
14.	BACKGROUND.....	47
15.	PURPOSE/ OBJECTIVES.....	47
16.	SCOPE OF WORK.....	47
A.	SCANNING AND DIGITIZATION.....	49
16.1.	REQUIREMENT ASSESSMENT.....	49
16.1.1.	<i>Volume of Records:</i>	49
16.1.2.	<i>Condition of Records:</i>	49
16.1.3.	<i>Types of Records: (Refer Annexure A & B)</i>	49
16.1.4.	<i>Classification of Records</i>	49
16.1.5.	<i>Retention Period</i>	50
16.2.	DIGITIZATION PLANNING.....	50
16.2.1.	<i>Prioritization of Records:</i>	50
16.2.2.	<i>Resource Allocation:</i>	50
16.2.3.	<i>Quality Assurance:</i>	50
16.2.4.	<i>Storage and Access:</i>	50
16.3.	PREPARATION OF RECORDS FOR DIGITIZATION.....	50
16.3.1.	<i>Document Collection and Logging</i>	50
16.3.2.	<i>Organizing and Preparing Records</i>	51
16.3.3.	<i>Addressing Records Requiring Repair or Conservation</i>	51
16.4.	DIGITIZATION PROCESS.....	52
16.4.1.	<i>Implementing Scanning Solutions</i>	52
16.4.2.	<i>Ensuring High-Quality Scanning</i>	53
16.4.3.	<i>Applying Optical Character Recognition (OCR) Technology</i>	53
16.4.4.	<i>Establishing a Quality Control Process</i>	53
16.5.	METADATA CREATION AND INDEXING.....	54
16.5.1.	<i>Metadata Creation</i>	54
16.5.2.	<i>Indexing Digitized Records</i>	55
16.6.	DATA STORAGE AND MANAGEMENT.....	56

16.6.1.	Secure Centralized Digital Repository	56
16.6.2.	Data Security and Compliance	56
16.7.	CONFIDENTIALITY AND SECURITY PROVISIONS	57
16.7.1.	Confidentiality and Data Integrity	57
16.7.2.	Penalties for Breach	57
16.7.3.	Audits and Monitoring	57
B.	DOCUMENT STORAGE FACILITY	57
16.8.	FACILITY BUILDING STRUCTURE INFORMATION	57
16.9.	FIREFIGHTING AND SAFETY INFRASTRUCTURE FOR DOCUMENT AND MEDIA STORAGE	58
16.10.	SURVEILLANCE SYSTEM	59
16.11.	DOCUMENT PICKUP PROCESS	59
16.12.	TURN AROUND TIME:	59
C.	DOCUMENT MANAGEMENT SYSTEM	61
16.13.	OBJECTIVES	61
16.14.	SCOPE OF THE DMS SOLUTION	61
16.15.	BROAD LIST OF ACTIVITIES IN SCOPE OF WORK	63
16.16.	SERVICES TO BE CARRIED OUT BY BIDDER	63
16.17.	SUPPLY OF SOFTWARE COMPONENTS	64
16.18.	DELIVERABLES OF DMS	65
16.19.	IMPLEMENTATION PHASES AND PROPOSED TIMELINE	65
16.20.	SOFTWARE	66
16.21.	LICENSING	67
16.22.	DISASTER RECOVERY (DR)	68
16.23.	CUSTOMIZATION & INTEGRATION	68
16.24.	SYSTEM & SECURITY AUDIT	69
16.25.	TRAINING	69
17.	ROLES AND RESPONSIBILITIES	72
18.	PROJECT PLAN AND PAYMENT SCHEDULE	74
18.1.	TIMELINE OF SERVICES	74
18.1.1.	Scanning and Digitization	74
18.1.2.	Document Management System	74
18.2.	DELIVERABLES	75
18.2.1.	Scanning and Digitization	75
18.2.2.	Document Management System	75
18.3.	PAYMENT SCHEDULE	76
18.3.1.	Scanning and Digitization & Physical Storage of Documents	76
18.3.2.	Document Management System (DMS)	76
18.4.	PENALTIES	77
18.5.	TERMS OF PAYMENT	77
18.6.	INVOICING AND SETTLEMENT	78
18.7.	TAXES	78
18.8.	ADHERENCE TO DELIVERABLES	78
19.	ANNEXURE II – BIDDING FORMS	80
	TECH FORM 1: TECHNICAL BID - COVERING LETTER	80
	TECH FORM 2: PARTICULARS OF THE BIDDER (PLEASE FILL SEPARATE SHEET FOR EACH CONSORTIUM MEMBERS)	83
	TECH FORM 3: FINANCIAL CAPABILITY	84
	TECH FORM 4: CERTIFICATE FROM HR DEMONSTRATING ITS ORGANIZATION STRENGTH	85
	TECH FORM 5: APPROACH & METHODOLOGY	86
	TECH FORM 6: PROJECT PLAN & DEPLOYMENT OF PERSONNEL	88
	TECH FORM 7: DETAILS OF EXPERIENCE OF BIDDER IN VARIOUS PROJECTS	89
	TECH FORM 8: DETAILS OF INELIGIBILITY FOR CORRUPT OR FRAUDULENT PRACTICES / BLACKLISTED WITH	

ANY OF THE GOVERNMENT OR PUBLIC SECTOR UNITS.....	90
TECH FORM 9: FORMAT FOR CONSORTIUM AGREEMENT	91
TECH FORM 10: BANK GUARANTEE FOR EARNEST MONEY DEPOSIT	92
TECH FORM 11: CERTIFICATE OF CONFORMITY/ No DEVIATION.....	93
TECH FORM 12: FORMAT – DECLARATION FOR NO CONFLICT OF INTEREST	94
TECH FORM 13: COMPLIANCE SHEET FOR ELIGIBILITY CRITERIA.....	95
TECH FORM 14: SCANNERS SPECIFICATIONS AND OWNERSHIP DETAILS	95
<i>Owned Scanners:</i>	95
<i>Leased Scanners:</i>	95
TECH FORM 15: RECORDS STORAGE CENTRES INFORMATION.....	96
TECH FORM 16: TECHNICAL DETAILS OF THE PRODUCT BEING OFFERED.....	98
TECH FORM 17: PROFILE OF RESOURCE	100
TECH FORM 18: MANUFACTURER AUTHORIZATION FORMAT (SOFTWARE).....	102
FORM OF BID SECURITY DECLARATION	104
SECTION 6 – SERVICE LEVEL AGREEMENT	104
STRUCTURE	104
OBJECTIVES OF SLA	104
DETAILS OF SLA PENALTY MECHANISM AND CALCULATIONS.....	104
PENALTIES FOR SCANNING SERVICES:.....	105
PENALTIES FOR STORAGE OF PHYSICAL DOCUMENTS:.....	105
SLA FOR SCANNING SERVICES	105
SLA AND LIQUIDATED DAMAGES FOR DMS	106
SEVERITY LEVELS, RESPONSE TIME GOALS, AND LIQUIDATED DAMAGES FOR SUPPORT SERVICES.....	107
UPPER CAP AND ESCALATION PROVISIONS	107
SLA MEASUREMENT AND MONITORING	107
EXCLUSIONS	107
NON-ADHERENCE TO SLA	108
BREACH OF SLA	108
MONITORING AND AUDITING.....	108
REPORTING MECHANISM	108
ISSUE MANAGEMENT PROCEDURES	108
SLA CHANGE CONTROL	109
A. <i>General</i>	109
SLA CHANGE PROCESS.....	109
VERSION CONTROL	109
MANAGEMENT ESCALATION PROCEDURES	109
UPDATING OF THIS AGREEMENT	110
BID SECURITY DECLARATION	114
INTEGRITY PACT.....	115
NON-DISCLOSURE AGREEMENT	118
SECTION 7 – GENERAL CONDITIONS OF CONTRACT (GCC)	120
1. <i>General Provisions</i>	120
3. <i>Obligations of the Consultant</i>	123
4. <i>Consultant’s Experts</i>	125
5. <i>Obligations of the Client</i>	126
6. <i>Payments</i>	127

7. <i>Settlement of Disputes</i>	128
8. <i>Good Faith</i>	128
9. <i>Limitation of Liability</i>	128
10. <i>Indemnity</i>	129
SECTION 8 – SPECIAL CONDITIONS OF CONTRACT (SCC)	130
SECTION 9 – CONTRACT FORMS	133

Section 1 – Letter of Invitation

Proposal Reference No.: 18-23011/7/2020-ADMIN - DGS

Date: 02/05/2025

Tender Title:

1. The DGS invites online Proposals from eligible Bidders for Selection of Service Provider for Formalization of Digital Record Room of The Directorate General Shipping of India, Govt. of India.
2. More details pertaining to the scope of work may be seen under the Terms of Reference (Section V).
3. The process of Quality & Cost Based Selection (QCBS) shall be followed for selection of suitable Bidder. The Bidding process shall be conducted in an online mode on the Central Public Procurement Portal (CPPP) which is publicly accessible using the following web address: <https://eprocure.gov.in/eprocure/app>. Bidders can download the Request for Proposals free of cost from this portal.
4. Interested Bidders must register on the e-procurement portal and upload their technical and financial proposals separately within the stipulated time and date i.e. 11th June 2025; 15:00 Hrs.
5. Detailed instructions regarding online submission of proposals may be seen under Annexure I.
6. The Bidder is solely responsible for timely uploading of Proposals on the e-procurement portal. DGS shall not be liable for resolving any queries / issues raised on the day of Proposal submission.
7. Technical Proposals shall be opened online at 14:00 hrs. on 13th May 2025. Bidders can see the tender opening status by logging on to the e-procurement portal using their registered IDs.
8. Financial Proposals of only technically qualified Bidders shall be opened at a date which shall be pre-disclosed on the e-procurement portal.
9. DGS reserves the right to accept or reject any or all of the Proposals at any time during the Bidding process.

Deputy Director General

Section 2 – Instructions to Bidders (ITB)

1. General

1.1. Introduction

- a) This Section provides the relevant information as well as instructions to assist prospective Bidders in preparation and submission of Proposals. It also includes the mode and procedure to be adopted by the Directorate General of Shipping (DGS) (hereinafter referred to as the 'Client') for receipt and opening as well as scrutiny and evaluation of Proposals and subsequent placement of award of contract.
- b) The Client named in the **Data Sheet** will select an eligible consulting firm / organization (the Bidder), in accordance with the method of selection specified in the **Data Sheet**.
- c) Before preparing the Proposal and submitting the same to the Client, the Bidder should read and examine all the terms & conditions, instructions etc. contained in the Request for Proposals. Failure to provide required information or to comply with the instructions incorporated in this Request for Proposals may result in rejection of Proposals submitted by Bidders.
- d) The successful Bidder will be expected to complete the Services by the Intended Completion Date as provided in the **Data Sheet** and communicated in the services contract.

1.2. Language of Proposals

Proposal submitted by the Bidder and all subsequent correspondences and documents relating to the Proposal exchanged between the Bidder and the Client, shall be written in English language. However, the language of any printed literature furnished by the Bidder in connection with its Proposal may be written in any other language, provided the same is accompanied by a self-certified English translation and, for purposes of interpretation of the Proposal, the English translation shall prevail.

1.3. Code of Integrity

- a) The Client and all officers or employees of the Client, whether involved in the procurement process or otherwise, or Bidders and their representatives or employees participating in a procurement process or other persons involved, directly or indirectly in any way in a procurement process shall maintain an unimpeachable standard of integrity in accordance with the code of integrity prescribed under GFR 175.
- b) In case of breach of the code of integrity by a Bidder or a prospective Bidder, the DGS, after giving a reasonable opportunity of being heard, may take appropriate measures including –
 - i. exclusion of the Bidder from the procurement process.
 - ii. calling off of pre-contract negotiations and forfeiture or encashment of Proposal security;
 - iii. forfeiture or encashment of any other security or bond relating to procurement;
 - iv. recovery of payments made by the Client along with interest thereon at bank rate;
 - v. cancellation of the relevant contract and recovery of compensation for loss incurred by the Client;
 - vi. debarment of the Bidder from participation in any future procurements of any Client for a period of up to three years.

1.4. Eligibility

- a) This Request for Proposals is open to all Bidders eligible as described in the instructions to Bidders. DGS employees, Committee members, Board members and their relatives (Spouse or Children) are not eligible to participate in the tender. Bidders involved in corrupt and fraudulent practices or debarred from participating in Public Procurement by any state government or any procuring entity of the central government shall not be eligible.
- b) The specific eligibility conditions shall be as prescribed under the **Data Sheet**.
- c) Bidders shall submit a declaration regarding its eligibility vis-à-vis all the criteria mentioned under the instructions to Bidders and the Proposal data sheet.

1. Online Proposal Submission Process

The e-tender is available on CPPP portal, <https://eprocure.gov.in/eprocure/app> as mentioned in the tender. The tenders duly filled in should be uploaded and submitted online on or before the end date of submission. More details regarding the online Proposal submission process may be found under Annexure-II attached to this Request for Proposals.

2. Request for Proposals

2.1. Contents of Request for Proposals

- a) The Request for Proposals include the following Sections, which should be read in conjunction with any amendment issued in accordance with ITB.
 - Section 1 Invitation for Bidders
 - Section 2 Instructions to Bidders (ITB)
 - Section 3 Data Sheet
 - Section 4 Evaluation Criteria
 - Section 5 Terms of Reference
 - Section 6 Service Level Agreement
 - Section 7 Proposal Forms
 - Section 8 General Conditions of Contract (GCC)
 - Section 9 Special Conditions of Contract (SCC)
 - Section 10 Contract Forms
 - Financial Proposal Template in MS Excel format
 - Annexures
- b) Unless downloaded directly from the DGS website (<https://www.dgshipping.gov.in>) or the e-procurement portal <https://eprocure.gov.in/eprocure/app> as specified in the **Data Sheet**, Client shall not be responsible for the correctness of the Request for Proposals, responses to requests for clarification, the Minutes of the Pre-Proposal meeting, if any, or Amendment(s) to the Request for Proposals in accordance with ITB.
- c) Bidders are expected to examine all instructions, forms, terms, and specifications in the Request for Proposals and to furnish with its Proposal all information or documentation as is required by the Request for Proposals.

2.2. Clarification of Request for Proposals

- a) A Bidder requiring any clarification of the Request for Proposals shall contact the DGS in writing / email at the Client's address specified in the **Data Sheet**.
- b) The Client will respond in writing / email / through the e-procurement portal to any request for clarification, provided that such request is received prior to the deadline for submission of Proposals within a period specified in the **Data Sheet**. The Client shall also promptly publish brief description of the enquiry but without identifying its source and its response at its website or on the e-procurement portal.
- c) Should the clarification result in changes to the essential elements of the Request for Proposals, the Client shall amend the Request for Proposals following the procedure given under ITB.
- d) The queries should necessarily be submitted in the following format

Name of Person	Designation	Email ID(s)	Tel. Nos. & Fax Nos.

S. No	RFP Document Reference (s) (Page Number and Section Number)	Content of RFP Requiring Clarification	Points of Clarification
1.			
2.			
3.			
4.			
5.			

- e) DGS shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications after the indicated date and time may not be entertained by the DGS.
- f) Queries must be strictly submitted only in the prescribed format (.XLS/.XLSX). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity.

2.3. Pre-Proposal Meeting

- a) In order to provide response to any doubt regarding Request for Proposals, or to clarify issues, a pre-Proposal meeting may be scheduled, as specified in the **Data Sheet**.
- b) During the pre-Proposal meeting, the clarification sought by representative of prospective Bidders shall be responded appropriately. However, they shall be asked to submit their written request by close of office next day or by e-mail for electronic record thereof. The Client shall publish written response to such requests for clarifications, without identifying its source. In case required, amendment(s), in terms of ITB below shall be issued, which shall be binding on all prospective Bidders.

2.4. Amendments to Request for Proposals

- a) At any time prior to the deadline for submission of Proposals, the DGS may, for any reason deemed fit by it, amend or modify the Request for Proposals by issuing Amendment(s)/corrigendum.
- b) Such Amendment(s)/corrigendum will be published on DGS's website or on the e-procurement portal and the same shall be binding on all prospective Bidders.
- c) To provide prospective Bidders reasonable time for taking the corrigendum into account, DGS may, at its discretion, extend the last date for the receipt of Proposals. Notifications regarding extensions, corrigendum, will be published on the website mentioned in the tender schedule and there shall be no paper advertisement.
- d) Any Bidder who has downloaded the Request for Proposals should check the Amendment(s), if any, issued on the DGS website and on the e-procurement portal.

3. Preparation of Proposals

3.1. Documents Comprising Proposal

- a) Bidder's pre-qualification / eligibility submission shall comprise the documents listed under ITB Clause 4 and corresponding Data Sheet entry.
- b) Bidder's technical Proposal shall comprise the following:
 - Letter of Proposal as per the form provided in Section 7 – Proposal Forms;
 - Bidder's Past Experience Details
 - Proposed Approach, Methodology and Work Plan
 - Team Composition and Task Assignments
 - CVs of Proposed Key Experts
 - Staffing Schedule
 - Proposed Knowledge Transfer Plan
 - Any other document as required in the ITB or Data Sheet
 - Annexure V- Bidding Forms
- c) Bidder's financial Proposal shall comprise the financial quote submitted in the excel template published along with these Request for Proposals.

3.2. Financial Proposal

The Bidder shall use the financial proposal template uploaded along with this RFP for preparation of their financial proposal. The Bidder shall enter the remuneration and reimbursable rates along with applicable taxes. The Bidder shall quote the price in INR only.

3.3. Period of Validity of Proposals

- a) Proposals shall remain valid for a period of 180 days from the deadline of submission of Proposals unless otherwise specified in the **Data Sheet**.
- b) In exceptional circumstances, prior to the expiration of the Proposal validity period, the Client may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing. A Bidder may refuse the request without any penal repercussions. A Bidder granting the request shall not be required or permitted to modify its Proposal.

3.4. Format and Signing of Proposals

- a) Documents establishing Bidder's eligibility shall be compiled into a single PDF file. All pages in the document should be serially numbered and an index specifying contents of the Proposal should be populated at the beginning of the document.
- b) The technical Proposals comprising all documents specified under ITB Clause 10 a) may be compiled into a single PDF document. All pages in the document should be serially numbered and an index specifying contents of the Proposal should be populated at the beginning of the document.
- c) Authorized signatory of the Bidder shall sign, either physically or digitally, on each page of the Proposal. This signature should be accompanied by Bidder's official seal.
- d) The financial Proposal must be submitted in the MS excel template provided with the Request for Proposals. Any financial quotation in Request for Proposal (RFP) will result in disqualification of the bid.

4. Submission and Opening of Proposals

4.1. Sealing, Marking and Submission of Proposals

- a) Bidders shall submit their pre-qualification (eligibility) documents as well as the technical and financial proposals online.
- b) Online submission of Proposals shall be carried out in accordance with the instructions given under Annexure I.

4.2. Deadline for Submission of Proposals

- a) Proposals must be received by the Client online on the e-procurement portal no later than the date and time specified in the **Data Sheet**.
- b) The date of submission and opening of Proposals shall not be extended except when:
 - sufficient number of Proposals have not been received within the given time and the Client is of the opinion that further Proposals are likely to be submitted if time is extended; or
 - the Request for Proposals are required to be substantially modified as a result of discussions in pre-Proposal meeting or otherwise and the time for preparations of Proposals by the prospective Bidders appears to be insufficient for which such extension is required.
- c) In cases where the time and date of submission of Proposals is extended, an amendment to the Request for Proposals shall be issued.

4.3. Late Proposals

- a) Proposals received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained
- b) The proposals submitted by fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) DGS reserves the right to modify and amend any of the above-stipulated condition/ criterion depending upon project priorities vis-à-vis urgent commitments.

4.4. Opening of Proposals

- a) The pre-qualification (eligibility) documents and the technical proposals shall be opened online on the date and time stipulated in the Data Sheet.
- b) After due evaluation of the technical Proposals, the Client shall notify the technically

qualified Bidders regarding the date of financial Proposal opening by giving at least 3 days' advance notice on the e-procurement portal.

- c) The financial Proposals of only technically qualified Bidders shall be opened.

5. Evaluation and Comparison of Proposals

5.1. Confidentiality

- a) Information relating to the evaluation of Proposals and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with the bidding process until the same is published officially on the e-procurement portal for information of all Bidders.
- b) Any effort by a Bidder to influence the Client in the evaluation or contract award decisions may result in the rejection of its Proposal.

5.2. Preliminary Examination of Proposals

- a) The Proposal Evaluation Committee constituted by the Client shall conduct a preliminary scrutiny of the opened Proposals at the beginning to assess the prima-facie responsiveness and record its findings thereof particularly in respect of the following:
 - that the Proposal is complete and duly signed by authorized signatory;
 - that the Proposal is valid for the period, specified in the Request for Proposals;
 - that the Proposal is unconditional and that the Bidder; and
 - any other specific requirements put forth in the Request for Proposals.
- b) Proposals failing to meet these preliminary requirements shall be treated as non-responsive and shall not be considered further for evaluation.

5.3. Immaterial non-conformities

- a) The Proposal Evaluation Committee may waive non-conformities in the Proposal that do not constitute a material deviation, reservation or omission and deem the Proposal to be responsive;
- b) The Proposal Evaluation Committee may request the Bidder to submit necessary information or documents which are historical in nature like audited statements of accounts, tax clearance certificate, PAN, etc. within a reasonable period of time. Failure of the Bidder to comply with the request within the given time shall result in the rejection of its Proposal;
- c) The Proposal Evaluation Committee may rectify immaterial non-conformities or omissions on the basis of the additional information or documentation received from the Bidder.

5.4. Determination of Responsiveness

- a) The Proposal Evaluation Committee constituted by the Client shall determine the responsiveness of a Proposal to the Request for Proposals based on the contents of the Proposal submitted by the Bidder;
- b) A Proposal shall be deemed to be substantially responsive if it meets the requirements of the Request for Proposals without any material deviation, reservation, or omission where: -
 - i. "deviation" is a departure from the requirements specified in the Request

- for Proposals;
- ii. “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Request for Proposals; and
 - iii. “omission” is the failure to submit part or all of the information or documentation required in the Request for Proposals.
- c) A “material deviation, reservation, or omission” is one that, if accepted, shall:-
- i. Effect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the Request for Proposals; or
 - ii. Limit in any substantial way, inconsistent with the Request for Proposals, the rights of the Client or the obligation of the Bidder under the proposed contract; or
 - iii. If rectified shall unfairly affect the competitive position of other Bidders presenting responsive Proposals;
- d) The Proposal Evaluation Committee shall examine the technical aspects of the Proposal in particular to confirm that all requirements of Request for Proposals have been met without any material deviation, reservation or omission;
- e) The Proposal Evaluation Committee shall regard a Proposal as responsive if it conforms to all requirements set out in the Request for Proposals, or contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the Request for Proposals, that is, there is no material deviation, or if it contains errors or oversights that can be corrected without any change in the substance of the Proposal;
- f) Proposals that are not responsive or contain any material deviation shall be rejected. Proposals declared as non-responsive shall be excluded from any further evaluation.

5.5. Non-conformities, Errors and Omissions

- a) Provided that a Proposal is substantially responsive, the Proposal Evaluation Committee may waive any nonconformity in the Proposal.
- b) Provided that a Proposal is substantially responsive, the Client, being DGS or authorized representative may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.
- c) Provided that a Proposal is substantially responsive, the Proposal Evaluation Committee shall rectify quantifiable nonmaterial nonconformities related to the Proposal Price. To this effect, the Proposal Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non- conforming item or component.

5.6. Evaluation of Proposals

- a) Technical evaluation of proposals shall be carried out based on the criteria stipulated under ‘Section 4 – Evaluation Criteria’. The evaluation committee shall not adopt any other criteria other than the ones already stipulated in the Request for Proposals.
- b) The evaluation of financial Proposal will shall be including GST.
- c) The Client’s evaluation of a proposal may require the consideration of other factors, in addition to the Bidder’s financial offer. These factors may be related to the

characteristics, performance, and terms and conditions of Consultancy Services. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate comparison of Proposals, shall be specified in 'Section 4 - Evaluation Criteria'.

- d) Bidders shall be asked to deliver presentation on their technical proposals as per the details provided in the **Data Sheet**. This presentation shall only cover contents of the technical proposals submitted by the Bidder. No marks shall be assigned to the presentation. The objective of the presentation round is to summarize the contents of Bidder's technical proposal for better understanding of the evaluation committee.

5.7. Right to Accept Any Proposal and to Reject Any or All Proposals

The Client reserves the right to accept or reject any Proposal, and to cancel / annul the Bidding process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to the Bidders for which the Client shall keep record of clear and logical reasons properly for any such action / recall of Bidding process. In case of cancellation / annulment, all Proposals submitted and specifically, Proposal securities, shall be promptly returned to the Bidders

6. Award of Contract

6.1. Award Criteria

The Bidder obtaining the highest combined evaluation score i.e. sum of weighted technical and financial scores shall be considered for award of contract (in case of QCBS evaluation) and the technically qualified Bidder having the least price quote **L1** shall be considered for award of contract (in case of LCS evaluation).

Note: In line with the Manual for Procurement of Consultancy & Other Services (Updated June 2022), Chapter 6.8.6, this office has the right to evaluate the financial bids/proposals before considering them as a valid financial bid/proposal. Financial weightage will be provided only to the valid financial bids/proposals for further comparisons.

6.2. Notification of Award

- a) Prior to the expiration of the period of Proposal validity, the Client shall notify the successful Bidder, in writing, that its Proposal has been accepted. The notification letter (hereinafter and in the Conditions of Contract and Contract Forms called the "Letter of Acceptance") shall specify the accepted contract price. The expected date of award of contract is as stipulated under **Data Sheet**.
- b) Until a formal Contract is prepared and executed, the Letter of Acceptance shall constitute a binding Contract.

6.3. Other Statutory Requirements

Successful Bidder shall be required to fulfill insurance and other statutory requirements including submission of signed undertakings assuring compliance with the various standards stipulated in the conditions of contract. Failure of the successful Bidder to submit the same shall constitute sufficient grounds for the annulment of the award. In that event the Client may award the Contract to the next highest evaluated Bidder, whose Proposal is substantially responsive and is determined by the Client to be qualified to perform the Contract satisfactorily.

6.4. Signing of Contract

Promptly after notification of Award, the Client shall send the successful Bidder the

Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping,
Government of India.

Contract Agreement. Within twenty-eight days of receipt of the Contract Agreement, the successful Bidder shall sign, date, and return it to the Client.

Section 3 – Data Sheet

The following specific data for the Selection of the System Integrator to be procured shall complement, supplement, or amend the provisions in the Instructions to bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB

ITB Para Reference	Particulars
ITB 1b)	<p>The Client is: DGS, Address: _____</p> <p>The Method of Selection of Bidder is Quality & Cost Based Selection (QCBS)</p>
ITB 4	<p>In order to be considered for technical evaluation, the Bidder must satisfy the eligibility requirements stipulated under Section 4.</p>
ITB 6 b)	<p>The official website of DGS is: https://www.dgshipping.gov.in/</p> <p>The e-procurement portal is: https://eprocure.gov.in/eprocure/app</p>
ITB 7 a)	<p>The Client's address for seeking clarifications is:</p> <p>Directorate General of Shipping, 9th Floor Beta Building,i-Think Techno Campus, Kanjurmarg (East), Mumbai - 400 042 (India)</p> <p>Tel. No.: 91-22-25752040/41/42/43/45 Fax.No. :91-22-25752029/35; Email: dgship-dgs[at]nic[dot]in</p> <p>Primary Custodian: - Shri Deependra Singh Bisen</p> <p>Contact of Primary Custodian: - singh.deependra@gov.in</p> <p>Queries may also be raised by using the 'seek clarifications' option available on the e-procurement portal.</p>
ITB 7 b)	<p>The Bidders may submit their requests for clarification before the seek clarification end date as will be mentioned in the E-Procurement portal.</p>
ITB 8 a)	<p>The Pre-Proposal meeting shall be held electronically at 14:00 Hrs on 13th may 2025 .</p> <p>The web-link to attend the pre-Proposal meeting is as follows:</p> <p>https://tinyurl.com/4dwmazjd</p>

ITB Para Reference	Particulars
ITB 12 a)	No change. Proposals shall remain valid for a period of 180 days from the deadline of submission of Proposals.
ITB 14	<p>Bid Security / Earnest Money Deposit of INR 2,92,000/- (Rupees Two Lakhs Ninety-Two Thousand Only) valid for 90 days in the form of Demand Draft from the date of submission of bid as mentioned in the Scope of Work.</p> <p>Or if the Bidder is exempted from submission of EMD</p> <p>Bid Security Declaration shall be submitted duly signed on the letterhead of the bidder, in pursuance of Govt. of India O.M. No. F.9/4/2020-PPD dated 12/11/2020, as per the format provided.</p> <p>The demand draft shall be drawn in favor of "Directorate General of Shipping Mumbai," and shall be payable at Mumbai.</p>
ITB 17 a)	<p>The web-address of e-procurement portal is:</p> <p>https://eprocure.gov.in/eprocure/app</p> <p>The address for submission of hard copies of EMD, Performance Guarantee is:</p> <p>Directorate General of Shipping, 9th Floor Beta Building,i-Think Techno Campus, Kanjurmarg (East), Mumbai - 400 042 (India)</p> <p>Tel. No. : 91-22-25752040/41/42/43/45 Fax.No. :91-22-25752029/35; Email: dgship-dgs[at]nic[dot]in</p> <p>The deadline for submission of Proposals is 15:00 Hrs on 11th June 2025.</p>
ITB 17 a)	The technical Proposals shall be opened online at 15:00 Hrs on 12 th June 2025 .
ITB 23 d)	<p>The presentations shall be held online using Microsoft Teams / offline within a week after opening of the technical proposals. The specific dates, time and meeting links shall be notified by the client on its website i.e. https://www.dgshipping.gov.in/ and also will be communicated via respective emails.</p>
ITB 28 a)	The expected date of award of contract is .

7. Annexure I - Instructions for Online Proposal Submission

Bidders are required to submit soft copies of their Proposals electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Bidders in registering on the CPP Portal, prepare their Proposals in accordance with the requirements and submitting their Proposals online on the CPP Portal.

7.1. REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrollment" on the CPP Portal which is free of charge.
2. As part of the enrolment process, the Bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPPP.
4. Upon enrolment, the Bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a Bidder. Please note that the Bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

7.2. SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate Bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the Bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the Bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the Bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The Bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

7.3. PREPARATION OF PROPOSALS

1. Bidder should take into account any corrigendum published on the tender document before submitting their Proposals.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the Proposal. Please note the number of covers in which the Proposal documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the Proposal.

3. Bidder, in advance, should get ready the Proposal documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Proposal documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every Proposal, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a Proposal, and need not be uploaded again and again. This will lead to a reduction in the time required for Proposal submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Proposal.

7.4. SUBMISSION OF PROPOSALS

1. Bidder should log into the site well in advance for Proposal submission so that they can upload the Proposal in time i.e. on or before the Proposal submission time. Bidder will be responsible for any delay due to other issues.
2. The Bidder has to digitally sign and upload the required Proposal documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of Proposal submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during Proposal submission time, otherwise the uploaded Proposal will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial Proposals in the format provided and no other format is acceptable. If the price Proposal has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the Bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the Bidder). No other cells should be changed. Once the details have been completed, the Bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the Bidder, the Proposal will be rejected.
6. The server time (which is displayed on the Bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the Proposals by the Bidders, opening of Proposals etc. The Bidders should follow this time during Proposal submission.
7. All the documents being submitted by the Bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of Proposal opening. The confidentiality

of the Proposals is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any Proposal document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/Proposal opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized Proposal openers.

8. Upon the successful and timely submission of Proposals (i.e. after Clicking "Freeze Proposal Submission" in the portal), the portal will give a successful Proposal submission message & a Proposal summary will be displayed with the Proposal no. and the date & time of submission of the Proposal with all other relevant details.
9. The Proposal summary has to be printed and kept as an acknowledgement of the submission of the Proposal. This acknowledgement may be used as an entry pass for any Proposal opening meetings.

7.5. ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online Proposal submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Bidders may avail the free training on the use of e-procurement system as per the schedule published at the following link: <https://eprocure.gov.in/cppp/trainingdisp>. In case of any further queries, please contact Shri Vikram Satre at +91-82865-87409 during office hours i.e. between 10 AM till 6 PM on weekdays.

Section 4 – Evaluation Criteria

This Section contains all the criteria that the DGS shall use to evaluate Proposals and qualify the Bidders. No other factors, methods or criteria shall be used for the purpose of evaluation.

- i. The overall objective of this evaluation process is to select the capable and qualified firm in the business domain of developing and rolling out the integrated application, related hardware and other infrastructure, providing associated capacity building, training and handholding support as well as associated managed services and who will provide a comprehensive solution towards Supply, Installation, Integration, Commissioning, Development, Deployment, Operation & Management of the said system and hardware provisioning at DGS.
- ii. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria shall not be evaluated.
- iii. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70% marks in the technical evaluation would be eligible for the next stage, i.e., Financial Bid opening.
- iv. Proposals of bidders would be evaluated as per Technical Evaluation Criteria.

8. Assessment of Eligibility

The Bidder's proposals shall be first assessed for eligibility based on the eligibility criteria stipulated below. Only those Bidders who are found to be eligible as per the stipulated criteria shall be considered for evaluation of technical proposals.

- i. The prospective Bidders shall enclose documentary evidence in support of the Pre-Qualification Criteria along with the Bid.
- ii. Format for the Pre-Qualification Proposal is as follows [Please customize this list on the basis of Pre-Qualification Criteria Finalized below]

S. No	Criteria	Pre-qualification Criteria description	Supporting Document	Response (Yes / No)	Reference in Response to Pre-Qualification Bid (Section # and Page #)

EC#	Condition	Criteria	Supporting Documents (to be Included in the RFP)
EC1	Legal Entity	The bidder / Lead Bidder in case of consortium should be a company registered in India under the Companies Act, 1956 / LLP Act, 2008 and subsequent amendments thereto. The	Copy of the incorporation / registration certificate clearly indicating the nature of business. To be submitted for - <ul style="list-style-type: none"> • Single Bid – Bidder

EC#	Condition	Criteria	Supporting Documents (to be Included in the RFP)
		bidder should be operational in India for at least last five financial years (including name change / impact of mergers or acquisitions) as of 31st March 2024 as evidenced by the Certificate of Incorporation and / or Certificate of Commencement of Business issued by the Registrar of Companies, India.	<ul style="list-style-type: none"> • Consortium Bid – Lead Bidder
EC2	Registration Certification by the concerned authority/government	The Bidder/Lead bidder in case of consortium must have valid registration regarding GSTIN, PAN, EPF, ESI, Labor, or equivalent registration certificate issued by the concerned authority/government as applicable to the subject Services.	Copy of certificate for Registration To be submitted for - <ul style="list-style-type: none"> • Single Bid – Bidder • Consortium Bid – Lead Bidder
EC3	Declaration of Insolvency, Bankruptcy, etc.	The Service Provider must not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended, and must not be the subject of legal proceedings for any of aforesaid reasons.	Self-Declaration on company letterhead by authorized signatory
EC4	Blacklisting by Govt.	i. The Service Provider Must Not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organization or its Ministry/ Department from participation in its procurement processes; and/ or ii. Not be convicted (within three years preceding the last date of EOI submission) or stand declared ineligible/	Declaration by authorized signatory in Tech Form 8 In case of: <ul style="list-style-type: none"> • Single Bid – Bidder • Consortium Bid – All members

EC#	Condition	Criteria	Supporting Documents (to be Included in the RFP)
		<p>suspended/ blacklisted/ banned/ debarred by appropriate agencies of the Government of India from participation in procurement processes of all its entities, for:</p> <ol style="list-style-type: none"> a. offenses involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or b. offenses under the Indian Penal Code or any other law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/ or c. suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India. <p>Not have changed its name or created a new "Allied Entity", consequent to having declared ineligible/ suspended/ blacklisted/ banned/ debarred as above</p>	
EC5	Conflict of Interest	<p>The Service Provider Must Not have a conflict of interest which substantially affects fair competition. No attempt should be made to induce any other Bidder to submit or not to submit bid to</p>	<p>Declaration by authorized signatory in Tech Form 12 In case of:</p> <ul style="list-style-type: none"> • Single Bid – Bidder

EC#	Condition	Criteria	Supporting Documents (to be Included in the RFP)
		restrict competition.	<ul style="list-style-type: none"> • Consortium Bid – All members
EC6	Turnover	Minimum average annual turnover of INR 5 Cr. at least, calculated as total certified payments received for contracts in progress or completed within the last 5 years.	Tech Form 3: Financial Capability Statements In case of: <ul style="list-style-type: none"> • Single Bid – Bidder • Consortium Bid – Lead bidder
EC7	Financial: Net worth	The Service Provider should have a positive net for 3 consecutive years i.e. 2021-22, 2022-23 and 2023-24	CA Certificate for 3 Years Service Provider to provide CA certificate for 2021-22, 2022-23 and 2023-24.
EC8	Certification	<p>The Service Provider in case of consortium must have been assessed for</p> <ol style="list-style-type: none"> I. ISO 9001 for Quality Management II. ISO 27001 for Information Security Management III. CMMI Level 3 and above certification <p>The certifications should be valid on the date of bid submission. In case the certification is under renewal, the Bidder shall provide the details of the previous certifications and the current assessment consideration in the Bid Process. Bidder to submit a valid certificate at the time of signing the contract (if selected) otherwise bidder will be disqualified.</p> <p>Bidder shall ensure that the certifications continue to remain valid till the end of the Agreement.</p>	Copy of valid certificate In case of: <ul style="list-style-type: none"> • Single Bid – Bidder • Consortium Bid – Lead bidder and Consortium members

EC#	Condition	Criteria	Supporting Documents (to be Included in the RFP)
EC9	Technical Capability	<p>i. The Service Provider should have minimum 3 years of experience during last 5 years in India in scanning and digitization of pages with a combination of pages of size Legal, A4, A3, A2, A1, A0.. These work orders should be from any of the State/Central Government Departments /Organizations / Public Sector Undertakings.</p> <p>ii. Service Provider must have experience of storing of physical documents in facilities/record rooms at least once during last five years. These work orders should be from any of the State/Central Government Departments /Organizations / Public Sector Undertakings.</p>	<p>Completed projects: Bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client.</p> <p>Ongoing Projects: Bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. The chartered accountant's certificate to the above extent indicating the name of the firm, name of the client, total value of the project and payment received as on date is to be submitted</p> <p>Bidder to provide details of experience as per Tech Form 7</p>
EC10	Document Management System	<p>The Service Provider should have implemented a Comprehensive Document Management System. The Service Provider should have dedicated in house IT team and should have the ability to customize the process with access to the Source code of the software being used by the Service</p>	<p>Completed projects: Bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client.</p> <p>Ongoing Projects: Bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. The chartered accountant's certificate to the above extent</p>

EC#	Condition	Criteria	Supporting Documents (to be Included in the RFP)
		Provider at any time as per client requirement.	<p>indicating the name of the firm, name of the client, total value of the project and payment received as on date is to be submitted</p> <p>Bidder to provide details of experience as per Tech Form 7</p>
EC11	Scanner Specifications	Company should own/leased minimum 50 highspeed scanners, flatbed scanners, as per the specifications mentioned scope of work and any other scanner as may be required, Computers, NAS Boxes, servers to provide scanning and digitization service at multiple centers.	Tech Form 14 and Copy of Purchase Invoice in favor of bidder.
EC12	Safety at Facility	Service Provider to give compliance certificate adhering to all the provisions viz. fire safety; pest, rodents, termite control; fumigation norms in the facility in beginning and thereafter every 6 months' interval. No complaint against vendor / or its supervisor / staff of breach of data privacy, confidentiality, proliferation, misuse	Copy of Compliance Certificate and Tech Form 15
EC13	Transportation Facility	Service provider must have transportation facility to transfer physical documents from one place to another place	

9. Technical Evaluation Process

The evaluation committee shall carry out the preliminary examination of Proposals and shall determine the responsiveness of Proposals based as per the procedure stipulated under ITB.

1. Evaluation Criteria (QCBS)

The DGS shall evaluate the **technical proposals** on the basis of the following criteria:

#	Evaluation Criteria for the proposed solution	Max Marks
A	Bidder Experience	55
A.1	Scanning and Digitization Experience	25
A.2	Storing of Physical Records	15
A.3	Document Management System Implementation Experience	4
A.4	Scanner Specification	5
A.5	Certifications	6
B	Technical Solution	45
B.1	<i>Document Management System</i>	20
B.2	Solution Design and Approach	15
B.3	Technical Presentation	10
	TOTAL	100

#	PARAMETER	MAX. MARKS	EVIDENCE TO BE SUBMITTED
	TOTAL	100	
A	Bidder Experience	55	
A.1	<p><i>Scanning & Digitization Experience</i></p> <p>The Bidder / Lead bidder in case of consortium must have experience in executing scanning and digitization projects with a combination of pages of size Legal, A4, A3, A2, A1, A0. for clients. Each implementation must include the following:</p> <ul style="list-style-type: none"> • Requirement Assessment • Digitization Planning • Preparation of Records for Digitization • Scanning and digitization services • Metadata Creation and Indexing • Centralized Digital 	25	<p>Completed Projects:</p> <p>Copy of work order / MSA / PO and Completion Certificate from the client.</p> <ol style="list-style-type: none"> I. In case of completed bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client. II. In case of ongoing projects bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. III. The chartered accountant's certificate to the above extent indicating the name of the firm, name of the client, total value of the project and payment received as on date is to be submitted

#	PARAMETER	MAX. MARKS	EVIDENCE TO BE SUBMITTED
	<p>Repository</p> <ul style="list-style-type: none"> • Quality assurance • Confidentiality and Security Provisions <p>Award of marks will be as follows:</p> <p>1. Years of experience:</p> <ul style="list-style-type: none"> • < 3 years: 0 marks • 3 to 4 years: 2 marks • >=5 years: 5 marks <p>2. Number of similar completed projects:</p> <ul style="list-style-type: none"> • < 2 projects: 0 Marks • 2 to 3 projects: 1 Marks • 4 to 5 projects: 3 Marks • > 5 projects: 5 Marks <p>3. Quantum of pages scanned in a single work order:</p> <ul style="list-style-type: none"> • < 1 Cr: 0 Marks • 1 Cr to 2 Cr: 1 Marks • 3 Cr to 4 Cr: 3 Marks • >= 5 Cr: 5 Marks <p>Maximum 15 marks will be awarded.</p> <p>Additionally, marks will be awarded as follows for the above-considered projects:</p> <ul style="list-style-type: none"> • In case the above-said experience is for State/Central Government Departments / Organizations / Public Sector Undertakings. client – 1 Additional Mark per project. Maximum 5 marks will be awarded. • In case the value of the 		<p>IV. In case of the project under Non - Disclosure Agreement (NDA), Company Secretary of the bidder or certifying authority of bidder should provide the certificate of completion + completion certificate from the client.</p> <p>As per Tech Form 7</p>

#	PARAMETER	MAX. MARKS	EVIDENCE TO BE SUBMITTED
	<p>above cited experience is > 5 Crores each – 1 Additional Mark per project. Maximum 5 marks will be awarded.</p> <p>The additional criteria shall be evaluated only for the submitted projects</p>		
A.2	<p>Storing of Physical Records</p> <p>The Bidder / Lead bidder in case of consortium must have experience in storing and managing physical records with a combination of pages of size Legal, A4, A3, A2, A1, A0. for clients</p> <p>Award of marks will be as follows:</p> <p>1. Years of experience:</p> <ul style="list-style-type: none"> • < 3 years: 0 marks • 3 to 4 years: 2 marks • >=5 years: 3 marks <p>2. Number of similar completed projects:</p> <ul style="list-style-type: none"> • < 2 projects: 0 Marks • 2 to 3 projects: 1 Marks • 4 to 5 projects: 3 Marks • > 5 projects: 4 Marks <p>3. Quantum of pages stored in a single work order:</p> <ul style="list-style-type: none"> • < 1 Cr: 0 Marks • 1 Cr to 2 Cr: 1 Marks • 3 Cr to 4 Cr: 3 Marks • >= 5 Cr: 4 Marks <p>Maximum 11 marks will be awarded.</p> <p>Additionally, marks will be awarded as follows for the above-considered projects:</p>	15	<p>Completed Projects:</p> <p>Copy of work order / MSA / PO and Completion Certificate from the client.</p> <ol style="list-style-type: none"> I. In case of completed bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client. II. In case of ongoing projects bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. III. The chartered accountant's certificate to the above extent indicating the name of the firm, name of the client, total value of the project and payment received as on date is to be submitted IV. In case of the project under Non - Disclosure Agreement (NDA), Company Secretary of the bidder or certifying authority of bidder should provide the certificate of completion + completion certificate from the client. <p>As per Tech Form 7</p>

#	PARAMETER	MAX. MARKS	EVIDENCE TO BE SUBMITTED
	<ul style="list-style-type: none"> • In case the above-said experience is for State/Central Government Departments / Organizations / Public Sector Undertakings. client – 1 Additional Marks per project. Maximum 2 marks will be awarded. • In case the value of the above cited experience is > 5 Crores each – 1 Additional Marks per project. Maximum 2 marks will be awarded. <p>The additional criteria shall be evaluated only for the submitted projects</p>		
A.3	<p><i>Document Management System Implementation Experience</i></p> <p>The Service Provider should have implemented Comprehensive Document Management Systems.</p> <p><u>2 marks for each project will be allotted. A bidder can submit maximum of 2 projects.</u></p>	4	<p>Completed Projects:</p> <p>Copy of work order / MSA / PO and Completion Certificate from the client.</p> <ol style="list-style-type: none"> I. In case of completed bidder to submit Copy of work order / MSA / PO and bidder to submit Completion Certificate from the client. II. In case of ongoing projects bidder to submit Copy of work order / MSA / PO and proof of payment of the project(s) has been received up to UAT. III. The chartered accountant's certificate to the above extent indicating the name of the firm, name of the client, total value of the project and payment received as on date is to be submitted IV. In case of the project under Non - Disclosure Agreement (NDA), Company Secretary of the bidder or certifying

#	PARAMETER	MAX. MARKS	EVIDENCE TO BE SUBMITTED
			<p>authority of bidder should provide the certificate of completion + completion certificate from the client.</p> <p>As per Tech Form 7</p>
<p>A.4</p>	<p>Scanner Specification</p> <p>Company should own / leased highspeed scanners, flatbed scanners, as per the specifications mentioned scope of work and any other scanner as may be required, Computers, NAS Boxes, servers to provide scanning and digitization service at multiple centers.</p> <p>Award of marks will be as follows:</p> <ul style="list-style-type: none"> • > 90 Scanners: 5 Marks • 71 to 90 Scanners: 4 Marks • 51 to 70 Scanners: 3 Marks • 50 Scanners: 2 Marks 	<p>5</p>	<p>As per Tech Form 14</p>
<p>A.5</p>	<p>Certifications</p> <p>The Service Provider in case of consortium must have been assessed for</p> <ol style="list-style-type: none"> 1. ISO 9001 for Quality Management: 2 Marks 2. ISO 27001 for Information Security Management: 2 Marks 3. CMMI Level 3 and above certification: 2 Marks <p>The certifications should be valid on the date of bid submission. In case the certification is under renewal, the Bidder shall provide the details of the previous certifications and the current assessment consideration in the Bid Process. Bidder to submit a</p>	<p>6</p>	<p>The certifications should be valid on the date of bid submission. In case of Service Providers where the certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment consideration in the Bid Process.</p> <p>Bidder to submit a valid CMMI certificate at the time of signing the contract (if selected) otherwise bidder will be disqualified.</p> <p>Bidder shall ensure that the certifications continue to remain valid till the end of the Agreement.</p>

#	PARAMETER	MAX. MARKS	EVIDENCE TO BE SUBMITTED
	<p>valid certificate at the time of signing the contract (if selected) otherwise bidder will be disqualified.</p> <p>Bidder shall ensure that the certifications continue to remain valid till the end of the Agreement.</p>		
B	Technical Solution	45	
B.1	<p>Technical Specifications of the Offered Document Management System</p>	20	<p>Details of the product being offered, including technical literature, licensing details.</p> <p>As per Tech Form 16</p>
B.2	<p>Solution Design and Approach (as part of Bid Response Document)</p> <p>Marks will be awarded as below: (TO BE MODIFIED)</p> <p>Solution Design and Approach</p> <ul style="list-style-type: none"> • Overall implementation methodology (Phases, deliverables at each phase, timeline, etc.) – 2 marks • Methodology for requirement assessment and digitization/storage planning – 2 marks • Methodology for scanning, digitization, and indexing processes – 2 marks • Methodology of quality control and testing for digitized and stored records – 2 marks • Internal acceptance and review mechanism for deliverables – 1 marks • Proposed acceptance criteria for deliverables – 	15	<p>Signed Technical Bid Forms: Tech 5, Tech 6,</p>

#	PARAMETER	MAX. MARKS	EVIDENCE TO BE SUBMITTED
	<p>1 marks</p> <ul style="list-style-type: none"> Methodology, approach, tools, and processes proposed for project execution – 2 marks Change management and training plan – 2 marks Risk Management Plan: – 1 marks 		
B.3	<p>Technical Presentation</p> <ul style="list-style-type: none"> Understanding of the project objective Approach & methodology of the proposed solution Demo of the proposed system Question and Answers 	10	<p>Presentation to Authorities of DGS (Inclusive of any site visit for designated DGS officials which could be done before or after the presentation). Evaluation of this shall be communicated accordingly to the committee for awarding of marks.</p> <p>The bidders are expected to present their key resources which will be leading the implementation and whose profiles would be evaluated by the evaluation committee</p>

Bidders must ensure that the documentary evidence submitted by them as part of their technical proposal must provide necessary information in adequate details to establish the facts without a scope for doubt. Any scanned documents being submitted must possess adequate resolution to ensure legibility without confusion. In case any information necessary for establishing Bidder's qualifications is not clear from the documents submitted, the evaluation committee's interpretation in that regard shall be final. Incomplete or unclear documents may lead to disqualification of the Bidder.

The minimum qualifying technical score is 70 out of 100. Financial proposals of only those Bidders shall be opened who obtain at least 70 marks in the technical evaluation.

10. Commercial Offer

10.1. Commercial Format for Scanning & Digitization:

Bidder shall submit their prices only in the e-Tendering system. Price quoted elsewhere shall be liable to rejection.

- i. The bidder should take care that rate mentioned sufficiently covers the expenses that the bidder shall incur for scanning capture module, database licenses (if required), hardware for scanning, resource employed, other expenses, etc. for the project as mentioned in the scope of work. There should not be any separate cost for each item.
- ii. Format for commercial proposal is as follows:

S. No.	Item	Cost Item	Cost per side (image) in Rs.
1	Scanning & Digitization	Price per side (image) of scanning	

- iii. The rates for scanning and digitization for different size of paper will be calculated on the basis of commercial offer as per mentioned below method.
- A4 = Rate as per quotation,
 - Legal = A4
 - A3 = 2 x A4,
 - A2 = 2 x A4
 - A1 = 4 x A4,
 - A0 = 4 x A4
- iv. For example, if the L1 quotation for Scanning and Digitization is Rs. 0.10 then the cost of scanning & digitization will be as mentioned below
- A4 = Rs. 0.10,
 - Legal = Rs. 0.10
 - A3 = Rs. 0.20,
 - A2 = Rs. 0.20
 - A1 = Rs. 0.40,
 - A0 = Rs. 0.40
- v. The rate quoted above should be exclusive of GST, etc., duties and any other levy attracted to the item applicable as of the last date of submission of the tender.

10.2. Commercial Format for Physical Storage of Documents:

One Time Charges	Rate [A]	Approx. Quantity [B]	Total cost [A X B]
a) File size – 13.8” x 10.6” x 3.1”			
b) No of files for storage – 36,418			
c) No of files per Box - _____ rounded figure			
d) No of Boxes required = b/c= _____ boxes			
Cost of Box	Rs_____ per box	_____boxes as per i) above	
Bar code and Indexing charges for the Boxes	Rs_____ per box	_____boxes as per i) above	
Bar code and Indexing charges for the files	Rs_____ per file	1,00,000 files	
Transportation charges per box	Rs_____ per box	_____boxes as per i) above	
TOTAL ONE TIME CHARGE [A]			

SERVICES PRICE (including Transportation) Monthly charges

Charge Type	Description	Rate	Quantity	Total Cost
STORAGE PRICE Monthly Charges	Storage charges – per box	Rs____ per month		
	TOTAL FOR 1 YEARS (per month x 12) [A]			
SERVICES PRICE (including Transportation)	Retrieval charges, Normal within 24 hours [per file, etc.]	Rs____ per file		
	Retrieval charges, Urgent (same day if request placed before 10:30 a.m.) – per flat file, per box file, per register etc.	Rs____ per file		
	Refile, File to Box [per flat file, per box file]	Rs____ per file		
	Permanent Retrieval [per flat file, per box file, per register etc.]	Rs____ per file		
	New file storage (Normal file)	Rs____ per file		
	New file storage (Box file)	Rs____ per file		
	TOTAL FOR 1 YEARS (per month x 12) [B]			
GRAND TOTAL [A+B] =				
Destruction, [per flat file, per box file, etc.] - PER YEAR (Rate Only)		Rs____ per file	-	

10.3. Commercial Format for DMS

A. Cost of License

#	Description*	Make & Model	Type of license (named user/core/concurrent)	Qty (I)	Unit Rate (II)	Taxes (III)	Total (IV=I×II+III)
1.	Application Software Licenses (as per scope of work)						
2.	Database Licenses (as per scope of work)	To be specified by bidder					
3.	Middleware Licenses (as per scope of work)	To be specified by bidder					

#	Description*	Make & Model	Type of license (named user/core/concurrent)	Qty (I)	Unit Rate (II)	Taxes (III)	Total (IV=I×II+III)
4.	Additional Modules (if any)	To be specified by bidder					
Total Licensing Cost [A]							

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

B. Implementation

#	Description	Unit Rate (I)	Taxes (II)	Total (III = I + II)
1.	Study, development, Integration and customization effort for Implementation of DMS and other modules (as per the scope of work) including On-Boarding and digitization of Departments with and Training.			
Total Implementation Cost [B]				

C. Annual Technical Support (ATS) Charges

#	Description	Unit Rate (I)	Taxes (II)	Total (III = I + II)
1.	ATS Charges for 2 nd year			
2.	ATS Charges for 3 rd year			
3.	ATS Charges for 4 th year			
4.	ATS Charges for 5 th year			
Total ATS Support Charges [C]				

D. Onsite Resource

#	Description	Unit Rate (I)	Taxes (II)	Total (III = I + II)
1.	Cost of Onsite Resource [D]			

The selected vendor shall deploy onsite resources at DG Shipping premises post final sign-off of the DMS solution. These resources shall possess:

- Minimum bachelor's qualification
- At least 3 years of relevant experience in DMS administration, workflow development, integration, or system customization.

The deployed resource(s) shall support:

- Solution administration
- Development of additional workflows
- Integration with legacy applications and existing systems

- Customization and configuration as required
- Coordination with DG Shipping teams and external stakeholders

DG Shipping may request the continued availability of the same resource(s) at any time during the contract period, at the same commercial terms and rates.

Additionally, DG Shipping reserves the right to hire additional onsite resource(s) of a similar profile during the contract period. The vendor shall be obligated to provide such additional resources at the same agreed commercial rates, within a mutually agreed timeline.

Payment for onsite resources shall be made:

- Quarterly, post-completion of each quarter
- Based on the actual number of person-months utilized
- Upon submission of invoice and attendance/reporting records approved by DG Shipping

Total Cost of Requirements [X]

#	Description	Total Cost (excl. taxes)	Applicable Taxes	Total Cost Incl. Taxes
1.	Total Licensing Cost [A]			
2.	Total Implementation Cost [B]			
3.	Total ATS Charges [C]			
4.	Cost of Onsite Resource [D]			
	Total [X = A+B+C+D]			

11. Mechanism for Commercial Evaluation

Paper Size	Estimated % of Total Documents (Assumption)	Weight (Multiplier)
A4/Legal	80%	1
A3/A2	15%	2
A1/A0	5%	4

11.1. Calculate Scanning & Digitization Weighted Cost

If bidder quotes digitization price for **A4 per image (X)**.

Weighted average digitization rate:

Weighted Rate per Page = $(0.80 \times X) + (0.15 \times 2X) + (0.05 \times 4X)$

Example (assuming quoted rate of ₹0.10 per A4):

Paper Size	% Pages	Multiplier	Calculation	Weighted Rate
A4/Legal	80%	1	0.80×0.10	₹0.08
A3/A2	15%	2	0.15×0.20	₹0.03
A1/A0	5%	4	0.05×0.40	₹0.02
Total	100%			₹0.13 per page

Note: For evaluation purposes only, an assumed total page count of X (e.g., 100,000 pages) and distribution as A4/A3/A2/A1/A0 (80%, 15%, 5%) will be used uniformly for all bidders. Actual payments will be based on actual counts and agreed rates.

11.2. Evaluate Storage and Related Services Costs (Clearly Specified in RFP)

Storage costs and service costs should be evaluated based on:

- One-time costs (box charges, barcoding, transportation).
- Monthly storage (quoted price per box multiplied by 36 months).
- Monthly retrieval charges (quoted rate multiplied by estimated monthly retrievals multiplied by 36 months).
- Permanent retrieval, new file storage, and audit/bulk scanning charges using estimated volumes.

11.3. Final Combined Evaluation Formula:

Combine Scanning & Digitization, Storage charges and DMS cost to calculate the Total Cost of Ownership (TCO):

Total Evaluated Cost = {Weighted Digitization Rate per page} * {Estimated total pages} + {Storage & Services Cost} + {DMS Cost}

Example (using 100,000 assumed pages):

- Digitization Cost = ₹0.13 × 100,000 = ₹13,000
- Storage & Services Cost (example) = ₹7,00,000
- DMS Cost = ₹2,00,000
- **Total = ₹9,13,000**

- The Financial Bids of technically qualified bidders (i.e., 70% marks) will be opened on the prescribed date on the CPP Portal.
- Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- Any conditional bid would be rejected.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If

there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

- vi. Bidder should provide all prices as per the prescribed format provided in Annexure.
- vii. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (Zero) in all such fields.
- viii. All the prices (even for taxes) are to be entered in Indian Rupees ONLY (%age values are not allowed)
- ix. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable. DGS shall consider all Taxes, Duties & Levies for the purpose of Evaluation
- x. DGS reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- xi. The Bidder needs to account for all Out-of-Pocket expenses related to Boarding, Lodging and other related items in the commercial bids. Any additional charges have to be borne by the bidder. For evaluation of Commercial Bids, the DGS shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder
- xii. The price quoted in the Commercial Proposal shall be the only payment, payable by DGS to the successful Bidder for completion of the contractual obligations by the successful Bidder under the contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between DGS and the Bidder after negotiations.
- xiii. It is mandatory to provide break up of all taxes, duties, and levies wherever applicable and/or payable. The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by DGS. Similarly, any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidders organization should be passed on to DGS. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go live, delivery charges and any other charges as applicable. Any other charges as applicable shall be borne by the bidder.
- xiv. Percentage (%) of taxes etc. if any, to be claimed shall be indicated in the Price bid, otherwise it will be presumed that rates are inclusive of all taxes and no plea would be accepted in this regard after opening of the tenders and during the validity of the contract.
- xv. The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be considered for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, DGS shall avail such discount at the time of award of Contract. For future purposes, Unit prices of all individual components will be discounted accordingly (by the overall discount % in case overall discount % is given or by the individual component discount % in case item wise discount given) to arrive at component-wise unit prices.

12. Appointment of System Integrator

12.1. Award Criteria

- i. Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70% and Commercial Bid Score a weightage of 30%.
- ii. The bidder would be technically evaluated out of 100 marks. All the bidders who

secure overall minimum of 70% (70 Marks out of 100 across all the components together) will be considered as technically qualified. Technical score of all bidders will be calculated based on the following formula:

- iii. Technical Score of bidders (TS) = Technical Marks received by the bidder x 70%
- iv. The Bid having the Lowest Commercial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Commercial score of all the other bidders will be calculated based on the following formula:
- v. Commercial score of bidder (CS) = $\frac{\text{Commercial Quote of the lowest bidder}}{\text{Commercial Quote of the bidder}} \times 100 \times 30\%$
- vi. Final Score of the bidder: Final Score of each bidding party will be computed by adding the technical score and Commercial Score on the basis of the following formula:
Total Score = TS + CS
- vii. The bidder whose bid has secured the "Highest Total Score" out of 100 as per above evaluation will be considered as best evaluated Bid. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations
- viii. DGS is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.

Example demonstrating the calculation of Technical Score and Commercial Scores is provided below:

Bidder	Marks Received by bidder	Technical Score of bidders (TS)
Bidder 1	88	61.6
Bidder 2	90	63
Bidder 3	80	56
Bidder 4	95	66.5

Commercial Score of a bidder (CS) = {lowest discounted quote / Bidder's discounted quote} X 100 (adjusted to 2 decimals)

Bidder	Commercial Quote Provided by Bidder	Calculation of commercial score	Commercial Score of Bidder (CS)
Bidder 1	110	(110/110) *100*30%	30
Bidder 2	140	(110/140) *100*30%	23.57
Bidder 3	160	(110/160) *100*30%	20.63
Bidder 4	130	(110/130) *100*30%	25.39

Total Score for each bidder

Bidder	Technical Score (TS)	Commercial Score (CS)	Total Score
Bidder 1	61.6	30	91.6
Bidder 2	63	23.57	86.57
Bidder 3	56	20.63	76.63
Bidder 4	66.5	25.39	91.89

The bidder with the highest final score shall be treated as the successful bidder. In the above example, Bidder 4 will be treated as successful bidder.

12.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

DGS reserves the right to accept or reject any proposal, and to annul the tendering process

/ Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for DGS action.

12.3. Notification of Award

- i. Prior to the expiration of the validity period, DGS will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, DGS may like to request the bidders to extend the validity period of the bid.
- ii. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee DGS will notify each unsuccessful bidder and return their EMD.

12.4. Contract Finalization and Award

- i. The written advice to any change shall be issued by DGS to the bidders up to 4 (four) weeks prior to the due date of commencement of services.
- ii. The selected Bidder/s should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication.
- iii. Upon notification of award to the successful Bidder, DGS will promptly notify each unsuccessful Bidder.

12.5. Performance Bank Guarantee

DGS will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 3% of the total bid value and should be valid till 6 months post the Contract Period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. In case the Contract Term is extended, the Performance Bank Guarantee should also be extended within 15 days of approval of contract extension and should be valid till 6 months post the Contract Extension Term. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, DGS at its discretion may cancel the order placed on the selected bidder without giving any notice. DGS shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DGS incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

12.6. Signing of Contract

After the DGS notifies the successful bidder that its proposal has been accepted, DGS shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between DGS and the successful bidder.

12.7. Failure to Agree with the Terms and Conditions of the RFP

- i. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DGS may award the contract to the retender as per CVC guidelines or call for new proposals from the interested bidders.
- ii. In such a case, the DGS shall invoke the PBG of the successful bidder.

13. Rejection Criteria

Besides other conditions and terms highlighted in the RFP document, bids may be rejected under following circumstances:

13.1. General Rejection Criteria

- i. Bids not qualifying under Pre-qualification criteria.
- ii. Bids submitted without or improper EMD
- iii. Bids received through Fax / E-Mail except wherever required
- iv. Bids which do not confirm unconditional validity of the bid as prescribed in the Tender
- v. If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process
- vi. Any effort on the part of a Bidder to influence DGS' s bid evaluation, bid comparison or contract award decisions
- vii. Bids received by the DGS after the last date for receipt of bids prescribed by the DGS
- viii. Bids without signature of person (s) duly authorized on required pages of the bid
- ix. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
- x. If it is found that multiple bidders have submitted separate tenders/ quotations under different names of firms/ establishments but with common address for such establishments/ firms, are managed or governed by the same person/ persons jointly or severally, such tenders shall be liable for penal and legal action including blacklisting.
- xi. If it is found that firms have tendered separately under different names for the same contract, all such tender(s) shall stand rejected and tender deposit of each such firm/ establishment shall be forfeited. In addition, such firms/ establishments shall be liable at the discretion of the DGS for further penal action including blacklisting.
- xii. The Bidders not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work, General Terms & Conditions and Service Level Agreements of this tender.
- xiii. Bidders not complying with the General Terms and conditions as stated in the Tender Documents.
- xiv. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.

13.2. Technical Rejection Criteria

- i. Technical Bid containing commercial details.
- ii. Revelation of Prices in any form or by any reason before opening the Commercial Bid
- iii. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- iv. Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.
- v. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents.
- vi. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.
- vii. If the bid does not conform to the timelines indicated in the bid.
- viii. Bidder not complying with the eligibility criteria.

13.3. Commercial Rejection Criteria

- i. Incomplete Price Bid
- ii. Price Bids that do not conform to the Tender's price bid format.
- iii. Total price quoted by the Bidder does not include all statutory taxes and levies applicable.
- iv. If there is an arithmetic discrepancy in the commercial bid calculations the bidder shall rectify the same. If the Bidder does not accept the correction of the errors, its

- bid may be rejected.
- v. Financial Bids that are less than 50% of the average bid price will be disqualified. The average bid price is computed by adding all Financial Bid values of ALL the technically qualified bidders and dividing the same by the number of technically qualified bidders.
- vi. Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidders.
- vii. Revelation of Prices in any form or by any reason before opening the Commercial Bid

Section 5 – Terms of Reference

14. Background

The Directorate General of Shipping (DGS), under the Government of India, manages extensive volumes of physical records essential for overseeing regulatory, administrative, legal, and operational aspects of the Indian maritime sector. Historically, these records have predominantly been stored and maintained in physical formats, presenting significant challenges including limited storage capacity, difficulty in timely retrieval, physical deterioration of documents, and vulnerabilities to environmental factors such as fire, floods, and pest infestations.

Given the increasing demands for efficient and secure management of records, coupled with evolving regulatory and compliance requirements, it has become imperative to transition to a robust, digitally enabled record management environment. Formalizing a Digital Record Room aims to comprehensively digitize, systematically index, securely store, and facilitate easy retrieval of all pertinent records, thus significantly improving operational efficiency, accessibility, compliance, and data security.

This digitization initiative ensures the preservation and integrity of critical records, mitigates risks associated with physical damage or loss, and positions the Directorate General of Shipping to effectively meet future informational and regulatory demands through a centralized, secure digital repository.

15. Purpose/ Objectives

The primary objectives of formalizing the Digital Record Room for the Directorate General of Shipping (DGS) are:

- 1. Comprehensive Digitization and Enhanced Accessibility:**
Digitize legacy physical records comprehensively, ensuring systematic indexing and metadata management, enabling authorized personnel to easily and securely access information from any location at any time.
- 2. Robust Data Security and Confidentiality:**
Implement advanced security measures including encryption, role-based access controls, and multi-factor authentication to safeguard sensitive records against unauthorized access, breaches, and data loss.
- 3. Operational Efficiency in Record Management:**
Streamline and automate the processes of record classification, digitization, indexing, storage, retrieval, and physical document management, significantly reducing manual effort, processing times, and administrative overhead.
- 4. Regulatory Compliance and Improved Auditability:**
Ensure full compliance with applicable legal, regulatory, and governmental standards governing record management. Provide transparent and comprehensive audit trails and facilitate easier verification of records during audits or regulatory reviews.
- 5. Effective Disaster Recovery and Business Continuity:**
Establish robust disaster recovery mechanisms through regular backups, redundancy protocols, and contingency planning, ensuring uninterrupted record availability and protection against physical and digital disruptions or unforeseen catastrophic events.

16. Scope of Work

The comprehensive scope for formalizing the Digital Record Room at the Directorate General of Shipping (DGS) includes the following key activities:

A. Scanning and Digitization of Existing Records

The selected vendor shall undertake end-to-end digitization of existing physical records, including:

- **Requirement Assessment and Digitization Planning:**

- Conduct a comprehensive inventory of existing records, classifying records based on type, volume, condition, confidentiality, and retention periods (Category A, B, C).
- Prioritize documents for digitization based on criticality, usage frequency, and preservation risk.
- **Preparation of Records for Digitization:**
 - Sort, catalogue, and index records systematically.
 - Identify, repair, and conserve damaged or fragile documents before digitization.
- **Scanning and Digitization Services:**
 - Employ high-quality scanning solutions capable of handling varied document sizes (Legal, A4, A3, A2, A1, A0), ensuring optimal resolution (minimum 200-600 dpi).
 - Provide OCR (Optical Character Recognition) to ensure text-searchable digitized documents.
- **Metadata Creation and Indexing:**
 - Create standardized metadata to facilitate efficient search and retrieval.
 - Develop an indexing structure enabling document retrieval by type, date, subject, and departmental category.
- **Quality Assurance and Quality Control:**
 - Conduct rigorous checks for accuracy, completeness, and image quality of digitized records.
 - Implement continuous monitoring to ensure adherence to digitization standards.

B. Centralized Digital Repository and System Integration

- Establish and maintain a centralized digital repository, either cloud-based or on-premises, ensuring seamless integration with existing IT systems within DGS.
- Facilitate secure, scalable storage solutions supporting redundant backup and high availability.

C. Search and Retrieval Capabilities

- Develop and deploy an advanced search engine capable of rapid retrieval of digitized documents using various metadata and indexing parameters.

D. Data Security, Confidentiality, and Compliance

- Implement robust security protocols including role-based access control, multi-factor authentication, encryption (data at rest and in transit), and strict adherence to applicable data protection regulations.
- Establish comprehensive confidentiality guidelines and protocols to prevent unauthorized access, sharing, or loss of sensitive records.

E. Backup and Disaster Recovery Management

- Develop and operationalize an effective disaster recovery plan, including scheduled backups, mirrored storage solutions, and periodic DR testing.
- Ensure capability to restore and provide uninterrupted data access promptly in the event of system disruptions or disasters.

F. Document Storage and Management of Physical Records

- Provide secure, compliant, and professional physical storage facilities adhering to safety and security standards (structural safety, earthquake compliance, fire resistance, access control, 24-hour surveillance).
- Establish rigorous protocols for pickup, barcoding, data entry, transportation, storage, retrieval, and return of physical documents to/from DGS offices.

- Maintain meticulous logs documenting each document's lifecycle within the physical storage environment.

The scope primarily focusses on the following:

A. Scanning and Digitization

16.1. Requirement Assessment

This assessment and planning process will ensure that the digitization of records at the Directorate General of Shipping is conducted systematically, efficiently, and with the necessary considerations for security, confidentiality, and long-term preservation.

16.1.1. Volume of Records:

- Conduct a comprehensive inventory of all physical records currently maintained by the Directorate General of Shipping.
- Measure the volume of records in terms of physical storage space occupied (e.g., number of shelves, boxes, files) and estimate the total number of documents.

16.1.2. Condition of Records:

- Evaluate the physical condition of the records, noting any documents that are damaged, fragile, or in need of restoration prior to digitization.
- Identify records that are at risk of deterioration due to environmental factors such as humidity, temperature, or pests.

16.1.3. Types of Records: (Refer Annexure A & B)

- Classify records based on their nature and format, such as:
 - Textual Documents: Reports, correspondences, legal documents.
 - Visual Materials: Maps, blueprints, charts, engineering drawings, etc.
 - Multimedia: Audio recordings, video files.
 - Mixed-Format Records: Files that contain a combination of different formats.
- Determine the specific digitization requirements for each type of record.

16.1.4. Classification of Records

- Records are classified into three categories, A, B, and C, with prescribed retention periods: (Refer to Annexure A & B)
 - **A Category:** Records meant for permanent preservation and microfilming, e.g., precious documents requiring frequent reference.
 - **B Category:** Records for permanent preservation but not to be microfilmed.
 - **C Category:** Records for limited retention, with C-1, C-3, C-5, and C-10 representing the number of years the file is to be retained after closure
- Assign confidentiality levels to records based on their content:
 - **Highly Confidential:** Sensitive information that requires stringent access controls.
 - **Confidential:** Restricted access to specific personnel.
 - **Public:** Open for general access without restrictions.

16.1.5. Retention Period

- Refer to Annexure A & B for the details of retention periods.

16.2. Digitization Planning

This assessment and planning process will ensure that the digitization of records at the Directorate General of Shipping is conducted systematically, efficiently, and with the necessary considerations for security, confidentiality, and long-term preservation.

16.2.1. Prioritization of Records:

- Prioritize records for digitization based on their importance, frequency of access, and risk of deterioration.
- Develop a phased approach, starting with critical and frequently accessed records.

16.2.2. Resource Allocation:

- Identify and allocate the necessary resources for the digitization process, including:
 - **Human Resources:** Teams for scanning, indexing, quality control, and IT support.
 - **Technical Resources:** Scanning equipment, storage servers, and digitization software.

16.2.3. Quality Assurance:

- Implement quality control measures to ensure that digitized records are accurate, complete, and meet the required standards.
- Conduct periodic reviews and audits to assess the progress and quality of the digitization process.

16.2.4. Storage and Access:

- Plan for the secure storage of digitized records in a centralized digital repository.
- Develop user access protocols and search functionalities to facilitate easy retrieval of records by authorized personnel.

16.3. Preparation of Records for Digitization

By organizing, cataloging, and addressing the needs of records that require repair or conservation, the Directorate General of Shipping can ensure a smooth and effective digitization process. This preparation is crucial to maintaining the integrity of the records and ensuring that they are accurately represented in the Digital Record Room.

16.3.1. Document Collection and Logging

- The selected agency will be responsible for collecting physical documents from various departments. A detailed log register must be maintained by the VENDOR, capturing the following information:
 - **Name of Document Collected:** The title or description of the document.
 - **Total Number of Pages:** The count of pages in different sizes (A4 & Legal, A3, A2, A1, A0).
 - **Collected From:** Name and designation of the government official from whom the document is collected.
 - **Collected By and Signature:** Name of the vendor representative collecting the document, along with their signature.

- **Date of Collection:** The date when the document is collected by the vendor.
- **Expected Date of Return:** The anticipated date when the document will be returned to the department.
- **Returned To – Signature & Seal:** Name and signature of the government official to whom the document is returned, including the official seal.
- **Returned By:** Name of the vendor representative returning the document.
- **Actual Date of Return:** The actual date when the document is returned.

16.3.2. Organizing and Preparing Records

16.3.2.1. *Sorting Records:*

- Begin by sorting records based on the categories established during the assessment phase, such as by type, importance, and confidentiality.
- Group similar records together to streamline the digitization process and ensure consistency in cataloguing.
- Ensure that records are organized in a logical sequence, such as chronologically, by department, or by subject matter, to facilitate easy indexing and retrieval.

16.3.2.2. *Cataloguing Records:*

- Develop a comprehensive cataloguing system that assigns unique identifiers to each record or group of records.
- Catalog records using metadata that captures essential information, such as title, date, author, department, and any specific keywords that will aid in future searches.
- Create a digital inventory of all records to be digitized, including detailed descriptions and their physical locations.

16.3.2.3. *Indexing Records:*

- Design an indexing framework that allows for the efficient retrieval of records post-digitization.
- Index records by creating a structured database that links the digital files to their corresponding catalog entries.
- Ensure that the indexing system is compatible with the search and retrieval functionalities of the Digital Record Room platform.

16.3.3. Addressing Records Requiring Repair or Conservation

16.3.3.1. *Identifying Records for Repair:*

- During the sorting and cataloguing process, identify any records that are damaged, fragile, or otherwise compromised.
- Assess the extent of damage and determine whether records require minor repairs or more extensive conservation efforts.
- Prioritize the repair of records based on their importance, confidentiality, and the risk of further deterioration.

16.3.3.2. *Repair and Conservation Process:*

- Implement a repair and conservation plan that may involve:

- Cleaning and deacidification of paper documents.
- Mending tears, reinforcing weak areas, and flattening creased documents.
- Restoring faded text or images using appropriate conservation techniques.
- Engage professional conservators, if necessary, particularly for records of historical or legal significance.

16.3.3.3. Preparing Records for Digitization Post-Repair:

- Once repairs are completed, ensure that records are properly prepared for digitization by:
 - Re-cataloging any records that have undergone significant conservation efforts.
 - Ensuring that repaired records are stable and will not be further damaged during the digitization process.
 - Conducting a final quality check to verify that all records are in the appropriate condition for scanning and indexing.

16.4. Digitization Process

By implementing high-quality scanning solutions, applying OCR technology, and establishing a thorough quality control process, the Directorate General of Shipping will ensure that its digitized records are accurate, accessible, and fully searchable, preserving the integrity and usability of its important documents for future use.

16.4.1. Implementing Scanning Solutions

16.4.1.1. Selection of Scanning Equipment:

- Procure high-resolution scanners capable of handling various document sizes and types, ensuring that the equipment can accommodate the specific needs of the records being digitized (e.g., large format maps, delicate papers).
- Scanned images must be in black and white with the scanning resolution shall 200/300/400/600 dpi or better as per S.O., raw master image uncompressed and clean master image loss less compression shall be in file format Tiff 6.0 or better.
- Ensure that scanners can produce outputs in multiple formats, such as TIFF/PDF/JPEG/RTF/ODT/PNG/GIF or other standard formats as per the requirement of the DG Shipping, and depending on the nature of the document and its intended use.
- The physical page size may vary across departments, and this must be accounted for during the scanning process.

16.4.1.2. Scanning Physical Documents:

- Set up dedicated scanning stations to manage the digitization workflow efficiently.
- Train personnel to operate the scanners, ensuring they are knowledgeable about handling delicate documents and optimizing scanner settings for different types of records.

- Implement a systematic approach to scanning, starting with the most critical records identified in the earlier phases.

16.4.2. Ensuring High-Quality Scanning

16.4.2.1. Capture All Relevant Details:

- Configure scanners to capture high-resolution images that retain all relevant details, including text, images, and any annotations or marks on the documents.
- Adjust settings to optimize contrast, brightness, and clarity, particularly for older or faded documents.

16.4.2.2. Handling Special Cases:

- For documents with special requirements, such as colour accuracy or very fine details, use advanced scanning techniques, including colour correction and image enhancement.
- Where necessary, employ professional restoration services before scanning to ensure the best possible quality of the digital output.

16.4.3. Applying Optical Character Recognition (OCR) Technology

16.4.3.1. OCR Integration:

- Implement Optical Character Recognition (OCR) software during the digitization process to convert scanned text into machine-readable data.
- Ensure that the OCR software is configured to handle multiple languages and fonts, especially if the records include diverse document types.
- An exception is acknowledged for certain documents which, due to poor quality, degradation, or handwriting, may not be suitable for OCR conversion. Such exceptions shall be documented and reported accordingly.

16.4.3.2. Enhancing Searchability:

- Post-OCR, ensure that all digitized documents are text-searchable, allowing users to quickly locate specific information within a large volume of records.
- Verify that OCR has accurately recognized all text and correct any errors that may affect the searchability and usability of the documents.

16.4.4. Establishing a Quality Control Process

16.4.4.1. Quality Checks

- The vendor must ensure the following quality checks are conducted during the scanning process:
 - The image should not be too dark or too light.
 - The image should not be captured under improper lighting.
 - The image should not be cropped from any side.
 - The orientation of the image should be correct.
 - The image should be in true colour mode with consistent colour across all images.
 - The image should not be skewed, blurred, or have excessive noise.

- There should be no data loss due to folds, tight binding, bulge at the centre, or extra darkness at the edges.
- The solution should automatically correct issues such as improper resolution, format compression, skew, wrong orientation, cropping errors, and punch hole marks.

16.4.4.2. Verification of Accuracy and Completeness:

- Implement a rigorous quality control process to review digitized records, ensuring that all documents are complete, accurately captured, and free of errors or distortions.
- Use sampling methods to check the quality of scanned documents, focusing on critical records and those with complex formatting.

16.4.4.3. Continuous Monitoring and Feedback:

- Set up continuous monitoring systems to identify and address any issues in the digitization process promptly.
- Collect feedback from users on the quality and usability of digitized records to make necessary adjustments in scanning or OCR processes.

16.4.4.4. Final Quality Assurance:

- Conduct a final review of all digitized records before they are integrated into the Digital Record Room.
- Ensure that records meet the defined standards for resolution, clarity, and searchability, and are properly indexed and catalogued in the digital repository.

16.5. Metadata Creation and Indexing

By creating detailed metadata and an efficient indexing system, the Directorate General of Shipping will significantly enhance the accessibility and usability of its digitized records. This process will ensure that users can quickly locate and retrieve the information they need, improving operational efficiency and decision-making.

16.5.1. Metadata Creation

16.5.1.1. Defining Metadata Standards:

- Establish standardized metadata fields to be used across all digitized records. Common metadata fields might include:
 - **Title:** The name or title of the document.
 - **Author/Originator:** The individual or organization that created the document.
 - **Date of Creation:** The date the document was created or published.
 - **Document Type:** The category or type of document (e.g., report, correspondence, map).
 - **Keywords:** Relevant keywords that describe the content of the document.
 - **Confidentiality Level:** The security classification of the document.
 - **Unique Identifier:** A unique reference number or code assigned to each record.

16.5.1.2. Attaching Metadata to Records:

- During the digitization process, ensure that metadata is systematically attached to each digitized record.
- Utilize automated tools where possible to extract metadata from documents, especially for bulk processing.
- For records where automated metadata extraction is not feasible, assign metadata manually, ensuring consistency and accuracy across similar documents.

16.5.1.3. Enhancing Metadata Quality:

- Implement guidelines for consistent data entry to avoid discrepancies or errors in metadata.
- Include detailed descriptions in the metadata to provide context and enhance the usability of the records.
- Regularly review and update metadata to reflect any changes in the document's status, classification, or relevance.

16.5.2. Indexing Digitized Records

16.5.2.1. Criteria for Indexing:

- Develop an indexing system based on multiple criteria to facilitate efficient search and retrieval:
 - **Document Type:** Group records by their type, such as reports, letters, financial statements, etc.
 - **Date:** Index records chronologically to allow users to retrieve documents from specific time periods.
 - **Subject Matter:** Classify records based on their content or thematic relevance (e.g., shipping regulations, international agreements).
 - **Department/Division:** Index records by the DGS department or division responsible for their creation or use.

16.5.2.2. Structuring the Index:

- Create a hierarchical indexing structure where records can be searched at multiple levels, such as by department first, then by document type, and finally by date.
- Implement cross-referencing in the index to link related documents, ensuring comprehensive access to all relevant records.

16.5.2.3. Search and Retrieval Optimization:

- Ensure that the indexing system is integrated with the search engine of the Digital Record Room, allowing users to search for records using various criteria.
- Implement filters and sorting options in the search interface to help users refine their searches and find specific records quickly.
- Regularly update the index to incorporate new digitized records and reflect any changes in the classification or categorization of existing records.

16.6. Data Storage and Management

By establishing a secure centralized digital repository, implementing a robust Document Management System, and ensuring data security and compliance, the Directorate General of Shipping will be well-equipped to manage its digital records effectively. This will not only protect sensitive information but also improve the accessibility and usability of records, supporting the DGS's operational and strategic goals.

16.6.1. Secure Centralized Digital Repository

16.6.1.1. Centralized Storage Solution:

- Establish a centralized digital repository to store all digitized records, ensuring that they are easily accessible to authorized users from any location.
- Establish a Secure File Transfer Protocol (SFTP): Implement a secure network protocol designed to ensure safe access, transfer, and management of files over a reliable data stream. The SFTP should be an integral part of the Secure Shell (SSH) protocol suite and must provide the following capabilities:
 - Secure file upload and download
 - Resumption of interrupted file transfers
 - Remote management of file directories
- Utilize cloud-based storage solutions that offer scalability, redundancy, and high availability to meet the growing needs of the Directorate General of Shipping (DGS).

16.6.1.2. Data Redundancy and Backup:

- Implement data redundancy protocols, such as mirrored storage, to prevent data loss due to hardware failures or other disruptions.
- Schedule regular backups of the digital repository to multiple locations, including off-site storage, to ensure data recovery in the event of a disaster.

16.6.1.3. Storage Optimization:

- Compress and optimize digital files to minimize storage space while maintaining the quality and integrity of the records.
- Organize storage by creating separate folders or partitions based on departments, record types, or other relevant criteria to facilitate easy management and retrieval.

16.6.2. Data Security and Compliance

16.6.2.1. Data Security Protocols:

- Implement robust security measures to protect the digital repository from unauthorized access, data breaches, and cyber threats.
- Utilize encryption for both data at rest and data in transit, ensuring that sensitive information remains secure.
- Deploy multi-factor authentication (MFA) for accessing the DMS and the digital repository to enhance security.

16.6.2.2. Compliance with Legal and Regulatory Standards:

- Ensure that the storage and management of digital records comply with relevant legal and regulatory standards, including data protection laws and records retention requirements.
- Conduct regular audits and assessments to verify compliance and identify any potential vulnerabilities or areas for improvement.
- Maintain detailed logs of access and modifications to records, ensuring transparency and accountability in the management of digital records.

16.6.2.3. Disaster Recovery and Business Continuity:

- Develop and implement a disaster recovery plan that includes procedures for quickly restoring access to digital records in the event of a system failure, natural disaster, or cyberattack.
- Regularly test the disaster recovery plan to ensure its effectiveness and update it as needed to address new risks or changes in technology.

16.7. Confidentiality and Security Provisions

16.7.1. Confidentiality and Data Integrity

- The service provider is obligated to maintain the strict confidentiality of all documents and data handled under this project.
- This includes preventing unauthorized access, sharing, or handling of any records or sensitive information. Both intentional and accidental breaches will be treated with the utmost severity.

16.7.2. Penalties for Breach

- In the event of a breach of confidentiality or data integrity, the service provider will face immediate penalties, including:
 - Blacklisting from all future contracts with the Directorate General of Shipping (DGS).
 - Forfeiture of the Bank Guarantee as a financial penalty for breach of trust and failure to meet security obligations.
 - Possible legal action if the breach is deemed intentional or if it results in significant harm.

16.7.3. Audits and Monitoring

- Third-party audits will be conducted periodically to verify adherence to confidentiality and data security provisions.
- These audits are integral to maintaining transparency and accountability and will take place throughout the project lifecycle.
- Non-compliance noted during these audits will lead to corrective action, which could include financial penalties or re-evaluation of the service provider's contract.

B. Document Storage Facility

16.8. Facility Building Structure Information

The facility for the Digital Record Room should be designed and constructed to meet the following standards:

- **Structural Design and Earthquake Safety:**

- The facility should be structurally designed and constructed as per IS codes 456-2000 for building construction and IS 1893-2002 for earthquake safety.
- Stability and earthquake resistance should be certified by a chartered engineering firm.
- **Load-Bearing Capacity:**
 - The building's load-bearing capacity should be certified by a chartered engineering firm
- **Fire-Rated Construction:**
 - The building walls should be constructed using 4-hour fire-rated AAC (Autoclaved Aerated Concrete) blocks.
 - Certification and testing of blocks should be conducted by a certified lab, which is approved by BIS and holds ISO 9001 and 14001 certifications.
- **Power Supply and Backup:**
 - The facility should be powered by raw power, and backed up with a heavy-duty generator with a adequate fuel capacity to ensure uninterrupted power supply.

16.9. Firefighting and Safety Infrastructure for Document and Media Storage

The facility for document and media storage **should be** equipped with the following safety and security measures:

- **Fire-Rated Doors:**
 - All emergency and main exit doors should be fire-rated, certified
- **Fire Hydrant System:**
 - The facility should have a fire hydrant system consisting but not limited to following:
 - 1 pump for the hydrant system.
 - 1 pump for the sprinkler system.
 - 1 standby pump.
 - 1 jockey pump.
 - A dedicated safety water tank should have a capacity of 3,00,000 liters.
- **Fire Suppression Systems:**
 - **FM200 Gas-Based Suppression:** The Category A and Media vault should be equipped with an FM200 (HFC 227ea - Heptafluoropropane) gas-based fire suppression system.
 - **Water Sprinkler System:** The Category B vault should be protected by a water sprinkler system.
- **Antistatic Flooring:**
 - The media vault should have antistatic flooring to safely dissipate static current.
- **Environmental Monitoring:**
 - A 24-hour central station monitoring system should be installed to track humidity, temperature, and moisture levels in the Media Vault. This system should include moisture detection alarms and a water level detection system for added safety.
- **Smoke Detection and Fire Alarms:**
 - The facility should have smoke detectors and should be equipped with ABC+BC type fire extinguishers.
 - Fire Alarm System: The fire alarm system should be conventional and addressable
- **Electrical Safety:**
 - A dedicated transformer for electricity should be installed, along with stabilizer to manage power fluctuations.
 - Electrical wiring should be done with armoured cables for enhanced safety.
- **Fire Drills:**

- The facility should conduct quarterly fire evacuation and training drills to ensure readiness in case of emergencies.

16.10. Surveillance System

The surveillance system for the facility should be equipped with the following features to ensure comprehensive security:

- **24-Hour Security Personnel:**
 - The site should have a 24-hour security guard presence on duty during the general shift and two guards on duty during the night shift.
- **Controlled Entry and Exit:**
 - The facility should have a single entry and exit point, ensuring controlled access and monitoring.
- **Access Control System:**
 - The access control system should be provided, featuring the Anti-Passback security feature to prevent unauthorized re-entry.
 - **Dual Authentication:** Category A and Media vaults should be secured with dual authentication access.
- **Intrusion Detection:**
 - Intrusion alarms and motion detectors should be installed on all emergency doors, with connectivity to a central monitoring system (CMS) for real-time alerts and monitoring.
- **Video Surveillance:**
 - The facility should be equipped with a Network Video Recorder (NVR) system for IP cameras, maintaining a 60-day backup of footage.
 - IP cameras should be installed to monitor for any suspicious activity in and around the facility.
- **Electrical Safety:**
 - The facility should have earth pits to protect against electrical short circuits, ensuring additional safety.

16.11. Document Pickup Process

- Bidder to have facility to pick up the physical item boxes/files from the DG Shipping location,
- The process should be completed within 3 or less business days from the DG Shipping's request.
- The logistics team should assign item barcodes to the DG Shipping's items and should send the data entry team to label the items with barcodes.
- The data entry team should input all item details into the system, capturing the data in an Excel sheet.
- Once the items are labelled, the data entry team should inform the logistics team when the items are ready for pickup.
- The logistics team should pick up the items from the DG Shipping and the data being recorded in the system.

The facility or warehouse team should move the items to the appropriate rack location, and the data should be uploaded into the system by the warehouse team.

16.12. Turn Around Time:

Nature of Retrievals	Agreed TAT
Ordinary retrievals	Requests by e-mail/ online mode received by 5 P.M. will be delivered by the next working day (24hrs. TAT)

Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping,
Government of India.

Electronic format retrievals	Requests by e-mail/ online mode received by 12 noon will be delivered in electronic format by the same day.
Urgent retrievals	Requests by e-mail/ online mode received by 12 noon will be delivered by the same day. (4hrs. TAT). (A maximum request of 25 files will be entertained at one time. For request over & above this, the delivery will be on best effort basis)
Bulk project retrievals	Communicated by the DGS at the time of assigning the task (with mutual consent)

C. Document Management System

The Directorate General of Shipping (DG Shipping), under its e-governance and digital transformation initiatives, intends to implement a comprehensive Document Management System (DMS). The scope of this RFP includes the supply, installation, configuration, customization, and integration of the DMS with DG Shipping's existing systems such as e-Samudra, INDOS, BSID, MTI, and other applications. The scope also includes the migration of existing scanned records and training of end-users.

The objective of this implementation is to establish a secure, centralized digital repository for storing, routing, and managing documents electronically, thereby significantly reducing paper-based workflows. This will enable a Paperless Office, enhance operational efficiency, ensure business continuity, and provide a unified platform for stakeholders and internal users to interact seamlessly across various departments and integrated IT systems of DG Shipping.

16.13. Objectives

The selected bidder shall be responsible for delivering an end-to-end DMS solution including digitization, indexing, metadata tagging, document storage, workflow management, and integration with DG Shipping's ecosystem. The proposed solution should be scalable and cater to the following objectives:

- To build a secure, robust, and user-friendly electronic/digitized repository by replacing the current manual paper-based filing system and integrating with DG Shipping's digital services, modules and applications.
- To ensure document security through robust multi-level access controls and audit trails.
- To monitor and trace document lifecycles for improved accountability and transparency.
- To route and manage documents electronically, promoting a paperless work environment and sustainable green practices.
- To establish a centralized document repository containing all soft copies of relevant records/documents of DG Shipping.
- To ensure business continuity by maintaining a reliable back-up of critical documents in digital form, acting as a Disaster Recovery mechanism.
- To enable bilingual DMS usage (English and Hindi) for broader accessibility.
- To facilitate quick access to scanned soft copies of externally or internally received documents within the DMS framework.

16.14. Scope of the DMS Solution

The proposed Document Management System, *inter-alia*, must include the following components:

1. DMS Functional Modules:

#	Module	Description / Key Features
1.	Document Capture / Ingestion	- Scanning physical documents (OCR-enabled) - Uploading digital files

#	Module	Description / Key Features
		<ul style="list-style-type: none"> - Bulk import tools - Email ingestion
2.	Indexing & Metadata Management	<ul style="list-style-type: none"> - Tagging documents with metadata (title, author, date, etc.) - Custom index fields - Full-text indexing
3.	Document Storage & Repository	<ul style="list-style-type: none"> - Centralized secure storage - Folder or category-based organization - Version control and audit history
4.	Search & Retrieval	<ul style="list-style-type: none"> - Full-text search - Filter by metadata, tags, file type, date - Advanced search queries
5.	Access Control & User Management	<ul style="list-style-type: none"> - Role-based access control (RBAC) - User authentication (LDAP/AD integration) - Permissions at folder/document level
6.	Workflow Automation	<ul style="list-style-type: none"> - Custom document approval workflows - Task assignment and escalation - Notifications and reminders
7.	Audit Trail & Activity Logs	<ul style="list-style-type: none"> - Logging of all actions (view, edit, delete) - Tamper-proof audit trails for compliance
8.	Document Versioning	<ul style="list-style-type: none"> - Automatic version history - Comparison of versions - Rollback to previous versions
9.	Collaboration & Annotations	<ul style="list-style-type: none"> - Commenting, notes, and markups on documents - Multi-user collaboration
10.	Records Retention & Archival	<ul style="list-style-type: none"> - Define document lifecycle policies - Auto-archival and deletion rules - Legal hold support
11.	Security & Encryption	<ul style="list-style-type: none"> - Data encryption (at rest and in transit) - Digital signatures / Watermarking - Secure sharing and download control
12.	Integration Module	<ul style="list-style-type: none"> - API access for third-party systems (ERP, CRM, email) - Microsoft Office/Outlook plugins - Barcode/RFID integration for physical document mapping
13.	Reporting & Dashboard	<ul style="list-style-type: none"> - Usage statistics - Document aging reports - Compliance and access logs

2. Database Software

To support secure and scalable storage of metadata and documents.

3. Application Server and Middleware (if required)

For integration, application hosting, and inter-module communication.

16.15. Broad List of Activities in Scope of Work

The bidder shall consider the following requirements to offer a suitable solution for DG Shipping:

- The proposed DMS solution shall meet all functional and technical requirements specified in this RFP.
- Bidders are expected to independently assess the existing systems and processes, customize and configure the solution to manage all DMS-related workflows and processes required for a fully digital document ecosystem.
- Supply of DMS and associated components, including digitization software (scanning, OCR), and relevant applications, databases, middleware, etc.
- Design a scalable solution architecture capable of supporting growth in data and user base.
- Planning, implementation, installation, and commissioning of DMS infrastructure at DG Shipping's Primary Data Centre and Disaster Recovery (DR) site.
- Integration with DG Shipping's Backup Solution and existing and upcoming systems
- Enable workflow configuration and management.
- Web-based solution interface integrated with existing IT systems and tools such as Office365, SharePoint, SAP, etc.
- Enable digitization of physical records, high-speed scanning, indexing, and metadata tagging.
- Perform User Acceptance Testing (UAT) and training (including handholding) before system handover.
- Provide Operation & Maintenance (O&M) support during and after stabilization.
- Carry out change and configuration management during the contract period.
- Support exit management and complete documentation handover post-contract.
- Deliver end-to-end integrated DMS, including all software, licenses, and databases, with complete documentation.

16.16. Services to be Carried Out by Bidder

The bidder shall:

- Implement workflows across all DG Shipping offices, including a minimum user base of 200 with concurrency for 50 users and at least 5 admin users (scalable as required).
- Supply all required software licenses including ECM, database, and additional middleware or utility software.
- Ensure OEM-compliant software and submit a Compliance Certificate with the bid.
- Configure the system using multi-tier architecture with layers:
 - Presentation / Client / Web
 - Application

- Middleware
- Database
- Ensure clustering and high availability for DMS components.
- Carry out hardware sizing (Servers, Storage) based on DG Shipping infrastructure and provide deployment requirements.
- Provide required modules, including but not limited to:
 - Correspondence / DAK Management
 - Document Management
 - File Management
 - Workflow Management
 - Office Note Management
 - Committee & Meeting Management
 - RTI Management
- Provide all modules as per RFP and additional ones as required to meet the scope.
- Set up a Helpdesk tool and provide access to DG Shipping.

16.17. Supply of Software Components

- All software shall be on cloud and licensed to Directorate General of Shipping.
- Only stable OEM-released versions will be accepted (no beta versions).
- The bidder shall supply all licenses to meet the needs of:
 - Modules specified in the RFP
 - Functional requirements
 - User base (approx. 200 users with 50 concurrent and 5 Admin users)
- Provide complete documentation including:
 - Technical Manuals
 - Installation Guides
 - User Manuals
 - System Administrator Manuals
 - Troubleshooting Toolkits
- Submit all customization scripts, with DG Shipping retaining rights.
- Provide AMC & ATS support (OEM + Bidder) for a period of up to 5 years.
- Support must include:
 - Version upgrades, bug fixes, 24x7 technical support

- Compliance with Government of India mandates
- Database and application optimization and support

16.18. Deliverables of DMS

The selected bidder shall submit a detailed Project Implementation Plan prior to the execution of the contract for the implementation of the Document Management System (DMS) at DG Shipping. The plan must include the following milestones at a minimum:

- a. Delivery of required software licenses necessary for the implementation of the DMS solution at DG Shipping.
- b. Requirement study and submission of the System Requirement Specification (SRS) document, detailing functional and technical requirements tailored to DG Shipping's use cases.
- c. Configuration and implementation of the DMS solution in the Development / UAT (User Acceptance Testing) environment at the designated Data Centre.
- d. Execution of UAT and rollout of the solution in the Production and Disaster Recovery (DR) environments, as applicable.
- e. Capacity-building and training sessions for DG Shipping personnel, including administrators and end-users.
- f. Pilot onboarding of the DMS in at least two departments of DG Shipping, to validate configuration, usability, and performance prior to full-scale rollout.

16.19. Implementation Phases and Proposed Timeline

The implementation of the Document Management System (DMS) at the Directorate General of Shipping (DG Shipping) shall be executed in structured phases. Each phase will cover specific modules, allowing for stepwise deployment, stabilization, and feedback incorporation.

Implementation	Phase	Proposed Timeline
Document Capture / Ingestion Indexing & Metadata Management	I	4–7 Weeks
Implementation of Meeting Management and RTI Management Modules	II	5–8 Weeks
Onboarding of Departments/Divisions for Pilot Rollout of DMS (including migration of any existing digital data)	III	8–12 Weeks

The implementation plan submitted by the selected bidder shall be reviewed and mutually finalized in consultation with DG Shipping. The finalized plan, including clearly defined milestones and timelines for each phase of implementation, will serve as the baseline for project monitoring.

DG Shipping will track the delivery of each milestone against the agreed plan. Any delays or non-compliance with milestone timelines will attract liquidated damages/penalties as specified in the RFP, which will be calculated based on the extent of deviation from the agreed implementation schedule.

The selected bidder shall be responsible for managing all activities related to the installation, configuration, customization, integration, and successful operation of the Document Management System (DMS). This includes, but is not limited to:

- Coordination with DG Shipping's internal departments and external stakeholders

- Configuration and testing of system interfaces with existing and upcoming platforms at DGS
- Ensuring optimal system performance and stability
- Preparation and submission of comprehensive documentation including user manuals, system configuration guides, and technical specifications
- Conducting end-user training and knowledge transfer sessions to ensure effective usage and adoption of the system across DG Shipping

The bidder shall ensure smooth and timely implementation of the DMS in alignment with the defined project scope and objectives.

16.20. Software

1. The DMS solution proposed by the bidder shall incorporate all the functionalities specified in Scope of Work and throughout this RFP and must be designed to meet the operational and compliance requirements of DG Shipping.
2. All software components necessary for the implementation of the DMS must be supplied, installed, configured, and maintained by the selected bidder. These may include but are not limited to:
 - Middleware
 - Application Server
 - Web Server
 - OCR Module
 - Scanning Solution
 - Reporting Tools
 - Any other required sub-components
3. Documents and media shall preferably be stored in the file system / SAN-based storage/Cloud Block Storage/Cloud Object Storage. If the use of any third-party or alternative storage software (e.g., external database, middleware) is necessary, the bidder shall ensure appropriate licensing and integration and must configure such components for successful implementation.
4. The bidder shall be responsible for configuring the necessary tools for replication and synchronization of all documents, data, and media between the Primary Data Centre (DC) and Disaster Recovery (DR) site.
5. All software components proposed must have valid OEM support with back-to-back arrangements for the duration of the contract. A Manufacturer Authorization Form (MAF) must be submitted as per the format in Tech Form 18 for each component, if sourced from an OEM.
6. The proposed software modules must be latest stable versions with a general release available at the time of bid submission. Beta or unreleased versions will not be accepted.

7. Alpha or beta versions, or any software in pre-release stages, will not be permitted under this RFP.
8. The DMS solution must include automated assessment tools for quality verification of scanned and digitized documents.
9. The software solution must offer bilingual support, at a minimum in English and Hindi.
10. In case any proposed functionality is delivered using third-party software/tools, the bidder must ensure full compatibility and seamless integration with the overall DMS platform. The bidder shall bear complete responsibility for such integration.

16.21. Licensing

1. The bidder shall account for the use of the DMS solution by at least 200 users, with a minimum concurrency of 50 users at any given time and at least 5 Administrator-level users. The solution must be scalable to accommodate future increases in user base.
2. It shall be the bidder's responsibility to size and provision the necessary software licenses as per the requirements of this RFP. In the event of inadequate sizing or violation of the OEM's licensing policy, the bidder shall bear the cost of any additional licenses required during the contract period, without any financial liability on DG Shipping.
3. All licensed users must have access to the full set of functionalities of the DMS, as per the scope of this RFP.
4. All software licenses provided by the bidder must be free from limitations related to CPU cores, server specifications, storage volume, or document count. Licenses must allow enterprise-wide usage across all offices/divisions of DG Shipping.
5. The scope of the DMS licensing shall include all components such as:
 - Scanning / Capturing
 - OCR
 - Indexing
 - Storage
 - Retrieval
 - Workflow Management
 - Audit Trails and ReportingThese shall be treated as integral components and not as separately licensable items.
6. No restrictions shall be imposed through licenses on user concurrency, data volume, scanning frequency, or other operational parameters such as number of workflows or records processed.
7. The system must be fully accessible to authorized users whether operating from within the DG Shipping premises, from remote offices, or via secure VPN connections. There should be no restrictions for access outside DG Shipping's LAN/WAN environment.

8. Licenses used for on-site implementation or testing must not be restricted to read-only access. All authorized users should have appropriate operational access during implementation, configuration, and training phases.
9. The solution must include adequate licensing for all three deployment environments:
 - Production Environment
 - User Acceptance Testing (UAT) / Development Environment
 - Disaster Recovery (DR) Environment

16.22. Disaster Recovery (DR)

1. The selected bidder shall implement the DMS solution at the Disaster Recovery (DR) site as and when required by DG Shipping. Necessary hardware infrastructure for DR will be provided by DG Shipping at the designated location.
2. The bidder shall supply and configure the required tools for real-time or scheduled replication of all data, documents, and media files between the Primary Data Centre (DC) and DR site to ensure seamless failover and data integrity.
3. The licensing terms for the DR site shall mirror those of the DC, without any requirement for additional user or module licenses. DG Shipping will not entertain separate licensing for DR; hence, the bidder is expected to provision for license usage across both DC and DR in a bundled manner.
4. Following the DR site implementation, the bidder shall:
 - Provide required technical support and assistance.
 - Conduct a DR drill in accordance with DG Shipping's Business Continuity Plan (BCP) to validate system performance and data availability in DR mode.

16.23. Customization & Integration

1. The bidder shall be responsible for customizing the DMS solution to meet the functional and technical requirements of DG Shipping, as specified in this RFP.
2. The bidder shall customize the solution to digitize and manage all relevant documents and multimedia files for the operations across all DG Shipping divisions and stakeholder offices.
3. The cost of all customization efforts must be included in the bidder's commercial proposal. DG Shipping shall not be liable to pay any additional amount for customization or configuration beyond what is quoted until the successful 'Go Live' stage.
4. The bidder shall ensure integration of the DMS solution with the existing and upcoming systems and platforms used by DG Shipping:
5. For integration with any additional third-party systems, the bidder must provide:
 - APIs for integration
 - Complete API documentation
 - Sample code/snippets for implementation

- Hands-on training and technical support for API usage and integration
6. The bidder must ensure integration of the DMS across all environments, including:
 - Development/UAT,
 - Production, and
 - Disaster Recovery (DR),
ensuring synchronization of content and metadata across these environments.
 7. The DMS solution must support seamless integration with Microsoft Office 365 products, enabling users to:
 - Directly access the DMS repository from within the MS Office suite
 - Save files directly into designated folders in the DMS system
 - Ensure automated document versioning and audit trail logging through the Office interface

16.24. System & Security Audit

1. Prior to the live deployment of the Document Management System (DMS) in the production environment, the solution may be subjected to a security and system audit by a Software Audit Firm at the cost of the bidder.
 - All audit observations must be complied with by the bidder at no additional cost.
 - The bidder must notify DG Shipping well in advance to facilitate arrangements for conducting the audit.
2. During the contract period, the bidder shall adhere to all security and audit compliance requirements and address any audit findings raised during periodic or surprise inspections.
3. The solution must have built-in security features to comply with national regulations, including those of CERT-IN and any other relevant government regulatory bodies.
4. The system must exhibit a high level of reliability and ensure data integrity, with special emphasis on secure access, storage, and retrieval.
5. The DMS shall support generation of logs and audit trails in standard formats, ensuring traceability, operational transparency, and governance of all transactions.
6. The solution shall encrypt all data in transit, especially when accessed by authorized users over the internet or public networks, to safeguard sensitive information.
7. The system must be fully compliant with the Information Technology Act, 2000 and all applicable Government of India IT rules, regulations, and schedules.

16.25. Training

1. The selected bidder shall provide comprehensive training to DG Shipping officials on the usage, administration, and management of the DMS solution. The purpose of the training is to ensure self-sufficiency, enhance productivity, and optimize solution usage across DG Shipping's departments.

2. The bidder shall organize and deliver training programs, and prepare a detailed training plan covering the following categories:
 - Administration Training
 - End-User Training
 - Senior Executive Training

The training schedule will be mutually finalized with DG Shipping and must be completed before the final sign-off.

3. The training program shall not impose any restrictions on the number of participants per batch. DG Shipping will nominate the participants, who may attend sessions in-person or through video conferencing.
4. The training modules will be categorized as follows:
 - Administration Training
Targeted at DG Shipping's IT Officers and Facility/Operations Team, covering:
 - System and user administration
 - Document category creation
 - Workflow designing
 - Storage, backup, and recovery management
 - Server/database/DMS security
 - Audit log review and system troubleshooting
 - Incident and log analysis
 - End-User Training
For all officers (excluding senior executives), covering:
 - Document scanning, OCR, storing, and retrieval
 - User-level DMS functionalities
 - Troubleshooting, report generation, and usage tips
 - Senior Executive Training
Focused on document lifecycle overview, dashboards, alerts, and governance awareness.

5. The bidder shall provide additional training sessions during the contract period as requested by DG Shipping. Rates will be governed by the commercial terms of the contract.
6. All training material must be prepared in English and soft copies must be provided to DG Shipping.
7. The bidder shall also prepare and deliver a Standard Operating Procedure (SOP) for system administration and document digitization, and update it periodically during the project duration.

8. DG Shipping shall retain the right to replicate, print, and distribute the training material provided by the bidder for internal use.

17. Roles and Responsibilities

#	Activity	Vendor's Responsibilities	DGS's Responsibilities
1.	Requirement Assessment	<ul style="list-style-type: none"> Conduct physical inventory of existing records. Evaluate and classify records (volume, condition, confidentiality). Provide detailed assessment report. 	<ul style="list-style-type: none"> Provide vendor access to existing physical records. Support vendor team by assigning department-specific personnel for assistance. Validate and approve assessment report.
2.	Digitization Planning	<ul style="list-style-type: none"> Develop a comprehensive digitization plan with clear timelines and milestones. Allocate necessary technical and human resources. Present digitization plan to DGS. 	<ul style="list-style-type: none"> Review, suggest modifications, and approve the digitization plan. Provide necessary support and clearances.
3.	Preparation of Records	<ul style="list-style-type: none"> Organize, catalogue, and index records for digitization. Carry out conservation/repair of damaged records. Maintain logs and tracking documents. 	<ul style="list-style-type: none"> Facilitate access to departmental records. Identify key departmental contacts. Review and approve record preparation logs.
4.	Digitization & Scanning Process	<ul style="list-style-type: none"> Execute scanning and digitization as per specified standards (resolution, OCR, metadata attachment). Provide necessary scanning hardware and software. Conduct quality checks and provide digitized data. Maintain logs of digitized records. 	<ul style="list-style-type: none"> Monitor progress through periodic reports and inspections. Provide necessary support and record movement. Validate quality of digitized outputs periodically and provide feedback.
5.	Metadata Creation & Indexing	<ul style="list-style-type: none"> Create metadata as per standards agreed with DGS. Implement an efficient indexing system integrated with the digital repository. 	<ul style="list-style-type: none"> Define and validate metadata standards and indexing schema. Conduct periodic audits and validations of metadata and indexing accuracy.
6.	Centralized Digital Repository & IT Integration	<ul style="list-style-type: none"> Establish a secure, scalable, and centralized digital repository. Integrate the repository seamlessly with existing DGS IT systems. Ensure high availability, redundancy, and disaster recovery readiness. 	<ul style="list-style-type: none"> Provide necessary IT infrastructure details for integration. Provide timely approvals and clearances for IT integration. Validate system integration and provide acceptance sign-off.

#	Activity	Vendor's Responsibilities	DGS's Responsibilities
7.	Data Security & Compliance	<ul style="list-style-type: none"> Implement data encryption, role-based access, audit trails, and compliance protocols. Conduct regular security audits and vulnerability assessments. 	<ul style="list-style-type: none"> Clearly define security policies and compliance standards. Monitor compliance and provide periodic reviews. Support vendor in obtaining necessary clearances.
8.	Backup & Disaster Recovery	<ul style="list-style-type: none"> Develop and execute regular backup and DR protocols. Maintain documentation of backup schedules and disaster recovery tests. Provide proof of successful backup and DR test results. 	<ul style="list-style-type: none"> Review and approve disaster recovery plans. Participate in periodic DR drills as necessary. Validate backup and disaster recovery test reports.
9.	Physical Document Storage Facility	<ul style="list-style-type: none"> Provide a secure, compliant storage facility meeting structural safety and security requirements. Ensure regular maintenance, surveillance, and safety compliance. 	<ul style="list-style-type: none"> Inspect and validate storage facility compliance with specified standards. Conduct periodic audits and provide approvals.
10.	Document Pickup & Logistics	<ul style="list-style-type: none"> Execute the pickup, transportation, barcode labelling, data entry, and storage of physical records. Maintain meticulous logs and tracking details of document movement. 	<ul style="list-style-type: none"> Authorize and schedule pickups in coordination with vendor. Provide required departmental support for logistics. Verify and sign-off on tracking logs and return records.
11.	Training & Capacity Building	<ul style="list-style-type: none"> Conduct detailed training sessions and workshops for DGS staff on system usage. Provide clear documentation and manuals. 	<ul style="list-style-type: none"> Ensure availability and participation of key staff for training sessions. Provide feedback and confirm effectiveness of training provided.
12.	Project Management & Monitoring	<ul style="list-style-type: none"> Provide periodic progress reports and escalate issues timely. Ensure adherence to timelines and quality standards. 	<ul style="list-style-type: none"> Conduct periodic project reviews and provide necessary decisions promptly. Support issue resolution and ensure internal readiness at each phase.

18. Project Plan and Payment Schedule

18.1. Timeline of Services

18.1.1. Scanning and Digitization

#	Activity	Revised Timeline	Remarks
1	Agreement Signing and Issuance of Work Order	T	Day 0
2	Requirement Gathering, Project Plan Submission	T + 1 week	Overlaps with initial mobilization
3	Transportation of Documents to Facility	T + 1.5 weeks	Begin transport in batches to expedite
4	Categorization of Documents by DGS	T + 2.5 weeks	Must start immediately after transport; parallel to infra setup
5	Setup of Scanning & Digitization Infrastructure	T1 = T + 2.5 weeks	Parallel to categorization
6	Scanning and Digitization of 50% of the Documents	T1 + 4 weeks (\approx T + 7 weeks)	Aggressive scanning with parallel QA
7	Scanning and Digitization of 100% of the Documents	T1 + 8 weeks (\approx T + 11 weeks)	Completion targets to allow final integration
8	Final Submission of Digitized Files & Metadata	T + 12 weeks	Closeout with document-wise audit and sign-off

18.1.2. Document Management System

#	Activity	Responsibility	Revised Timeline	Remarks
1	Agreement Signing and Issuance of Work Order	DG Shipping	T	Project initiation
2	Requirement Gathering, Functional Study & Project Plan Submission	Bidder	T to T + 1 week	Parallel kick-off & planning
3	Deployment of DMS at Primary Data Centre (DC) – Core Setup	Bidder	T + 1 to 2 weeks	Fast-tracked infra readiness assumed
4	Metadata, Folder Structure, User Roles, and Workflow Configuration	Bidder	T + 2 to 3 weeks	Parallel with DC setup
5	DR Site Hardware Provisioning (Infra Readiness)	DG Shipping	T to T + 2 weeks	Must be initiated immediately
6	DR Site Software Setup & Replication Configuration	Bidder	T + 3 to 4 weeks	Contingent on DR infra readiness
7	Categorization of Documents	DG Shipping	T + 2 weeks	To run in parallel with

#	Activity	Responsibility	Revised Timeline	Remarks
	by DGS			configuration
8	Integration of DMS with Digitization Output Pipeline	Bidder	T + 3 to 4 weeks	After initial config + digitization start
9	Document Ingestion Begins (Phase 1 - 50% Scanning Complete)	Bidder	T + 6 weeks	Concurrent with scanning process
10	Document Ingestion Complete (100% Scanning) & DMS Stabilization	Bidder	T + 10 weeks	Must run parallel to ingestion
11	DR Drill Execution as per DG Shipping's BCP Plan	Bidder	T + 11 weeks	Post-stabilization verification
12	Final Acceptance Testing, User Training, and Handover	Bidder + DG Shipping	T + 12 weeks (End of Month 3)	Final UAT, documentation, and go-live

18.2. Deliverables

18.2.1. Scanning and Digitization

#	Deliverable	Description	Revised Timeline
1	Mobilization Plan	Staff deployment, logistics plan, facility readiness	T + 1 week
2	Transportation of Documents	Safe pickup and delivery to digitization facility	T + 1.5 weeks
3	Document Inventory Report	List of received documents with categorization by DGS	T + 2.5 weeks
4	Setup of Scanning & Digitization Infrastructure	Installation of scanners, QA stations, metadata tagging tools	T1 = T + 2.5 weeks
5	Pilot Batch Digitization & QC Report	Test scan of sample batch with metadata and image quality report	T1 + 1 week (≈ T + 3.5 weeks)
6	50% Document Scanning Completion Report	Volume-wise report of scanned and quality-approved files	T1 + 5 weeks (≈ T + 8 weeks)
7	100% Document Scanning Completion Report	Full digitization status, file naming conventions, tagging accuracy	T1 + 9 weeks (≈ T + 12 weeks)
8	Physical Document Return/Storage Report	Status of original documents post digitization (return/store)	T + 12 weeks (End of Month 3)

18.2.2. Document Management System

#	Deliverable	Description	Revised Timeline
1	System Requirement Specification (SRS)	Finalized functional and technical design of DMS	T + 1 week

#	Deliverable	Description	Revised Timeline
2	DMS Software Deployment at DC	Installation and base configuration on DC infrastructure	T + 2 weeks
3	Metadata & Folder Structure Configuration	Custom fields, categories, access roles, versioning logic	T + 3 weeks
4	DR Site Configuration Plan	Readiness plan based on infra-availability from DG Shipping	T + 4 weeks
5	DR Site Setup & Data Replication Configuration	Setup of replication tools, testing of data sync	T + 5 weeks
6	Integration with Digitization Workflow	Real-time or batch ingestion of scanned files with metadata	T + 6 weeks (in sync with scanning batch uploads)
7	User Training & Admin Manual	Training to DGS officials and submission of documentation	T + 10 weeks
8	DR Drill Report	Execution of DR drill as per BCP and availability validation	T + 11 weeks
9	Final Acceptance & Go-Live Report	Functional testing, compliance verification, final handover	T + 12 weeks (End of Month 3)

18.3. Payment schedule

18.3.1. Scanning and Digitization & Physical Storage of Documents

There will not be any advance payment. Payment will be released on monthly basis on submission of invoices. Branch wise total number of archival and retrievals, after successful collection, transportation, storage, retrieval, certified destruction and permanent retrieval of physical records as per certification by the authorized person of the concerned office, duly countersigned by the DGS Officials of the branches/ departments be submitted with the invoices. Charges for a particular month will be paid in the succeeding month. Amount will be released after deducting penalty, if any, as per clause of this RFP.

18.3.2. Document Management System (DMS)

The payments to the selected bidder shall be released in tranches, linked to clearly defined project milestones. The breakdown of payment terms is as follows:

#	Milestone / Deliverable	Revised Timeline	Payment %	Remarks
1	Agreement Signing and Issuance of Work Order	T		
2	Submission & Approval of System Requirement Specification (SRS) and Project Plan	T + 1 week	10%	Functional design and configuration plan
3	Completion of DMS Installation at Primary Data Centre (DC)	T + 2 weeks	15%	Software deployment, license activation

#	Milestone / Deliverable	Revised Timeline	Payment %	Remarks
4	Completion of Metadata, Folder Structure, and Access Control Configuration	T + 3 weeks	10%	Verified by DGS team
5	DR Site Configuration Plan Prepared; DR Tools Delivered	T + 4 weeks	10%	Subject to DR infra readiness from DGS
6	DR Site Setup and Replication Testing Completed	T + 5 weeks	10%	UAT and sync verification
7	Integration with Digitization Output & 50% Document Ingestion	T + 6 weeks	10%	Scanning vendor's data pipeline readiness
8	100% Document Ingestion & DMS Stabilization	T + 10 weeks	10%	Performance tuning and ingestion success
9	DR Drill & Training of DG Shipping Personnel	T + 11 weeks	10%	DR drill report and training feedback
10	Final Acceptance, Go-Live Certification & Handover	T + 12 weeks	15%	Manuals, code handover, final sign-off

18.4. Penalties

Turn-Around-Time (TAT) to be maintained at all the time else will attract a penalty as mentioned below:

Ordinary Retrievals

Applicable Condition	Applicable Penalty
95% of the total Retrievals in a month as per TAT	NIL
Less than 95% of the total Retrievals in a month as per TAT	10% of the retrievals billing of the month

Urgent Retrievals

Applicable Condition	Applicable Penalty
Retrievals which are not adhered to in 1 day TAT - will be considered as Ordinary Retrieval	As above.

Penalty on loss of documents on account of fire/ flood or other such eventualities

DG Shipping may levy a penalty to the extent of 10% of TCO on loss of documents on account of fire/ flood or other such eventualities.

18.5. Terms of payment

- i. In consideration of the obligations undertaken by the bidder under this Agreement and subject to the provisions of this Agreement, DGS shall pay the bidder for successful delivery of Services / Deliverables / Goods and System in pursuance of this Agreement, in accordance with the Terms of Payment Schedule set out in this clause.
- ii. DGS shall not be required to make any payments in respect of the Services, Deliverables, obligations and scope of work mentioned in the RFP and Agreement other than those covered in the table as per Payment Schedule. For the avoidance

of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of performance of obligations under the RFP and Agreement including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause.

18.6. Invoicing and settlement

- i. The bidder shall submit its invoices in accordance with the following principles:
 - a. Generally, and unless otherwise agreed in writing between the Parties, the bidder shall raise an invoice as per scheduled payment milestones; and
 - b. Any invoice presented in accordance with this Clause shall be in a form agreed with DGS.
- ii. The bidder alone shall invoice all payments only after receiving due approval / acceptance of Deliverables / Services / Goods from DGS or any nominated agency. Such invoices shall be correct and accurate and shall be raised in a timely manner.
- iii. Subject to accomplishment to obligations of bidder and delivery of Deliverables / Services / Goods to the satisfaction of DGS, payment shall be made by DGS within 45 working days of the receipt of invoice along with supporting documents.
- iv. Notwithstanding anything contained in clause (III) above, DGS shall be entitled to delay or withhold payment of any invoice or part of it where DGS disputes such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. A notice of such withholding shall be provided within 10 days of receipt of the applicable invoice.
- v. The bidder shall be solely responsible to make payment to its personnel, sub-contractors, OEMs, third parties.

18.7. Taxes

- i. DGS shall be responsible for withholding taxes from the amounts due and payable to the bidder wherever applicable under extant law. The bidder shall pay for all taxes in connection with this Agreement, SLAs, scope of work and any other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties
- ii. DGS shall provide the bidder with the original tax receipt of any withholding taxes paid by DGS or its nominated agencies on payments under this Agreement within reasonable time after payment. The bidder agrees to reimburse and hold DGS or its nominated agencies harmless from and against any claims, losses, expenses (including attorney fees, court fees) etc. arising out of deficiency (including penalties and interest) in payment of taxes that is the responsibility of the bidder.
- iii. If, after the date of this Agreement, there is any unforeseen change in the levies or rate of levy under the applicable laws of India with respect to indirect taxes and duties, which are directly payable by the bidder for providing the Deliverables/Services i.e. service tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the bidder in performing the Services, then the remuneration and reimbursable expense otherwise payable by the DGS under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made. However, in case of any new or fresh tax or levy imposed after submission of the proposal the bidder shall be entitled to reimbursement on submission of proof of payment of such tax or levy.

18.8. Adherence to Deliverables

- i. The bidder has to deliver the deliverables mentioned in Deliverables Schedule to DGS as part of an assurance to fulfil the obligations under the SLA. The table given in Project Timeline & Deliverables Schedule may not be exhaustive and bidder is responsible to

provide all those deliverables which may be specified in this RFP but not listed here and those agreed by bidder in response to any request from DGS. The timelines for producing each of these deliverables will be in line and closely linked with the overall project timelines.

- ii. Any conflict with respect to project and/or deliverable timelines will have to be resolved by bidder in consultation with DGS and / or its designated agencies and approved by DGS. Thereafter the approved timelines will have to be adhered to by bidder, unless specified otherwise. It is to be noted that upon completion of Go-live, bidder is required to submit all the updated system design documents, specifications, source code, application deployment files, user manuals, administration manuals and all other applicable deliverables listed in Deliverables Schedule.

19. Annexure II – Bidding Forms

Tech Form 1: Technical Bid - Covering Letter

<<On Bidder / Lead Bidder Letterhead>>

Date:

To:

Directorate General of Shipping

9th Floor, Beta Building,

i-Think Techno campus

Kanjurmarg (East), Mumbai - 400042

Subject: Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping, Government of India.

Dear Sir,

We hereby request to be qualified with the Directorate General of Shipping as a Tenderer for **“Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping, Government of India.”**

I / We declare that all the services shall be performed strictly in accordance with the RFP documents, and we agree to all the terms and conditions in the RFP.

I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may have been mentioned in our proposal.

We authorize Directorate General of Shipping or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor, etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by Directorate General of Shipping to verify statements and information provided in this application or regarding our competence and standing.

The names and positions of persons who may be contacted for further information, if required, are as follows:

Name: _____

Designation: _____

Telephone: _____

E-mail id: _____

We declare that the statements made, and the information provided in the duly completed application are complete, true and correct in every detail. On verification at any time in the future if it is found that information furnished with this application and statements made therein are not true, incomplete or incorrect, we hereby authorize Directorate General of Shipping to reject our application.

We confirm having submitted the information as required by you in Qualification Criteria. In case you require any other further information / documentary proof in this regard before

evaluation of our bid, we agree to furnish the same in time to your satisfaction.

We undertake, if our proposal is accepted, to provide all the services related to **Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping, Government of India..** Put forward in the bid document or such features as may subsequently be mutually agreed between us and DGS or its appointed representatives.

- I. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the Directorate General of Shipping
- II. We hereby declare that in case the contract is awarded to us, we will submit Performance Bank Guarantee equivalent to 3 % of total contract value as quoted in the commercial bid in the form prescribed in the RFP.
- III. I/We understand that Directorate General of Shipping reserves the right to reject any application without assigning any reason thereof.
- IV. I/We hereby undertake that I/We have not made any payment or illegal gratification to any person/authority connected with the bid process so as to influence the bid process and have not committed any offence under the PC Act in connection with the bid.
- V. All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents.
- VI. We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- VII. We understand that the actual payment would be made as per the existing tax rates during the time of payment.
- VIII. We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.
- IX. We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.
- X. In case you require any other further information/documentary proof before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.
- XI. We declare that our Bid Price is for the entire scope of the work as specified in the tender document. These prices are indicated in Commercial Bid submitted as part of the requirements of Tender.
- XII. Our commercial proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.
- XIII. We understand you are not bound to accept any Proposal you receive.
- XIV. We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.
- XV. I/We shall disclose any payments made or proposed to be made to any intermediaries (agents, etc.) in connection with the bid.
- XVI. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/ company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.
- XVII. We declare that we have read through the Tender document, all related clarifications and corrigendum.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Company Seal :
Business Address :

Tech Form 2: Particulars of the Bidder (please fill separate sheet for each consortium members)

Sl No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	In case of consortium, please indicate name of Lead Bidder	
C	Incorporation status of the firm (public limited / private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Company Seal :
Business Address :

Tech Form 3: Financial Capability

<<To be completed by the Bidder / In case of consortium, by each partner as appropriate to demonstrate that they meet the requirements>>

<<On the letterhead of the Chartered Accountant >>

<<To be submitted along with Audited Financial Statements>>

Date

To:

Directorate General of Shipping

9th Floor, Beta Building,

i-Think Techno campus

Kanjurmarg (East), Mumbai - 400042

We have examined the books of accounts and other relevant records of <<Bidder / consortium Partner Name along with registered address>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the annual turnover, Profit before Tax and Profit after tax for the three years i.e., from 2020-21, 2021-22 and 2022-23 was as per details given below:

Information from Balance Sheets (in Indian Rupees)			
	2020-21	2021-22	2022-23
Annual Turnover			
Profit before Tax			
Profit After Tax			

(Signature of the Chartered Accountant)

Name :

Designation :

Membership Number :

Date :

Company Seal :

Business Address :

Tech Form 4: Certificate from HR demonstrating its Organization Strength

<<On the letterhead of the Bidding Organization>>

<<In case of consortium, separate certificates to be submitted from respective HR authorized representatives>>

Date:

To:

Directorate General of Shipping

9th Floor, Beta Building,

i-Think Techno campus

Kanjurmarg (East), Mumbai - 400042

This is to certify that the number of full-time employees having experience in implementing all the major modules/solution components of the proposed solution in <<Organization Name>> is greater than <<Number>> as on DD/MM/YYYY

For <Organization Name>

HR Signature (with Organization Stamp)

HR Name

Tech Form 5: Approach & Methodology

- i. The Bidder should cover details of the methodology proposed to be adopted for planning and implementation of solutions relating to establishment of the DGS solution.
- ii. The Bidder may give suggestions on improvement of the scope of work given and may mention the details of any add on services related to this project over and above what is laid down in the tender document. List of deliverables should also be identified and explained.
- iii. The Bidder shall describe the knowledgebase, best practices and tools that will be used by the project team for the execution of scope of work activities.
- iv. The Bidder should cover details of the methodology proposed to be adopted for operations and maintenance of the DGS solution.
- v. The bidder shall cover the details for best practices from imparting similar kind of training for users in an organization similar to the DGS based on bidder's prior implementation experience in the same
- vi. Detailed Methodology and approach provided for training of the different stakeholders within DGS
- vii. Best practices from undertaking Change Management for users in an organization similar to DGS based on bidder's prior implementation experience in the same.
- viii. Detailed Training Plan indicating the number of training sessions, batch sizes and number of batches with respect to all the stakeholders, and all different kinds of training vis-à-vis the requirements in the tender.
- ix. Project Methodology should contain, but not limited to the following
 - **Overall Implementation Methodology (As per Section 18)**
(Clearly defined project phases, activities, timelines, milestones, and deliverables related to scanning, digitization, metadata indexing, storage, retrieval, and physical record management).
 - **Methodology for Requirement Assessment and Digitization Planning (As per Section 16.1, 16.2 and 16.3)**
(Approach to assessing and categorizing legacy documents, digitization strategies, prioritization, and preparation of physical records).
 - **Methodology for Scanning, Metadata Creation, and Indexing (As per Section 16.4 and 16.5)**
(Detailed methodology on scanning standards, quality control checks, indexing mechanism, OCR application, and metadata schema implementation).
 - **Approach to Establishing Centralized Digital Repository (As per Section 16.6)**
(Repository setup, digital document management system, data structure, document classification, backup, and disaster recovery strategy).
 - **Quality Control, Assurance, and Review Methodology**
(Defined processes for quality assurance including scanning quality, image clarity, OCR accuracy, indexing correctness, internal review mechanisms, and audit trails).
 - **Acceptance Criteria for Deliverables**
(Clearly defined and measurable acceptance criteria aligned with industry standards for digitization quality, metadata accuracy, document retrieval effectiveness, and repository functionality).
 - **Confidentiality, Security, and Compliance Methodology (As per Section 16.7)**
(Proposed approach for ensuring confidentiality, information security, access

control mechanisms, physical and digital security controls, and compliance to relevant regulatory standards).

- **Change Management, Capacity Building, and Training Plan**
(Comprehensive strategy and timeline for training personnel, building capacity, knowledge transfer, change management practices, training material quality).
- **Risk Identification and Mitigation Plan**
(Robust identification of risks specifically associated with digitization and record storage projects, with proactive mitigation strategies).
- **Document Storage Facility (As per Section B)**
- **Document Management System (As per Section C)**

Tech Form 6: Project Plan & Deployment of Personnel

S. No	Item of Activity	Month-Wise Program					
		M1	M2	M3	M4	M5
1	Activity 1						
1.1	Sub-Activity 1						
1.2	Sub-Activity 2						
2	Activity 2						
	..						
3	Activity 3						
3.1	Sub-Activity 1						
3.2	Sub- Activity 2						

Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Bidder approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

Duration of activities shall be indicated in the form of a bar chart.

Note: The above activity chart is just for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones as per their proposal.

Tech Form 7: Details of Experience of Bidder in Various projects

The bidder should provide information for each project on similar assignments required for pre-qualification and technical evaluation criteria as per the format mentioned below

Sr. No.	Credential for < Prequalification Criteria No. / Technical Criteria No>	
	Name of the Organization - <<Name of the Bidder / Consortium Member that have executed / executing the project>>	
	Parameter	Details
General Information		
	Customer Name	
	Name of the contact person and contact details for the client of the assignment	
	Whether client visit can be organized	(YES / NO)
Project Details		
	Project Title	
	Start Date and End Date	
	Date of Go-Live	
	Total Cost of the project	
	Current Status (Live / completed / on-going / terminated / suspended)	
	No of staff provided by your company	
	Please indicate the current or the latest AMC period with the client (From Month – Year to Month-Year)	
	Please indicate whether the client is currently using the implemented solution	
Size of the project		
	Number of total users and concurrent users of the solution at the client location(s):	Total users
		Concurrent users
	Training responsibilities of Bidder	
	Any other information to be shared with DGS	
Narrative Description of the Project:		
Detailed Description of actual services provided by Bidder:		
Documentary Proof:		

**Tech Form 8: Details of ineligibility for corrupt or fraudulent practices /
blacklisted with any of the Government or Public Sector Units**

<<On the letterhead of the Bidding Organization>>

**<<In case of consortium, separate certificates to be submitted from respective
authorized representatives>>**

Date:

To:

Directorate General of Shipping
9th Floor, Beta Building,
i-Think Techno campus
Kanjurmarg (East), Mumbai - 400042

Subject: Declaration for not being under an ineligibility for corrupt or fraudulent practices or
blacklisted with any of the Government or Public Sector Units in India

Dear Sir,

We, the undersigned, hereby declare that
We are not under a declaration of ineligibility / banned / blacklisted by any State or Central
Government / any other Government institutions in India for any reason as on last date of
submission of the Bid or convicted of economic offence in India for any reason as on last date
of submission of the Bid

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Company Seal :
Business Address :

Tech Form 9: Format for Consortium Agreement

<<On the letterhead of the Bidding Organization>>

<<In case of consortium, separate certificates to be submitted from respective authorized representatives>>

[Date]

To
Directorate General of Shipping
9th Floor, Beta Building,
i-Think Techno campus
Kanjurmarg (East), Mumbai - 400042

Sir,

Sub: Declaration on Consortium

I / We as Lead Partner of the Consortium, hereby declare the Roles and Responsibilities of the Consortium members:

Sr. No.	Member	Role	Responsibilities

I / We understand that as Lead Partner, I / we are responsible for executing at least one component of the scope of work from the following components:

1. Application Development and Maintenance
2. Transitioning and Change Management

I / We understand that if this information / declaration is found to be false or incorrect, Directorate General of Shipping reserves the right to reject the Bid or terminate the Contract with us immediately without any compensation to us.

Yours faithfully,
Authorized Signatory of the Lead Partner
Designation
Date
Time
Seal
Business Address

Pre-qualification Bid Forms

Tech Form 10: Bank Guarantee for Earnest Money Deposit

WHEREAS _____ (Name of Tenderer) (hereinafter called 'the tenderer') has submitted its tender dated _____ (date) for the execution of _____ (Name of work) (hereinafter called 'the tender')

KNOW ALL MEN by these presents that we _____ (Name of Bank) having our registered office at _____ (hereinafter called 'the Bank') are bound unto the Directorate General of Shipping, Mumbai appointed by Government of India under Merchant Shipping Act 1958 (hereinafter called 'the Employer') in the sum of Rs. _____/- (Rs. _____) for which payment well and truly to be made to the said Employer the Bank binds itself, its successors and assigns by these presents.

The CONDITIONS of this obligation are

If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or

If the Tenderer having been notified of the acceptance of his Tender by the Employer during the period of Tender Validity;

fails or refuses to execute the Agreement, if required; or

fails or refuses to furnish the Performance Security, in accordance with the General Conditions of Contract.

We undertake to pay the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or both of two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including the date upto _____ (it shall be valid upto one eighty (180) days after the date of expiry of the period of tender validity), and any demand in respect thereof should reach our _____ branch situated in Mumbai limits for encashment not later than the date of expiry of this guarantee.

Dated _____ day of _____ 2020

Name of the Bank

Signature & Name & Designation

Seal of the Bank

Tech Form 11: Certificate of Conformity/ No Deviation

<<To be submitted on the Company Letter head of the Lead Bidder>>

Date:

To:

Directorate General of Shipping
9th Floor, Beta Building,
i-Think Techno campus
Kanjurmarg (East), Mumbai – 400042

This is to certify that, the specifications of Software/ hardware which I/ We have mentioned in the technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the RFP and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Company Seal :
Business Address :

Tech Form 12: Format – Declaration for No Conflict of Interest

<<To be submitted on the Company Letter head of the Lead Bidder>>

Date:

To

Directorate General of Shipping,
9th Floor, Beta Building,
i-Think Techno campus
Kanjurmarg (East), Mumbai – 400042

Sir,

Sub: Undertaking on No Conflict of Interest

I / We as System Integrator (SI) do hereby undertake that there is absence of, actual or potential conflict of interest on our part, on part of our Consortium partner (in case of a Consortium) due to prior, current, or proposed contracts engagements, or affiliations with Directorate General of Shipping, Government of India.

I / We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements of this RFP.

We undertake and agree to indemnify and hold Directorate General of Shipping, Government of India harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) Directorate General of Shipping, Government of India and / or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory

Designation

Date

Time

Seal

Business Address

Tech Form 13: Compliance Sheet for Eligibility Criteria

The Bidder is required to fill relevant information in the format given below. The pre-qualification bid must contain documentary evidence and supporting information to enable DGS to evaluate the eligibility of the Bidder without ambiguity.

Sr. No	Eligibility Criteria	Documents / Information to be provided in the submitted proposal	Compliance (Yes / No)	Reference & Page Number
1	EC1			
2	EC2			
3	EC3			
4	EC4			
5	EC5			
6	EC6			
7	EC7			
8	EC8			
9	EC9			
10	EC10			
11	EC11			
12	EC12			
13	EC13			

Tech Form 14: Scanners Specifications and Ownership Details

Owned Scanners:

Sl. No.	Overhead Scanners - Make and Specifications	Supported Paper Types A4/A3/A2/A1/A0	No. Available	Dpi / Resolution	Year of Manufacture	Speed of each scanner (per hour)
1.						
2.						
3.						
4.						

Note: Bidder to provide documentary proof of ownership.

Leased Scanners

Sl. No.	Overhead Scanners - Make and Specifications	Supported Paper Types A4/A3/A2/A1/A0	No. Available	Dpi / Resolution	Year of Manufacture	Speed of each scanner (per hour)
1.						
2.						
3.						
4.						

Note: Bidder to provide documentary proof of lease arrangement.

Tech Form 15: Records Storage Centres Information

Name of the Service Provider: _____

Address of Records Storage Centre: _____

Owned / Leased Premises: _____

Records Storage Area In Sq. Ft. _____

Records Storage Capacity In Cub. Ft. _____

RECORDS STORAGE CENTRE BUILDING

Availability of the following

Description	Mark Y/N in all the boxes below
Permanent Construction (Walls & Flooring) - Brick work	
RCC/Strong & Corrosion Resistance Modern Metal Roofing	
4-Hour Fire-Rated AAC Block Walls (BIS/ISO Certified)	
Stability & Earthquake Certification (IS 456-2000 & IS 1893-2002)	
Chartered Engineer's Load-Bearing Certification	
Dedicated Transformer and Power Stabilizer	
Heavy-Duty Generator with Adequate Fuel Backup	
Fire-Rated Emergency and Exit Doors	
Fire Hydrant System with 4 Pumps (Hydrant/Sprinkler/Standby/Jockey)	
Safety Water Tank (Min. 3,00,000 Litres)	
FM200 (HFC 227ea) Gas-Based Suppression for Category A/Media Vault	
Water Sprinkler System for Category B Vault	
Antistatic Flooring in Media Vault	
Environmental Monitoring (Humidity, Temperature, Moisture Detection)	
Smoke Detectors & ABC+BC Type Fire Extinguishers	
Fire Alarm System (Conventional & Addressable)	
Electrical Wiring with Armoured Cables	
Quarterly Fire Drills Conducted	
24 x 7 Security Guards	
Controlled Single Entry/Exit Point	
Access Control with Anti-Passback Security Feature	
Dual Authentication for Category A/Media Vaults	
Intrusion Alarms & Motion Detectors (with CMS Connectivity)	
Network Video Recorder (NVR) for IP Cameras with 60-Day Backup	
IP Surveillance Cameras for Security	
Earth Pits for Short Circuit Protection	
Trained Staff	

Description	Mark Y/N in all the boxes below
Metal Detector	
Biometric Access Control	
CCTV With 2 Weeks Minimum Recording	
Pest Control and Rodent Control	
VESDA or Aspiration System	

1. Service Provider must attach a copy of lease/ownership document and recent tax receipt for the above premises.
2. Service Provider must attach a copy Certificate from a competent engineer/firm on the Dead Weight Bearing & Structural Stability aspects of the above storage premises.

Signature:

Name:

Designation:

Seal: _____

Tech Form 16: Technical Details of the Product Being Offered

To:

Directorate General of Shipping
9th Floor, Beta Building,
i-Think Techno campus
Kanjurmarg (East), Mumbai - 400042

Subject: Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping, Government of India.

Section	Details to be Filled by the Bidder
1. Product Name	
2. Make & Model	
3. Name of OEM	
4. Product Version	
5. Type of License	(e.g., Named User / Concurrent User / Core-based / Instance-based)
6. Licensing Scope	Clearly mention if license covers all functional modules (e.g., OCR, Workflow, Storage, Audit Trail)
7. Number of Licenses Offered	
8. License Validity	(e.g., Perpetual / Subscription – specify duration and renewal terms)
9. Environment Coverage	Tick all that apply: <input type="checkbox"/> Production <input type="checkbox"/> UAT / Development <input type="checkbox"/> Disaster Recovery
10. Delivery Format	(e.g., Cloud, On-premise, Hybrid – specify deployment model)
11. Integration Capabilities	List platforms/systems already integrated with the proposed DMS solution (e.g., Office365, SAP, INDOS)
12. Interoperability	Describe how the solution interacts with open-standard applications or APIs
13. Security Certifications	List any security certifications (e.g., ISO 27001, STQC, CERT-IN compliance)
14. Product Literature	Attach brochures, data sheets, and technical specifications (URL or annexed PDFs)
15. Compliance to Government Standards	Specify compliance to IT Act 2000, MeitY guidelines, GIGW, etc.
16. Localization Support	Mention languages supported (e.g., English, Hindi – Unicode compliance)
17. Product Scalability	Describe how the solution can scale in terms of users, storage, and workflow complexity

Section	Details to be Filled by the Bidder
18. Audit Trail Features	Describe capabilities related to system logging and audit trail maintenance
19. Support for Mobile Access	Yes / No. If yes, specify supported platforms and functionalities
20. Training & Help Utilities	Indicate built-in help/documentation and context-based assistance

Declaration:

We certify that the above product information is accurate and that all offered components comply with the requirements stated in the RFP issued by the Directorate General of Shipping.

Signature:

Name:

Designation:

Seal: _____

Tech Form 17: Profile of Resource

Name of the employee					
Name of the employer	<<Name of the Bidder / Consortium Member >>				
Proposed position					
Date of Birth					
Nationality					
Total years of relevant experience					
Certifications	Note: Please attach copies of relevant certificates				
Education	Qualification	Name of School / College / University	Degree Obtained	Date Attended	
	Note: Please attach copies of relevant certificates				
Language	Language	Read	Write	Speak	
Employment Record	Employer	Position	From (MM / YYYY)	To (MM / YYYY)	Exp. in Months
	<i>(Starting with present position list in reverse order)</i>				
Relevant Experience	<i>(Give an outline on the experience most pertinent to tasks mentioned in the project. Describe degree of responsibility held on these relevant assignments).</i>				
	<i>(Details shall be provided as per the number of project experience in the evaluation criteria specified in section 6.5 of the RFP. Bidders are expected to clearly state the total number of projects for the respective criterion as applicable.)</i>				
	<i>Maximum 8 Projects:</i>				
	Name of Assignment/Project				
	Year				
	Location				
	Client				
	Main project features				
Positions held					
Activities performed					
Certification	I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes myself, my qualifications, and my experience.				
	Date:				

Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping,
Government of India.

		Place Signatory	Signature of the employee / Authorized
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Tech Form 18: Manufacturer Authorization Format (Software)

Manufacturer Authorization Format

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

Ref:

Date: _____

To
The Deputy Director General (IT)
Directorate General of Shipping
Ministry of Ports, Shipping and Waterways
Beta Building, 9th Floor, i-Think Techno Campus
Kanjurmarg (East), Mumbai – 400042

Sub: Manufacturer Authorization – (DMS Solution)

Ref:

.....
.....

Dear Sir,

We, <**OEM Name**>, having our registered office at <**OEM Address**>, are an established and reputed manufacturer of <**software details**>. We hereby authorize M/s _____ (Name and address of the Authorized Partner) to offer their quotation, negotiate, and conclude the contract with you against the above-cited invitation for tender.

We confirm that we extend our full warranty as per the terms and conditions of the RFP and contract, for all software products and services proposed by the aforementioned partner. We shall provide back-to-back **technical support, version upgrades, and security updates** throughout the warranty and ATS/subscription period.

We further confirm that all product upgrades (including software version upgrades and new feature releases) will be made available via M/s _____ during the entire engagement.

In the event of failure by M/s <**Bidder Name**> to implement the DMS Solution as per the scope defined in the RFP issued by DG Shipping, we undertake full responsibility to implement the said solution either directly or through another authorized partner and will continue to provide back-to-back OEM support.

S. No.	Name of Software Components
--------	-----------------------------

OEM Name

Authorized Signatory

Name: _____

Designation: _____

Note:

1. This letter must be issued on the letterhead of the OEM and signed by a competent authority empowered to bind the OEM.
2. Bidders must submit a separate MAF for each licensed software component, in case multiple OEMs are involved.

Form of Bid Security Declaration

{Use Company Letterhead}

Section 6 – Service Level Agreement

Structure

This SLA shall operate as a legally binding services agreement specifying terms which apply to the Parties in relation to the provision of the Services by the Bidder to DGS and its nominated agencies under the Agreement and the MSA

Objectives of SLA

The objective of SLA is to clearly define the expected level of the services being offered by the Bidder (Successful Bidder) to the Purchaser (DGS) for the period of the contract or until the SLA has been amended. SLA defines the responsibility of the successful bidder in ensuring adequate delivery of the deliverables and the services coupled with correctness of the same based on the performance indicators detailed out in this document.

The Bidder shall be required to ensure that the Service Levels which shall ensure the following:

- i. Improving the efficiency of operations for the departments.
- ii. Leveraging the benefits in new system in order to:
 - a. Reduce of manual records and replace with computerized standardized documents.
 - b. Infuse transparency in operations by enabling the stakeholders to have easy access to the records and provision of login ids and biometrics to infuse accountability in operations
 - c. Enable faster request processing in delivery of services with better turnaround time.
 - d. Facilitate automated data transfer with state-wide connectivity to prevent unnecessary duplication & simplify preparation of registers and reports.
 - e. Generate meaningful MIS from the system.
 - f. Provide inbuilt mechanism of security and quality control for crucial dealer data.

To meet the aforementioned objectives the Bidder will provide the Service Levels in accordance with the performance metrics as set out in detail in this. Bidder shall provide services as defined in the scope of work in accordance with the conditions mentioned in Section to ensure adherence to project timelines and error free availability of the services.

Details of SLA Penalty Mechanism and Calculations

The payment will be made by DGS to the bidder as per payment schedule. The invoice will be submitted by the Bidder to the DGS, who will in turn release the payment if there is no dispute and after verification/audit of the invoices and necessary documents.

The payment and SLA penalty applicability will be against the specific SERVICE LEVEL PARAMETERS depending on the impact. The values will be calculated separately, and payment will be made against invoices raised for the port.

DGS reserves the right to modify the SLAs in terms of addition, alteration or deletion of certain

parameters, based on mutual consent of all the parties i.e. DGS and BIDDER.

Penalties for Scanning Services:

1. The Penalty shall be calculated and deducted from the immediate payment due.
2. All mentioned penalties in SLA are exclusive to each other
3. The maximum penalty at any point of time and for any period should not exceed 25% of project cost as per the proposal submitted by the vendor.
4. If the penalty exceeds this amount, DGS reserves the right to terminate the contract. The project cost for this purpose shall be the rate mentioned above multiplied by the estimated image volume mentioned in the work order.

Penalties for Storage of Physical Documents:

Turn-Around-Time (TAT) to be maintained at all the time else will attract a penalty as mentioned below:

Ordinary Retrievals

Applicable Condition	Applicable Penalty
95% of the total Retrievals in a month as per TAT	NIL
Less than 95% of the total Retrievals in a month as per TAT	10% of the retrievals billing of the month

Urgent Retrievals

Applicable Condition	Applicable Penalty
Retrievals which are not adhered to in 1 day TAT - will be considered as Ordinary Retrieval	As above.

Penalty on loss of documents on account of fire/ flood or other such eventualities

DG Shipping may levy a penalty to the extent of 10% of TCO on loss of documents on account of fire/ flood or other such eventualities.

SLA for Scanning Services

Images scanned shall be verified by the desk officer / record room in-charge concerned. The scanned image shall be compared with reference to the original document.

Service	Penalty in case of default
For every image improperly scanned (to be decided by the nodal officer)	75% of the per image cost
For any file if there is more than 5% of error identified by the Nodal officer	100% of the cost of the file
For every Image not scanned	75% of the per image cost
Start of work later than 4 weeks from date of issuance of work order	2% of order value per week of delay
Minimum number of pages per machine per day	25% of per page cost * (2500 - Actual of No. of Pages Scanned)

Note – In above table image refers to a given side of a paper/page, The quality of scanning document shall be inspected by the Nodal Officer by random selection of scanned document. 1% of total scanned pages will be randomly selected and then verified by the Nodal Officer.

It shall be the responsibility of the successful bidder to rescan, index and upload all such improperly scanned images. He shall not be paid any amount for rescanning of documents.

There shall again be a comparison of such images by the authority concerned and

nonconformance found would be levied to penalty as mentioned above and the rescanning would have to be done free of cost by the successful bidder.

Start of Scanning service

In case of Purchase order being issued to the bidder, the bidder shall start the work for the same PO within maximum of 4 weeks of issuance of PO. In case of failure to initiate the project in 4 weeks, penal provisions of 2% of the order value per week of delay shall be levied on the bidder and same shall be deductible from the vendor's payment.

Minimum pages per machine per day

Each bidder should scan minimum of 2500 pages per machine/ scanner per day. If the volume of scanned pages is below 2500 pages a penalty of 25% of per page cost of (2500-X) where X is the actual number of pages/images scanned.

Concession will be given in cases where department identifies that the minimum quantity was not scanned because of parameters beyond the control of the bidder (e.g. Non availability of electricity for a prolonged duration, physical files not handed over to the bidder, etc.)

Note

- 1 Annual review SLA shall be done by DGS and appropriate modifications/amendments to the SLAs may be carried out.
- 2 Cascading effect (effect on multiple SLA criteria) of failure or non-performance of a particular project component on SLAs shall be avoided.
- 3 Web-based Incident and SLA monitoring tool providing reports against the parameters mentioned below will be used for measurement. DGS may request for supporting documents in certain cases if required. Such tool needs to be deployed after certification from a Third-Party CERT-IN agency such as STQC before Go-live of the project.
- 4 Implementation of a Web-based Project Management Information System (PMIS) for Project progress and ITIL based SLA monitoring and Incident Management (EMS) has to be carried out by before Go-live in order to receive any payment for the project

SLA and Liquidated Damages for DMS

The purpose of this Service Level Agreement is to clearly define the minimum acceptable levels of service and performance standards to be adhered to by the selected bidder for the duration of the contract with the Directorate General of Shipping (DG Shipping).

- The implementation of the Document Management System (DMS) shall be completed strictly within the stipulated timelines as per the mutually finalized project implementation plan.
- In the event of delay, Liquidated Damages (LD) shall be imposed at the rate of 1% of the order value of the delayed component per week of delay or part thereof, up to a maximum of 10% of the total value of the delayed component.
- If the delay exceeds ten (10) weeks, DG Shipping reserves the right to terminate the order without any financial obligation toward the vendor. In such a case, the vendor shall not be entitled to claim compensation of any form due to cancellation.
- In the event of order cancellation due to non-performance or non-delivery, the vendor may be debarred from participating in any future procurement processes initiated by DG Shipping.
- If the vendor fails to complete the implementation and Go-Live of the DMS solution within the finalized period, DG Shipping may impose an additional penalty of 0.5% per

week of delay (or part thereof) on the order value of software and implementation services (excluding the digitization cost), up to a maximum of 5% of the relevant contract value.

Severity Levels, Response Time Goals, and Liquidated Damages for Support Services

The following table defines the severity levels, response time targets, and applicable liquidated damages for non-compliance under the DMS maintenance and support contract for DG Shipping:

Case Priority	Severity Level	Description	Response Time Target	Liquidated Damages
S1	High: Production System Down	The production system is non-operational and affects more than 90% of users. No workaround is available.	2 hours	₹10,000/- per hour for every hour of delay
S2	Medium: Major Impact on System Operation	The system is operational but key features are non-functional or extremely slow, affecting a large number of users. No workaround is available.	4 hours	₹5,000/- per hour for every hour of delay
S3	Low: Subsystem or Support-Level Issue	System is operational with degraded performance or minor issues affecting some users. Workaround is available to continue operations.	6 hours	₹2,500/- per hour for every hour of delay

Upper Cap and Escalation Provisions

- The total Liquidated Damages (LD) applicable for support services in a financial year shall not exceed 10% of the Annual Technical Support (ATS)/Annual Maintenance Contract (AMC) value.
- If the total LD imposed in a year exceeds the balance payment due to the vendor, DG Shipping may:
 - Recover the LD from performance guarantee, or
 - Request the bidder to deposit the LD amount separately within a stipulated time, failing which performance security may be invoked.

SLA Measurement and Monitoring

Exclusions

The bidder shall be exempted from any delays on SLA parameters arising from the delay in approvals, reviews, suggestions etc. from the DGS' side. Any such delays shall be notified in written by the DGS

Non-Adherence to SLA

- i. In case the bidder is unable to adhere to the target levels mentioned in the SLA and the percentage of penalty due to defaults exceeds 5 percent for four consecutive months, then the penalty would be doubled in the fourth month and subsequently till the same is rectified for two consecutive months.
- ii. In case the bidder defaults in the same category for four consecutive months, then the penalty would be doubled in the fourth month and subsequently for that category till the same is rectified for two consecutive months.
- iii. The breach clauses will be relaxed for the two quarters after go-live.

Breach of SLA

If the penalty continues for 6 consecutive months for the same category or over 10% across all categories, DGS may invoke breach and terminate the contract. The decision of DGS in this regard shall be final and binding on the bidder, the DGS will treat it as a case of breach of Service Level Agreement. The following steps will be taken in such a case: -

- *DGS issues a show cause notice to the Service Provide*
- *Service Provider should reply to the notice within three working days.*
- *If the DGS authorities are not satisfied with the reply, the DGS will initiate termination process.*

Monitoring and Auditing

DGS will review the performance of bidder against the SLA parameters each month, or at any periodicity defined in the contract document. The review / audit report will form basis of any action relating to imposing penalty or breach of contract. Any such review / audit can be scheduled or unscheduled. The results will be shared with the bidder as soon as possible. DGS reserves the right to appoint a third-party auditor to validate the SLA.

Reporting Mechanism

The bidder's representative will submit SLA performance reports from centrally managed web-based SLA monitoring tool in an agreed upon format by the 5th working day of subsequent month of the reporting period. The reports will include "actual versus target" SLA performance, a variance analysis and discussion of appropriate issues or significant events.

Issue Management Procedures

General

This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between DGS and bidder. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at lower management levels.

Issue Management Process

- i. Either DGS or Bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- ii. DGS and the bidders representative will determine which committee, or executive level should logically be involved in resolution.
- iii. A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24

hours prior to the discussion if the issue is not an emergency requiring immediate attention.

- iv. The DGS and the Bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The Bidder will then communicate the resolution to all interested parties.
- v. In the event a significant business issue is still unresolved, the arbitration procedures described in the Contract will be used.

SLA Change Control

A. General

It is acknowledged that this SLA may change as DGS's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:

- i. A process for negotiating changes to the SLA.
- ii. An issue management process for documenting and resolving particularly difficult issues.
- iii. DGS and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner.
- iv. Any changes to the levels of service provided during the term of this agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum to this document and consequently the contract.

SLA Change Process

Both the parties may amend this SLA by mutual agreement in accordance. Changes can be proposed by either party. Normally the forum for negotiating SLA changes will be DGS's monthly review meetings.

Version Control

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

Management Escalation Procedures

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure ensures that DGS and Bidder management are communicating at the appropriate levels. Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.

- All issues would be raised to the project management team, which is completely responsible for the day-to-day aspects of the service provided by the bidder. The project management team shall classify the issues based on their severity level and resolve them within appropriate timelines.
- If project management team is unable to resolve an issue, the issue would be escalated to the top management with options/ risks detailed for decision. Top management will make decisions based on the options/ risks presented.
- In case one or both the parties are unsatisfied with the decision of the top management of the DGS, the dispute will be resolved as specified in this RFP

Updating of this Agreement

- a) The Parties anticipate that this Agreement shall need to be re-evaluated and modified to account for changes in work environment and technology from time to time. Hence, they hereby agree to revise the terms of the Agreement on an annual basis.
- b) The Parties hereby agree upon the following procedure for revising this Agreement:
 - i. Any and all changes to this Agreement will be initiated in writing between the Buyer and the Implementation Agency, the service levels in this Agreement shall be considered to be standard for the Buyer and shall only be modified if both Parties agree to an appended set of terms and conditions.
 - ii. Only the Buyer or the Bidder may initiate a revision to this Agreement.
 - iii. A notice of the proposed revision ("SLA Change Request") shall be served to the Buyer or the Bidder as the case may be.
 - iv. The SLA Change request would be deemed to be denied in case it is not approved within a period of 45 days.
 - v. In the event that Buyer/Bidder approves of the suggested change the change shall be communicated to all the Parties and the SLA
 - vi. Change request would be appended to the Agreement.

The Buyer shall update and republish the text of Agreement annually to include all the SLA Change Requests that have been appended to the Agreement during the course of the year. Such republished Agreement shall be circulated to all the Parties within <***> days of such change taking place

Document History

All revisions made to this Agreement shall be listed in chronological order as per the format set out below and a copy of the same shall be provided to the Parties:

Version	Date	Description of Changes
<***>	<***>	<***>

Scope of Services

- a) Bidder shall ensure that Services are available as per the requirements of the project;
- b) Bidder shall provide support services for addressing problems related to the provision of services through the POC. Such POC shall be available over telephone on <***> number / email 24 hours a day, 7 days a week
- c) Bidder guarantees that he shall achieve the Service Levels for the Project;
- d) Bidder shall be liable to Service Credits in case of failure to comply with the Service Levels. However, any delay not attributable to the Implementation Agency shall not be taken into account while computing adherence to the Service Levels.

Performance Review

The POC's of both the Buyer and the Implementation Agency shall meet on a quarterly basis to discuss priorities, service levels and system performance. Additional meetings may be held at the request of either the Bidder or the Buyer. The agenda for these meetings shall be as follows:

- a) Service performance.
- b) Review of specific problems/exceptions and priorities; and
- c) Review of the operation of this Agreement and determine corrective action to overcome deficiencies.

Indemnities

The Parties agree to indemnify each other under this Agreement in accordance with the terms and principles set out in the MSA.

Dispute Resolution

Any dispute, difference or claim arising out of or in connection with the Agreement which is not resolved amicably shall be decided in accordance with the dispute resolution procedure as set out in the MSA.

Miscellaneous

a) Assignment and Charges

This Agreement shall be binding on and ensure for the benefit of each Party's successors in title. No Party shall assign or declare any trust in favor of a third party over, all or any part of the benefit of, or its rights or benefits under, this Agreement.

b) Governing Law and jurisdiction

This Agreement shall be construed and interpreted in accordance with and governed by the laws of India, and the courts at the State of Maharashtra shall have jurisdiction over matters arising out of or relating to this Agreement.

c) Waiver of sovereign immunity

The Parties unconditionally and irrevocably:

- i. agree that the execution, delivery and performance by them of the Agreement constitute commercial acts done and performed for commercial purpose.
- ii. agree that, should any proceedings be brought against a Party or its assets, property or revenues in any jurisdiction in relation to the Agreement or any transaction contemplated by the Agreement, no immunity (whether by reason of sovereignty or otherwise) from such proceedings shall be claimed by or on behalf of such Party with respect to its assets.
- iii. waive any right of immunity which it or its assets, property or revenues now has, may acquire in the future or which may be attributed to it in any jurisdiction; and
- iv. consent generally to the enforcement of any judgment or award against it in any such proceedings to the giving of any relief or the issue of any process in any jurisdiction in connection with such proceedings (including the making, enforcement or execution against it or in respect of any assets, property or revenues whatsoever irrespective of their use or intended use of any order or judgment that may be made or given in connection therewith).

d) Variation

This Agreement may only be varied in writing and signed by both Parties

e) Waiver

Waiver including partial or conditional waiver, by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this

Agreement: -

- i. Shall be in writing
- ii. Shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Agreement.
- iii. Shall not be effective unless it is in writing and executed by a duly authorized representative of the Party; and
- iv. Shall not affect the validity or enforceability of this Agreement in any manner.

f) Exclusion of implied warranties

This Agreement expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other agreement between the Parties or any representation by either Party not contained in a binding legal agreement executed by both Parties.

g) Survival

- Termination or expiration of the Term shall:
 - i. not relieve the Bidder or the Buyer, as the case may be, of any obligations hereunder which expressly or by implication survive hereof; and
 - ii. except as otherwise provided in any provision of this Agreement expressly limiting the liability of either Party, not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of, or caused by, acts or omissions of such Party prior to the effectiveness of such termination or expiration or arising out of such termination or expiration.
- All obligations surviving termination or expiration of the Term shall cease on termination or expiration of the Term.

h) Entire Agreement

This Agreement and the Annexure together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED
For and on behalf of the Implementation
Agency by DGS

(Signature)

SIGNED, SEALED AND DELIVERED
For and on behalf of the Nodal
Agency by:

(Signature)

Selection of Service Provider for Formalizing the Digital Record Room for the Directorate General of Shipping,
Government of India.

(Name): Shri.
(Designation):

(Name)
(Designation)

(Address)

(Address)

(Fax No.)

(Fax No.)

In the presence of:

- 1.
- 2.

BID SECURITY DECLARATION

I/We, M/s (Name of bidder) am/are aware that I/We have been exempted from submission of Bid Security/Earnest Money Deposit in lieu of this Bid Security Declaration. I/We understand and accept that if I/We withdraw my/our bid within bid validity period or if awarded the tender and on being called upon to submit the performance Guarantee/Performance Security fail to submit the same within the stipulated time period mentioned in tender documents or on being called upon to sign the contract agreement fail to sign the same within stipulated period mentioned in tender documents, I/We i.e., the bidder shall be banned from submission of bids in any Works/Service Tender issued by DGS for a period of 24 months from the date of such banning order.

Authorized Signatory Sign and Stamp

INTEGRITY PACT

This pre-contract agreement (hereinafter called the “Integrity Pact” or “Pact”) is made on <<day>> of <<month, year>>, between, on one hand, the President of India acting through <designation and department> DG Shipping or its Nominated agencies/ Partners (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s <<bidder’s legal entity >> represented by <<name and designation>> (hereinafter called the “Service Provider/ Bidder/Seller”, which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS DGS proposes to engage the Service Provider for implementation and operations management of the Project and SI is willing to offer/has offered the services and

WHEREAS the Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and DGS or its nominated agencies/ partners is a Ministry/Department of the Government of India performing its functions on behalf of the President of India.

NOW, THEREFORE,

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

Enabling DGS or its nominated agencies/ partners to obtain the desired services at a competitive price in conformity with the defined specification by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling DGS or its nominated agencies/ partners 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 DGS, or its nominated agencies/ partners 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 DGS or its nominated agencies/ partners

- 1.1. DGS or its nominated agencies/ partners undertakes that no official of DGS or its nominated agencies/ partners, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe,

consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the SERVICE PROVIDER, 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.

- 1.2. The DGS or its nominated agencies/ partners will, during the pre-contract stage, treat all the SERVICE PROVIDERs alike, and will provide to all SERVICE PROVIDERs the same information and will not provide any such information to any particular SERVICE PROVIDER which could afford an advantage to that particular SERVICE PROVIDER in comparison to other SERVICE PROVIDERs.
- 1.3. All the officials of DGS or its nominated agencies/ partners 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
- 1.4. In case any such preceding misconduct on the part of such official(s) is reported by the DGS or its nominated agencies/ partners to the DGS or its nominated agencies/ partners with full and verifiable facts and the same is prima facie found to be correct by DGS or its nominated agencies/ partners, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by DGS or its nominated agencies/ partners and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by DGS or its nominated agencies/ partners the proceedings under the contract would not be stalled.

2. Commitments of MSP

- 2.1. The SERVICE PROVIDER commits itself to take all the measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -
 - 2.1.1. The SERVICE PROVIDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor or any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the DGS or its nominated agencies/ partners, connected directly or indirectly with the 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.
 - 2.1.2. The SERVICE PROVIDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the DGS or its nominated agencies/ partners 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 favor or dis-favor to any person in relation to the contract or any other contract with the Government.
 - 2.1.3. SERVICE PROVIDER shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

- 2.1.4. The SERVICE PROVIDER further confirms and declares to the DGS or its nominated agencies/ partners that the SERVICE PROVIDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to DGS or its nominated agencies/ partners or any of its functionaries, whether officially or unofficially to the award of the contract to the DGS or its nominated agencies/ partners, nor 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.
 - 2.1.5. The SERVICE PROVIDER, 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 DGS or its nominated agencies/ partners or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
 - 2.1.6. The SERVICE PROVIDER 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.
 - 2.1.7. The SERVICE PROVIDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
 - 2.1.8. The SERVICE PROVIDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the DGS or its nominated agencies/ partners as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The SERVICE PROVIDER also undertakes to exercise due and adequate care lest any such information is divulged.
 - 2.1.9. The SERVICE PROVIDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
 - 2.1.10. The SERVICE PROVIDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
 - 2.1.11. If the SERVICE PROVIDER who is involved in the bid process or any employee of such SERVICE PROVIDER or any person acting on behalf of such SERVICE PROVIDER, either directly or indirectly, is a relative of any of the officers of the DGS or its nominated agencies/ partners, or alternatively, if any relative of an officer of DGS or its nominated agencies/ partners who is involved in the bid process has financial interest/stake in the SERVICE PROVIDER's firm, the same shall be disclosed by the SERVICE PROVIDER at the time of filing of tender.
 - 2.1.12. The SERVICE PROVIDER 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 DGS or its nominated agencies/ partners.
3. For the purposes of clauses 2.1.11 & 2.1.12, the listed words shall have the ascribed meanings as follows:

- “Employee of such SERVICE PROVIDER or any person acting on behalf of such SERVICE PROVIDER” means only those persons acting on behalf of such Bidder who are involved in the bid process / Project.
- “officers/employee of the DGS or its nominated agencies/ partners”, means only those persons who are involved in the bid process / Project.
- “Financial interest/stake in the DGS or its nominated agencies/ partners’ s firm” excludes investment in securities of listed companies”.

NON-DISCLOSURE AGREEMENT

THIS AGREEMENT is made on this the <***> day of <***> 20--- at <***>, India.

BETWEEN

----- having its office at -----
----- India hereinafter referred to as ‘**DGS**’ or ‘-----’,
which expression shall, unless the context otherwise requires, include its permitted
successors and assigns);

AND

<***>, a Company incorporated under the Companies Act, 1956, having its registered office
at <***> (hereinafter referred to as ‘**the Bidder/SERVICE PROVIDER**’ which expression shall,
unless the context otherwise requires, include its permitted successors and assigns).

Each of the parties mentioned above are collectively referred to as the ‘Parties’ and individually
as a ‘Party’.

WHEREAS:

1. DGS is desirous to implement the project of -----.
2. DGS and Bidder have entered into a Master Services Agreement dated <***> (the
“MSA”) as well as a Service Level Agreement dated <***> (the “SLA”) in furtherance of the
Project.
3. Whereas in pursuing the Project (the “**Business Purpose**”), a Party (“Disclosing Party”) recognizes that they will disclose certain Confidential Information (as defined hereinafter) to the other Party (“Receiving Party”).
4. Whereas such Confidential Information (as defined hereinafter) belongs to Receiving Party as the case may be and is being transferred to the Disclosing Party to be used only for the Business Purpose and hence there is a need to protect such information from unauthorized use and disclosure.

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED

For and on behalf of the Implementation

Agency by: DGS

(Signature)

(Name): Shri.

(Designation):

(Address)

(Fax No.)

SIGNED, SEALED AND DELIVERED

For and on behalf of the Nodal

Agency by:

(Signature)

(Name)

(Designation)

(Address)

(Fax No.)

In the presence of:

- 1.
- 2.

Section 7 – General Conditions of Contract (GCC)

1. General Provisions	
1.1 Definitions	<p>Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <ul style="list-style-type: none"> a) “Completion Date” means the date of completion of the Services by the Consultant as certified by the Client; b) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract, as named in SCC; c) “Contract Price” means the financial proposal of the successful Consultant duly accepted by the client; d) “Client” means the agency, as named in SCC, that signs the Contract for the Services with the Selected Consultant; e) “Consultant” means a legally-established professional consulting firm or entity selected by the Client to provide the Services under the signed Contract as specified in SCC; f) “Day” means a working day unless indicated otherwise. g) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other Experts of the Consultant, Sub-consultant or JV member(s) assigned by the Consultant to perform the Services or any part thereof under the Contract; h) “GCC” means these General Conditions of Contract; i) “Party” means the Client or the Consultant, as the case may be, and “Parties” means both of them; j) “Consultant’s Proposal” means the completed Request for Proposals submitted by the Consultant to the Client; k) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented; l) “Services” means the work to be performed by the Consultant pursuant to this Contract, as described in Section 5 – Terms of Reference; m) “Third Party” means any person or entity other than the Government, the Client, the Consultant or a Sub-consultant.
1.2 Applicable Law	<p>The Contract shall be interpreted in accordance with the laws of the Union of India.</p>
1.3 Language	<p>This Contract has been executed in the English language, which shall be the binding and controlling language for all</p>

	matters relating to the meaning or interpretation of this Contract.
1.4 Notices	Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the SCC . The term “in writing” means communicated in written form with proof of receipt. A notice shall be effective from the date of delivery or on the notice’s effective date, whichever is later. In case of electronic mode of communication, a notice shall be effective from the time of sending of the electronic communication.
1.5 Location	The Services shall be performed at such locations as are specified in Section 5 hereto
1.6 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Client or the Consultant may be taken or executed by the officials specified in the SCC .
1.7 Authority of Member in Charge	In case the Consultant is a Joint Venture, the members hereby authorize the member specified in the SCC to act on their behalf in exercising all the Consultant’s rights and obligations towards the Client under this Contract, including without limitation the receiving of instructions and payments from the Client.
1.8 Taxes and Duties	The Consultant and their Experts shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.
1.9 Code of Integrity	<p>a) The Client, the Consultant and their representatives shall strictly adhere to the code of integrity as stipulated under GFR 175.</p> <p>b) The Client requires the Consultant to disclose any commissions, gratuities or fees that may have been paid or are to be paid to agents or any other party with respect to the selection process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee. Failure to disclose such commissions, gratuities or fees may result in termination of the Contract</p>
2. Commencement, Completion, Modification, and Termination of Contract	
2.1 Effectiveness of Contract	This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SCC .
2.2 Commencement of Services	

<p>2.2.1 Program</p>	<p>Before commencement of the Services, the Consultant shall submit to the Client for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.</p>
<p>2.2.2 Starting Date</p>	<p>The Consultant shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.</p>
<p>2.3 Intended Completion Date</p>	<p>Unless terminated earlier pursuant to Sub-Clause 2.6, the Consultant shall complete the activities by the Intended Completion Date, as is specified in the SCC. If the Consultant does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.</p>
<p>2.4 Modification</p>	<p>Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.</p>
<p>2.5 Force Majeure</p>	
<p>2.5.1 Definition</p>	<p>For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.</p>
<p>2.5.2 No Breach of Contract</p>	<p>The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.</p>
<p>2.5.3 Extension of Time</p>	<p>Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p>
<p>2.6 Termination</p>	
<p>2.6.1 By the Client</p>	<p>The Client may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Consultant, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:</p>

<p>2.6.2 By the Consultant</p>	<ul style="list-style-type: none"> a. if the Consultant does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Client may have subsequently approved in writing; b. if the Consultant become insolvent or bankrupt; c. if, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or d. if the Consultant, in the judgment of the Client has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, in competing for or in executing the Contract. <p>The Consultant may terminate this Contract, by not less than thirty (30) days' written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:</p> <ul style="list-style-type: none"> a. if the Client fails to pay any monies due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Consultant that such payment is overdue; or b. (b)if, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
<p>3. Obligations of the Consultant</p>	
<p>3.1 General</p>	<p>The Consultant shall perform the Services in accordance with the Specifications and the Terms of Reference, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Sub-Consultants or third parties.</p>
<p>3.2 Conflict of Interests</p>	<p>3.2.1 The Consultant shall hold the Client's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.</p> <p>3.2.2 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the Services for the preparation or implementation of the project, unless otherwise indicated in the SCC.</p> <p>3.2.3 The payment of the Consultant pursuant to GCC shall constitute the Consultant's only payment in connection with</p>

	<p>this Contract and the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-consultants, as well as the Experts and agents of either of them, similarly shall not receive any such additional payment.</p> <p>3.2.4 Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the Client on the procurement of goods, works or services, the Consultant shall comply with the applicable rules and guidelines of the Government of India, and shall at all times exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the Client.</p> <p>3.2.5 The Consultant shall not engage, and shall cause its Experts as well as its Sub-consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.</p> <p>3.2.6 The Consultant has an obligation and shall ensure that its Experts and Sub-consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.</p>
<p>3.3 Confidentiality</p>	<p>Except with the prior written consent of the Client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.</p> <p>In the event that the Firm or its representatives are requested pursuant to, or required by, applicable law or regulation or by legal or administrative process to disclose any Confidential Information, or where the Firm wishes to disclose to its professional indemnity insurers or to its advisers, the Firm agrees that it will, as far as is legally and practically possible, provide the Client with prompt notice of such request or requirement in order to enable the Client to seek an appropriate protective order or other remedy. In the event that such protective order or other remedy is not obtained, the Firm or its representatives, as the case may be, shall disclose only the portion of the Confidential Information which is legally or professionally required to be disclosed.</p>
<p>3.4 Insurance to be Taken</p>	<p>The Consultant (a) shall take out and maintain, and shall</p>

<p>Out by the Consultant</p>	<p>cause any Sub-Consultants to take out and maintain, at its (or the Sub-Consultants', as the case may be) own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage, as shall be specified in the SCC; and (b) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums have been paid. The Consultant shall ensure that such insurance is in place prior to commencing the Services.</p>
<p>3.5 Consultant's Actions Requiring Client's Prior Approval</p>	<p>The Consultant shall obtain the Client's prior approval in writing before taking any of the following actions:</p> <ol style="list-style-type: none"> a. entering into a subcontract for the performance of any part of the Services, b. changing the Program of activities; and c. any other action that may be specified in the SCC.
<p>3.6 Reporting Obligations</p>	<p>The Consultant shall submit to the Client the reports and documents specified in Section 5, in the form, in the numbers and within the time periods set forth in the said Appendix.</p>
<p>3.7 Documents Prepared by the Consultant to Be the Property of the Client</p>	<p>3.7.1 All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Consultant in accordance with Sub- Clause 3.6 shall become and remain the property of the Client, and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Client, together with a detailed inventory thereof. The Consultant may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SCC.</p> <p>3.7.2 If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of the plans, drawings, specifications, designs, databases, other documents and software, the Consultant shall obtain the Client's prior written approval to such agreements, and the Client shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned.</p>
<p>4. Consultant's Experts</p>	
<p>4.1 Description of Key Experts</p>	<p>The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Consultant's Key Experts are described in Appendix B. The Key Experts listed by title as well as by name in Appendix B are hereby approved by the Client.</p>
<p>4.2 Removal and/or Replacement of Experts</p>	<p>4.2.1 Except as the Client may otherwise agree, no changes shall be made in the Key Experts. If, for any reason beyond</p>

	<p>the reasonable control of the Consultant, it becomes necessary to replace any of the Key Experts, the Consultant shall provide as a replacement a person of equivalent or better qualifications.</p> <p>4.2.2 If the Client finds that any of the Experts have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Experts, then the Consultant shall, at the Client's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Client.</p> <p>4.2.3 In the event that any of Key Experts, Non-Key Experts or Sub-consultants is found by the Client to be incompetent or incapable in discharging assigned duties, the Client, specifying the grounds therefore, may request the Consultant to provide a replacement.</p> <p>4.2.4 The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Experts.</p> <p>4.2.5 Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Consultant's written request and due to circumstances outside the reasonable control of the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.</p>
<p>5. Obligations of the Client</p>	
<p>5.1 Assistance and Exemptions</p>	<p>The Client warrants that the Consultant shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The Client shall use its best efforts to provide the Consultant such assistance and exemptions as specified in the SCC.</p>
<p>5.2 Services, Facilities and Property of the Client</p>	<p>The Client shall make available to the Consultant and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference (Section 5) at the times and in the manner specified in said Section 5.</p>
<p>5.3 Counterpart Personnel</p>	<p>5.3.1 The Client shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the Client with the Consultant's advice, if specified in Section 5.</p> <p>5.3.2 Professional and support counterpart personnel, excluding Client's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the</p>

	counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Client shall not unreasonably refuse to act upon such request.
5.4 Payment Obligation	In consideration of the Services performed by the Consultant under this Contract, the Client shall make such payments to the Consultant for the deliverables specified in Section 5 and in such manner as is provided by GCC 6 below.
5.5 Change in the Applicable Law	If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clause 6.1.
6. Payments	
6.1 Contract Price	<p>6.1.1 The Consultant's Contract Price shall be a fixed lump-sum net of all costs incurred by the Consultant in carrying out the Services described in Appendix A. The Contract Price is set forth in the SCC. The Contract price breakdown is provided in Appendix C.</p> <p>6.1.2 Any change to the Contract price specified in Clause 6.1.1 can be made only if the Parties have agreed to the revised scope of Services pursuant to Clause GCC 2.4 and have amended in writing the Terms of Reference in Section 5.</p>
6.2 Taxes and Duties	<p>6.2.1 The Consultant, Sub-consultants and Experts are responsible for meeting any and all tax liabilities arising out of the Contract.</p> <p>6.2.2 As an exception to the above and as stated in the SCC, the GST is reimbursed to the Consultant.</p>
6.3 Mode of Billing and Payment	<p>6.3.1 The total payments under this Contract shall not exceed the Contract price set forth in Clause GCC 6.1.1.</p> <p>6.3.2 The payments under this Contract shall be made in lump-sum installments against deliverables specified in Section 5. The payments will be made according to the payment schedule stated in the SCC.</p> <p>6.3.3 The Client shall pay the Consultant within forty-five (45) days after the receipt by the Client of the deliverable(s) and the cover invoice for the related lump-sum installment payment. The payment can be withheld if the Client does not</p>

	<p>approve the submitted deliverable(s) as satisfactory in which case the Client shall provide comments to the Consultant within the same forty-five (45) days period. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated.</p> <p>6.3.4 The final payment under this Clause shall be made only after the final report I have been submitted by the Consultant and approved as satisfactory by the Client. The Services shall then be deemed completed and finally accepted by the Client. The last lump-sum installment shall be deemed approved for payment by the Client within sixty (60) calendar days after receipt of the final report by the Client unless the Client, within such sixty (60) calendar day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated.</p> <p>6.3.5 All payments under this Contract shall be made to the accounts of the Consultant specified in the SCC.</p>
<p>6.4 Interest on Delayed Payments</p>	<p>If the Client had delayed payments beyond fifteen (15) days after the due date stated in Clause GCC 6.3.3, interest shall be paid to the Consultant on any amount due by, not paid on, such due date for each day of delay at the annual rate stated in the SCC.</p>
<p>7. Settlement of Disputes</p>	
<p>7.1 Amicable Settlement</p>	<p>The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.</p>
<p>7.2 Dispute Settlement</p>	<p>Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to the adjudication / arbitration in accordance with the provisions specified in the SCC.</p>
<p>8. Good Faith</p>	
	<p>The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.</p>
<p>9. Limitation of Liability</p>	
	<p>The total aggregate liability of the Consultant, whether in contract, tort (including negligence) or otherwise, under or in connection with this agreement, shall in no circumstances exceed a sum equal to 110% of the contract value.</p>

10. Indemnity

The Consultant shall at all times indemnify and keep indemnified the Client against all claims/damages for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Contract. The Consultant shall indemnify the Client in full for any failure in performance on account of its default or non-fulfilment of its obligations and the same is performed by the client or any other agency engaged by the client. In such case all the costs and expenses incurred by the client are recoverable from the Consultant. The Client shall also indemnify the Consultant for losses/damages suffered due to any fraud, misrepresentation or omission of facts by the Client or any of its personnel.

Section 8 – Special Conditions of Contract (SCC)

Number of GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(b)	The contract name is Selection of Service Provider for Formalization of Digital Record Room of The Directorate General Shipping of India, Govt. of India.
1.1(d)	The Client is <i>Directorate General of Shipping, 9th Floor Beta Building, i-Think Techno Campus, Kanjurmarg (East), Mumbai - 400 042 (India)</i>
1.1(e)	The Bidder is _____
1.4	<p>The addresses are:</p> <p>Client: Directorate General of Shipping (DGS),</p> <p>Attention: Shri Deependra Singh Bisen, Deputy Director General, IT & e-Governance</p> <p>E-mail: singh.deependra@gov.in</p> <p>Bidder:</p> <p>Attention: :</p> <p>E-mail: _</p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Client: _____.</p> <p>For the Bidder: <i>[name, title]</i>_____</p>
1.7	The authorized member in charge is _____
2.1	No change to the GCC clause
2.2.2	The Starting Date for the commencement of Services is seven (7) days after contract signing.
2.3	The Intended Completion Date is
3.2.2	The Client reserves the right to determine on a case-by-case basis whether the service should be disqualified from providing goods, works or non-consulting services due to a conflict of a nature described in Clause GCC 3.2.2

Number of GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
3.4	<p>The risks and coverage by insurance shall be:</p> <p>19.1.1. Third Party liability – as stipulated by relevant government law.</p> <p>19.1.2. Client’s liability and workers’ compensation – as stipulated in the employees’ compensation act.</p> <p>19.1.3. Professional liability – at least 110% of the Contract Price.</p>
3.5 c.	<p>The Bidder shall follow the protocol stipulated in the Terms of Reference regarding entering-exiting Client’s premises and for weighting and carrying the investment powder waste.</p>
3.7	<p>There are no specific restrictions.</p>
5.1	<p>The Client shall provide necessary assistance in providing gate-passes for smooth entry of the Bidder’s vehicles and employees.</p>
6.1	<p>The Contract Price is: _____</p>
6.2.2	<p>The amount of GST reimbursable to the Bidder is: _____</p>
6.3.2	<p>The payment schedule shall be as stipulated under Appendix A – Terms of Reference.</p>
6.3.5	<p>Bidder’s account details for payments under the Contract are:</p> <p>Account Name: Bank Name: Branch Name: IFSC Code:</p>
6.4	<p>The interest rate shall be 6% per annum.</p>
7.2	<p>Disputes shall be resolved by way of arbitration as stipulated under the Arbitration and Conciliation Act, 1996 as amended till date.</p>

Appendix A – Terms of Reference

Refer to Section 5

Appendix B – Breakdown of Price

{Bidder shall insert the Breakdown of Contract Price in the BoQ (Excell file) uploaded separately in the E- Procurement portal}

Appendix C – CVs of the Key Experts

{Bidder shall insert the Key Experts' CVs here}

Section 9 – Contract Forms

Letter of Acceptance

{On Client's Letterhead}

Date:

To: {Insert Name and Address of the Successful Bidder}

Subject: Letter of acceptance of your Proposal against tender ref. no.:

This is to notify you that your Proposal dated [insert date of Proposal submitted by the Bidder] for the execution of services titled "Selection of Service Provider for Formalization of Digital Record Room of The Directorate General Shipping of India, Govt. of India." against RFP Ref. No. [insert Proposal Ref. No.] is hereby accepted by the Client for the Contract Price of Rs. [insert amount in numbers and words], as evaluated in accordance with the Instructions to Bidders.

You are requested to execute the contract agreement within 28 days of receipt of this Letter. Till a contract agreement is executed, this Letter along with your accepted proposals shall constitute a valid and mutually binding contract.

Authorized Signature:

Name and Designation of Signatory:

Name of Client:

Form of Contract

This CONTRACT (hereinafter called the "Contract") is made the *[number]* day of the month of *[month]*, *[year]*, between, on the one hand, **DGS, Mumbai** (hereinafter called the "Client") and, on the other hand, *[name of Bidder]* (hereinafter called the "Bidder").

WHEREAS

- (a) the Client has requested the Bidder to provide certain consulting services as defined in this Contract (hereinafter called the "Services");
- (b) the Bidder, having represented to the Client that it has the required professional skills, expertise and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

- 1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - (a) The General Conditions of Contract;
 - (b) The Special Conditions of Contract;
 - (c) Appendices:
 - Appendix A: Terms of Reference
 - Appendix B: Key Experts
 - Appendix C: Breakdown of Contract Price

In the event of any inconsistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract, including Attachment 1; Appendix A; Appendix B; Appendix C. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

- 2. The mutual rights and obligations of the Client and the Bidder shall be as set forth in the Contract, in particular:
 - (a) the Bidder shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Client shall make payments to the Bidder in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of **Directorate General of Shipping, Mumbai**

Shri Shyam Jagannathan, DGS

For and on behalf of *[Name of Bidder or Name of a Joint Venture]*

[Authorized Representative of the Bidder – name and signature]

SERVICE LEVEL AGREEMENT

THIS AGREEMENT is made on this the <***> day of <***> 20---- at <***>, India.

BETWEEN

----- having its office at -----
 ----- India hereinafter referred to as 'DGS' or 'Buyer', which expression shall, unless the context otherwise requires, include its permitted successors and assigns);

AND

<***>, a Company incorporated under the *Companies Act, 1956*, having its registered office at <***> (hereinafter referred to as '*the Bidder/SERVICE PROVIDER*' which expression shall, unless the context otherwise requires, include its permitted successors and assigns). Each of the parties mentioned above are collectively referred to as the '*Parties*' and individually as a '*Party*'.

WHEREAS:

1. DGS is desirous for Implementation and Operations Management of ERP solution.
2. DGS and Bidder have entered into a Master Services Agreement dated <***> (the "MSA").

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:

The following parties are obligated to follow the procedures as specified by this Agreement:

DGS

Bidder

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN

SIGNED, SEALED AND DELIVERED For and on behalf of the Bidder by:	SIGNED, SEALED AND DELIVERED For and on behalf of DGS by:
(Signature) (Name) XXX (Designation) XXXX (Address) XXXX (Fax No.)	(Signature) (Name) (Designation) (Address) (Fax No.)

In the presence of:

1. _____
2. _____

