



Indian Renewable Energy Development Agency Limited
(A Govt. of India Enterprise)
(A Mini Ratna Category-I PSU)

Hiring of Agency for Scanning, Digitisation and Storage Services [Warehouse]

Invitation to Bid

**Ref. No.: 01/Scanning, Digitisation and Storage
Services/2021-22 dated 28.07.2021**

Corporate Office: 3rd Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi – 110066.
Registered Office: Core-4A, 1st Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003.

INTRODUCTION

1. Indian Renewable Energy Development Agency Ltd. (IREDA) is a Mini Ratna [Category-I] Government of India Enterprise under the administrative control of Ministry of New and Renewable energy (MNRE), invite online bids for single stage two bid system from interested bidders **for Scanning, Digitisation and Storage (Warehouse) Services** to IREDA. The estimated cost of the tender is approximately Rs.3.00 lakhs.
2. Interested bidders may download the tender documents from IREDA website, www.ireda.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given below:

The information / key dates of tender are as under:-

S. No.	Description	Detailed information
1.	Work Item Title / Description	Scanning, Digitisation and Storage [Warehouse] Services to IREDA Office.
2.	Tender Reference Number	05/Scanning, Digitisation and Storage Services/2020-21 dated 01.07.2021
3.	Tender Release Date	28.07.2021 [3.00 PM]
4.	Last date and time for bid submission	12.08.2021 [11.00 AM]
5.	Date & Time of opening of bid	13.08.2021 [11.30 AM]
6.	Opening of Financial Bid	Auto intimation through CPP Portal to technically qualified bidders.
7.	Name and address for communication	Smt. P. Rajalekshmy Chief Manager (HR) Indian Renewable Energy Development Agency Limited, East Court, Core-4A, 1 st Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003. Ph: 011-24682206-24682219 Email: prajalekshmy@ireda.in

3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderer / Bidder are advised to follow the instructions provided in the “Instruction to the Bidders” for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>.
4. The application form for empanelment shall be downloaded from IREDA website, www.ireda.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>.
5. Tenderer who has downloaded the tender from the IREDA website and Central Public Procurement Portal (CPPP) website shall not temper / modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered / modified in any manner, tender will be completely rejected and tenderer is liable to be banned from doing any business with IREDA.
6. Not more than one tender shall be submitted by one tenderer / bidder having business relationship.

7. Intending tenderers are advised to visit again IREDA website and CPPP website at least 3 days prior to closing date of submission of tender for any corrigendum / addendum / amendment.
8. It is advised that the **Tenderer should arrange all the document (s) to be uploaded in a single folder / packet and upload the same on the portal.**
9. Bids will be opened as per date/time as mentioned in the schedule above.

A. Scanning & Digitisation

1. SCOPE OF WORK

(a) Setting Up of Scanning and Digitization Centre

On receipt of confirmed purchase order the agency shall furnish details of estimated space/area requirement, estimated electric power required, estimated technical/ non-technical personnel to be deployed to set up digitization facility at IREDA's premises; within 10 days from award of contract. The plan may contain requirement of gate passes/ permission for manpower and machines. The plan may also include graphical representation of the comprehensive strategy to execute the project within specified time schedule.

The Agency shall set up the digitization and scanning facility commensurate with the requirement of delivery schedule and the type and number of documents to be scanned, digitized and the format of its storage. This activity shall be completed within 25 days after buyer provides space for installation.

(b) Pre-Scanning

- i. The Agency will perform all the pre scanning activities which may include (but not limited to) collection of documents, removal of unwanted dust, removal of tags, pins, threads, rubber bands, application of curative techniques to biologically infected or otherwise damaged documents etc., sorting and numbering of pages in the document file in correct order.
- ii. The documents would be handed over in lots as agreed mutually between the Agency and IREDA. The Agency shall provide acknowledgement of number of documents and number of pages in each document received from IREDA. Number of documents/ pages in a file shall be checked in presence of the representative of IREDA.
- iii. The Agency will maintain a record of the document details in a log register while collecting these documents. This log register should contain at least the following details:
 - a. Description of the document collected /< file No.>
 - b. Size of the pages in document (A4/legal/Full scale/note-sheet) along with the count
 - c. Total number of pages in the document
 - d. Collected from (Government Official)
 - e. Collected by (Service Provider representative)
 - f. Date of Collection
 - g. Expected date of return
 - h. Returned to (Government Official)
 - i. Returned by (Service Provider representative)
 - j. Actual date of return
- iv. The Agency shall maintain and return the documents in their original form to IREDA. Document shall be handled with extreme care so that their chronology is not disturbed. For example, Multi-page documents that must be kept together (e.g., a letter with an attachment).
- v. The Agency will carefully unfold and flatten the documents to eliminate creases and wrinkles and ensure that document maintain its original form without any damage. Any damage to the documents shall make the Agency liable for penalty.

- vi. The Agency will take special care in preparing the documents which are too old and that may not be in good physical condition or are very delicate and may not be directly scanned. This may include (but not limited to) pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned directly. Some old documents may require flat-bed scanners too. Agency may use ironing process to straighten them. Documents should be prepared such that normal scanner can scan it.
- vii. The Agency shall be responsible for any damage caused by them during the process of scanning and digitization of records and ensure that all such records are repaired at their own cost and information is retrieved. In case such retrieval of data or repair of record is not feasible the Agency will compensate for the same by making payment to the Buyer towards the value of the damaged or lost data/document/record as valued by the Buyer.

(c) Scanning and Digitization

- i. Scanning resolution shall 400 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.
- ii. The scanned documents shall be converted into any of the standard file formats such as TIFF/PDF/JPEG/RTF/ODT/PNG/GIF or other standard formats as per the requirement of IREDA. All the pages of a single file have to be stitched together to generate an exact replica of the physical file. The stitched document should be represented in a TIFF/ PDF format or any other standard format as per user requirement.
- iii. The Agency will be responsible for quality assurance and will go through all documents to see if they are complete and legible. The Agency will undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and return. The Agency's staff will perform quality control to ensure that each page is fully rendered, properly aligned, and free of aliasing/ distortions. Inspection and quality control data shall always be recorded on the worksheet accompanying each volume. When necessary (e.g., poor image capture of an illustration), the staff will re-scan from the original text and insert the image(s) into the proper image file sequence. Agency shall employ automated quality analysis mechanism to ensure 100% percent quality check.
- iv. Annotation and bookmark for relevant pages is to be recorded in the PDF files and stored as separate attributes in the database for search.
- v. Metadata of each file / record is required to be recorded with the PDF file itself with conformance to the Extensible Metadata Platform (XMP) specification for storing rich metadata.
- vi. Metadata should be exported in XML format with other details of the PDF file as and when required.
- vii. If applicable the Agency shall perform the OCR or any Technology on the document with 100% accuracy so that the documents can be searched using the text in the document.
- viii. The Agency shall ensure that the quality of scanned images is enhance to the optimum level and shall perform all such activities required to bring the scanned image to optimal level such as skew, de-skew to make the image straight, cropping and cleaning of images like removal of black noises around the text and providing equal margins around the text etc.
- ix. In case the documents are not legible, the Agency shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.
- x. All the pages in a document including blank pages (only when such blank pages are numbered in the file/document) shall be scanned to produce exact replica of the original document. No page shall be scanned more than once.
- xi. The Agency will deploy its own human resources for all the above mentioned activities. The Agency will deploy adequately skilled manpower resources to complete the job within the specified time and of specified quality.

(d) Indexing and Cataloguing

- i. The Agency will create metadata fields required for indexing as per the requirement of IREDA. Scanned documents / images stored in digital form shall be indexed in the metadata fields using manual entry.
- ii. The Agency will establish procedure for checking the accuracy of indexing and making necessary corrections as accurate indexing is required for efficient retrieval of digital documents from digital storage media.
- iii. Once all documents are verified and pass Agency's quality assurance phase, they will be stored on final digital media of the user's preference, complete with their indexes. At the end of the process all paper documents will be returned in their original form to the concerned department.

(e) Post Scanning

- i. After scanning, the physical document would be pinned together/ tagged in the same form as it was given for scanning by the individual units of any department. At the end of the process all paper documents will be returned in their original form to the department.
- ii. Each page shall be serially arranged and shall be counted while giving the documents back to the department.
- iii. Version Control mechanism should be allowed. Version control has to be done in case of addendum to the pre-existing digitized file. Agency will have to make this facility available in the capture and indexing module.
- iv. The Agency is required to use their own MIS tool to generate fortnightly reports for tracking the digitization status. These reports would contain basically summary of records scanned and stored. The release of payments is linked to fortnightly submission of these reports and the status of work to the End User Department and subsequent receipt of acknowledgement.

(f) Storage and Backup

- i. A folder structure/ configuration management policy has to be followed while storing the digitized data in the hard disk and or central storage.
- ii. Nomenclature of the digitized file should be in accordance with the e-Gov standard and should be discussed with the End User Department.
- iii. The Agency shall integrate scanned and digitized documents into the existing document management system (DMS) of IREDA as per requirement.
- iv. Copies of the scanned data (and metadata) shall be provided in hard disk free from anti-virus. Agency will create a Master copy for the End User Department and will provide the replica of Master copy as per the requirement of the End User Department.
- v. The Agency shall use standard methodology for Scanning & digitization and archiving so that in future, any Service Provider can access the archival database.
- vi. The Agency shall train the respective users on retrieving the records after file conversion.
- vii. The Agency shall hand over hard disk to user of the following:
 - a. Raw Master Image
 - b. Clean Master Image
 - c. PDF/A Image or any other format as decided by buyer

(g) Training

The Agency will provide training to IREDA staff in accordance with their role and responsibilities which may be categorized as under:

- IT personnel
- Administrators
- Data entry operator
- Information viewers and users
- Training program should include following topics:
 - a. Overview of the digitization initiative, its size, time frame, purpose and desired outcome.
 - b. Use of digitization hardware and software, metadata creation, digital signature, process workflow.
 - c. Digital image format
 - d. Record handling techniques to avoid damage to records
 - e. Use of file classification scheme for organizing images
 - f. Maintenance of the records in their original order.
 - g. Identification and processing records containing sensitive information.
 - h. Documentation requirement for digitization.
 - i. Standards and procedure for quality control.
 - j. Varying work to avoid fatigue from repetition.
 - k. Identification and process of specialized digitization techniques.
 - l. DMS administration, Use and maintenance

B. Storage Space [Warehousing]

1. SCOPE OF WORK

- 1) Initial intake [including supply of cartons, handling & transportation to warehouse].
- 2) Standard Box size – 18"x13"x13"=1.76 Cu. Ft.
- 3) Indexing / Cataloguing – upto 3 fields entry
- 4) Supply of printed barcodes
- 5) Monthly storage
- 6) Processing of Standard retrieval requests [per file].
- 7) Processing of Standard retrieval requests [per carton].
- 8) Scan on Demand
- 9) Retrieval, re-warehousing and Shredding services.
- 10) Standard delivery / refile collection service [delivery same day if request made before 12 noon, next day if request made after 12 noon].
- 11) Emergency delivery / Refile collection service [delivery within 4-6 hrs].

2. FACILITIES AT WAREHOUSE

- 1) Warehouse should be of International Standards with robust safety systems.
- 2) Spacious Warehouse Warehouse should be well equipped with Fire Extinguishers, CCTV & DVR, First Aid Box, Door Access Control, Security Guards, Authorised access 24*7 security
- 3) Proper maintenance of log book for record retrieval & storage and regular checking of Log Book
- 4) Authorised access of warehouse
- 5) Regular Pest Control
- 6) Wear & Tear of cartons to be maintained
- 7) Regular inspection of electric wiring
- 8) Close monitoring of CCTV and security equipment
- 9) Properly marked Exit signs inside the entire warehouse
- 10) Inspection & Maintenance of Racks, floor, roofs & walls

Terms and Conditions

a. Service Provider Obligations

- i. The Agency shall be required to install and maintain adequate IT infrastructures of hardware and software such as computers, scanners, ups, network setup etc. at his own cost.
- ii. All the scanned and digitized data and documents shall be the property of IREDA and Agency shall have no right, title or interest in it. IREDA shall have the exclusive right to use it anywhere and in any manner.
- iii. The Agency shall ensure that all information, data and or documents given to them by IREDA are kept confidential. The entire work of scanning/ digitization/ repairing of old records are entrusted to the Agency under trust and hence any leakage of information or passing of the information for any commercial purpose/exploitation or any other purpose whatsoever shall amount to committing an offence of stealing and criminal breach of trust liable for criminal prosecution.
- iv. No documents shall be allowed to be taken or transmitted outside IREDA premises without written permission from IREDA, in any manner whatsoever. Proper confidentiality will be maintained by selected agency and workers deployed by them for IREDA records management being scanned & digitized. No employee of the Agency shall share any documents or information relating to it to any outside unauthorized person. Violation of the will render immediate termination of contract and no payments will be made to the Agency. The Agency shall be wholly responsible in case of failure and will be liable to be prosecuted under the jurisdiction of the local court.
- v. The Agency shall be principal employer for all the worker, laborer, out sourced persons and such persons shall not have any right to claim, any right of employment or contract with IREDA.
- vi. The Agency shall be responsible to comply all the Acts and or Rules and Regulation framed by Government of India or state Government to the work and employees. The Agency alone shall be the principal employer of all the employees engaged by them and shall comply with all labour laws including minimum wages, gratuity, EPF, ESI etc. whichever is applicable. IREDA shall not be responsible for the terms and conditions of employment of the staff engaged or the work undertaken by the Agency.
- vii. The Agency shall obtain prior permission from IREDA to work on holidays or on off office hours/ odd hours.
- viii. All consumables required in digitization process shall viz. SS pins, tapes, print-out, cartridges etc. shall be provided by the Agency.

b. IREDA's Obligations

- i. IREDA shall provide adequate space, electric supply point, working table and access to the authorized personnel of the Service Provider to work in the specified area for scanning & digitization facility. IREDA shall also nominate a Nodal officer from its organization to coordinate with the Agency to set up the digitization facility.
- ii. IREDA shall nominate officer (department/unit/cell wise) who will hand over the records to be digitized to the authorized person of the Agency and also take back the same.
- iii. IREDA shall nominate officer (department/unit/cell wise) to receive and verify the quality and quantity of the digitized records. Such officers may be authorized to verify Agency's invoices / bills /claims and to issue receipts certificate (CRC) to enable the payment to the Agency.
- iv. IREDA shall nominate officer (department/unit/cell wise) to verify the violation of any conditions of the service level agreement (SLA) and impose penalty/deduction if any from the Agency's claims.

- v. All storage area networks (SAN), network area storages (NAS), all type of server's hardware including application servers and web servers, operating system software, RDBMS, firewalls, LAN etc. required to host the digitized records and document management system (DMS) software shall be provided by IREDA.
- vi. Metadata field description shall be provided by IREDA along with documents.

c. Other Requirements

- i. The Agency shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by buyer, out of Buyer premises without prior written permission from IREDA.
- ii. The Agency acknowledges that IREDA's business data and other IREDA's proprietary information or materials, whether developed by buyer's or being used by IREDA pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to IREDA; and the agency agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the agency to protect its own proprietary information. The Agency recognizes that the goodwill of IREDA depends, among other things, upon Agency keeping such proprietary information confidential and that unauthorized disclosure of the same by the Agency could damage IREDA and by that reason of Agency's duties hereunder. The Agency may come into possession of such proprietary information, even though the Agency does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. The Agency shall use such information only for the purpose of performing the said services.
- iii. The Agency shall, upon termination of this agreement for any reason, or upon demand by buyer, whichever is earliest, return any and all information provided to the Agency by buyer, including any copies or reproductions, both hardcopy and electronic.
- iv. Ownership and retention of Documents: IREDA shall own the documents, prepared by or for the Agency arising out of or in connection with this contract. Forthwith upon expiry or earlier termination of this contract and at any other time on demand by IREDA, the Agency shall deliver to buyer all documents provided by or originating from IREDA and all documents produced by or from or for the Agency in the course of performing the Services, unless otherwise directed in writing by buyer at no additional cost. The Agency shall not, without the prior written consent of IREDA store, copy, distribute or retain any such Documents.
- v. The rate of delivery will be as opted by the IREDA during the time of purchase of service.

Payment Terms

A. Scanning and Digitisation

- The payment will be made on monthly basis as per approved rates for the work done satisfactory completion of work and no advance payment in this regard will be entertained.
- The tax invoice to be submitted in the name of IREDA in duplicate mentioning Agency's and IREDA's GST along with along with PAN and RTGS details.

B. Storage Services [Warehousing]

- Onetime payment towards the following services will be made on satisfactory completion of work and no advance payment in this will be entertained:-
 - Initial intake [including supply of cartons, handling & transportation to warehouse].
 - Standard Box size – 18"x13"x13"=1.76 Cu. Ft.
 - Indexing / Cataloguing – upto 3 fields entry

- Supply of printed barcodes
 - Processing of Standard retrieval requests [per file].
 - Processing of Standard retrieval requests [per carton].
 - Scan on Demand
 - Retrieval, re-warehousing and Shredding services.
 - Standard delivery / refile collection service [delivery same day if request made before 12 noon, next day if request made after 12 noon].
 - Emergency delivery / Refile collection service [delivery within 4-6 hrs].
- Payment towards monthly rent for warehousing services will be released within 30 days as per approved rates and upon submission of monthly tax invoice in duplicate in the name of IREDA mentioning Agency's and IREDA's GST along with along with PAN and RTGS details.

Penalties and Termination

Sl. No	Service Level Agreement	Base Line Performance	Lower Performance	Penalties for breach		
				1 Instance	2 Instance	3 Instance
1	Rejection of documents after verification	Zero	2% of total documents processed in period	0.5% of total billed value for each percentage drop	1% of total billed value for each percentage drop	2% of billed value for each percentage drop
2	Meeting monthly volume For scanning and digitizing documents Volume = (rate per day)*(number days in month)	100%	99%	0.5% of total billed value for each percentage drop	1% of total billed value for each percentage drop	2% of billed value for each percentage drop

The maximum cumulative penalty on all the occasions put together shall not exceed 10% of the contract value and exceeding the limit is liable for cancellation of the contract.

1) Work Order Cancellation

IREDA reserves its right to cancel the order in the event of one or more of the following situations that are not occasioned due to reasons solely and directly attributable to IREDA along:-

- Serious discrepancy observed during performance as per the scope of project.
- If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading or information submitted by the Bidder turns out to be incorrect and / or conceals or suppresses material information.

In case of order cancellation, any payments made by IREDA to the Agency would necessarily have to be returned to IREDA with interest @15% from the date of each such payment. Further, the bidder would also be required to compensate IREDA for any direct loss incurred by IREDA due to the cancellation of the contract and any additional expenditure to be incurred by IREDA to appoint any other Bidder.

Pre- Qualification Criteria [Technical Qualification]

The bidding is open to all qualified bidders who fully meet the following minimum qualifying requirements and **upload all the satisfactory documentary evidence in support, failing which their bid may be rejected:**

- i) Bidder shall be an Indian Company / firm engaged in providing Scanning, Digitisation and Storage Services during last three years in Delhi/NCR.
- ii) Bidder should have completed atleast one similar work not having value less than Rs.1.00 lakh or two similar works not having value less than Rs.50,000/- during the last three years in Government / Semi-Government / PSUs / Banks or any other reputed organizations etc.
- iii) Bidder should have valid License for providing Scanning, Digitisation and Storage Services.
- iv) Bidder should have valid GST Registration No., whichever is applicable.
- v) The bidder must not have been blacklisted by any Central Govt. / Ministries & Departments and CPSEs in India during the last 3 years and at the time of submission of bid.
- vi) Bidder should furnish a covering letter in prescribed format for acceptance of all terms & conditions of tender document [Annexure-III].

General Terms & Conditions

1. All the scanned copies of the documents submitted must be attested by an authorized representative of the Agency with stamp of the Company.
2. Bidder, before submitting quotations, should clearly understand IREDA's requirements and in case any information/clarification is required, he /she may contact IREDA office during working days (Monday to Friday between 09.30 a.m to 5.30 p.m). It may be noted that no clarification/information, after closure of the last date of receipt of quotation, would be entertained.
3. No further discussion/ interface will be granted to Bidders whose bids have been disqualified. IREDA reserves the right to accept or reject in part or full any or all the Bids without assigning any reason whatsoever.
4. IREDA will not entertain any claim of any nature, whatsoever, including without limitations, any claim seeking expenses in relation to the preparation of Bids or any other expense till award of contract.
5. In respect of start-up firm / agency (as per Govt notification) eligibility criteria for Prior Turn over and Prior Experience will be considered for relaxation subject to meeting of quality and technical specifications as per notified Govt. guidelines.
6. All rates and amount shall be written both in figures and words without any cutting / over-writing and shall be indicated in Indian rupees only.
7. The rates (in rupees) quoted, should clearly specify all the service charges (in percentage) and taxes applicable separately. In case, this information is not indicated in the quotation, it would be presumed that the rates quoted are inclusive of service charges and all type of taxes/duties. The GST / Sales Tax / Service Tax whichever applicable should be shown separately in the Price Schedule.
8. Bids shall be kept valid for acceptance for a period of 06 (six) calendar months from the date of opening of Bids. Any bid valid for a shorter period less than 06 months from the date of opening may be rejected by IREDA as non-responsive.

9. Prior to detailed evaluation, IREDA will determine the substantial responsiveness of each Bid with reference to the bidding documents. A substantial responsive bid is one which confirms to all the terms and conditions of the bidding documents without material deviation. The Owner's determination of bids responsiveness will be based on the contents of the bid itself. A bid determined as not substantially responsive will be rejected by IREDA and may not subsequently be made responsive by the bidder by correction of the non-conformity.
10. IREDA reserves the right to request for any additional documents / certificate / clarification from the bidder / Agent relevant to this tender and details submitted to IREDA for qualifying criteria and confirmation from other offices about satisfactory work performance and in case of not providing the additional document / information, the suitable action shall be taken by IREDA including not acceptance of bid and award of work.
11. The Owner may waive any minor informality or non-conformity or irregularity in a Bid which does not constitute a material deviation. The decision of the Owner with regard to the deviation being material or not, shall be final and binding.
12. The Bids shall be opened by IREDA on any date after the last date fixed for Bid receipt, as specified in Invitation of Bids or in the case any extension has been given thereto, after the extended Bid submission date notified to all Bidders.
13. Bid evaluation shall be made on the basis of least evaluated cost and meeting requirements of IREDA.
14. IREDA does not bind itself just to accept the lowest financial bid and reserves the right to accept or reject any or all bids without assigning any reason and to accept the tender in part and no in its entirety.
15. The Owner reserves the right, to accept any bid (not necessarily the bid having lowest bid prices) or to reject any or all bids or to cancel / withdraw the invitation to bid or to annul the bidding process at any time prior to Award of Contract, without assigning any reason for such decision. Such decision by the Owner shall not be subject to question by any Bidder and the Owner shall bear no liability whatsoever consequent upon such a decision nor shall he have any obligation to inform the affected Bidder or Bidders of the grounds for the Owner's action.
16. IREDA will evaluate and compare the bids based on the information asked in the tender document vis-à-vis documents submitted by the bidder.
17. Arithmetical errors will be corrected on the following basis:
 - a. 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.
 - b. If there is a discrepancy between the amounts in Words and Figures, the amount in Words will prevail. If the Bidder does not accept the correction of the errors as above, the Bid will be rejected and the amount of Bid Security will be forfeited.
 - c. Sub-letting of contract is not allowed, after award of work order. If any such matter comes to IREDA notice, the contract will be cancelled and agency is liable to be banned from doing any business with IREDA.
 - d. IREDA can withdraw / terminate the contract at any time on account of any reason or in case the services are not found satisfactory with one month's notice.

- e. The tender submitted by tenderers shall become the property of IREDA and IREDA shall have no obligation to return the same to the tenderer.
 - f. Canvassing in connection with the tenders in any shape/way/form is strictly prohibited and tenders submitted by such tenderers who resort to canvassing shall be liable for rejection by IREDA without prejudice.
 - g. If a tenderer deliberately/knowingly provides wrong / false information / credentials / documents in support, IREDA reserves the right to terminate/rescind the contract at any stage, if any, IREDA will take action as may be deemed fit.
18. The bidder must fulfil the above eligibility criteria conditions. Bidders not fulfilling the prequalification conditions given above may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
19. Each bidder shall submit only one bid. In case a bidder submits more than one bid, IREDA is liable to ignore / summarily reject all or any of such bids.
20. IREDA reserves the right to verify / confirm all original documentary evidence including references and clients as submitted by bidders in support of above mentioned clauses of eligibility criteria.
21. Intending Bidders are advised to visit IREDA website and CPP Portal before submission of tender for any corrigendum / addendum / amendment.
22. The bid shall be deemed to have been submitted after careful study and examination of this document. The bid should be precise, complete and in the prescribed format as per the requirement of IREDA. Failing to furnish all information or submission of a bid not responsive to this tender will be at the Tenderer's / Bidder's risk and may result in rejection of the bid.
23. The bidder's claiming to be MSME and / or MSME-SC/ST/Women and / or Start Ups and / or Domestically Manufactured Producer under Make in India initiatives etc., the relaxations and concessions as per Government of India notifications / instructions / guidelines issued from time to time and as adopted / allowed by IREDA are allowed to same subject to production of requisite documents / proofs etc.
24. If the tender submission / opening day happens to be holiday for any reason, the same time and place on the next working day shall be considered as the tender submission/opening day. Financial bids of those vendors shall be opened which are technically qualified as per CPP Portal notification.
25. The bids to be submitted on CPP Portal. Technical bid and Financial Bid [online BOQ Format only] should be submitted as per Annexure – I and II respectively.
26. The bids submitted by any other mode other than CPP Portal shall not be considered. No correspondence will be entertained in this matter.

27. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the Contractor or his partner, agent officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other Contract with the Owner, shall in addition to an criminal liability which it may incur, subject the Contractor to the cancellation of this and all other Contracts and also to payment of any loss or damage to the Owner resulting from any cancellation. The Owner shall then be entitled to deduct the amount so payable from any monies otherwise due to Agency under the Contract.
28. The submission of quotation will not place this office under any obligation to empanel you and no expenses incurred by you in this regard will be reimbursed by IREDA Ltd.
29. Any dispute(s) or difference(s) arising out of or in connection with the Contract shall, to the extent possible, be settled amicably between the parties.
30. Decision of Competent Authority, IREDA shall be final & binding on both the parties in respect of all matters of dispute arising out of this tender and appointment of Arbitrator in case of any dispute not resolved amicably.
31. The law which is to apply to the Contract and under which the Contract is to be constructed shall be Indian Law. The Courts of Delhi shall have exclusive jurisdiction in all the matters arising in the Contract including execution of Arbitration Award.

32. Liquidated damages

- (a) The services to be provided by the Agency should be as per the requirement of IREDA. If there is repeated deficiency in terms of service by the service provider, IREDA shall record the same and shall exercise its right to terminate the contract and award the work to other empaneled agency and will be penalised.

33. Confidentiality

The Bidder and subcontractors if any shall (whether or not he submits the tender) treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate Non-Disclosure Agreement (NDA) with IREDA. The format of NDA will be provided by IREDA to the successful bidder along with the work order.

34. The details of IEM, IREDA are as under:-

Sh Raj Kumar Singh, IRS (Retd.)

26 Cassia Marg, DLF-2,

Gurgaon - 122008

Contact No: 0124-424-1100

E-mail – mrrajksingh@gmail.com

35. Intellectual Property Rights

All rights, title and interest of IREDA in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of IREDA and Agency shall not be entitled to use the same without the express prior written consent of IREDA. Nothing in contract including any discoveries, improvements or inventions made upon with/by the use of the Agency or its respectively employed resources pursuant to contract shall neither vest nor shall be construed so that to vest any proprietary rights to the Agency. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of this Purchase Order.

36. Fraud Prevention

The bidder shall provide the certificate mentioning that they would adhere to the policy for prevention of frauds in **IREDA Limited** and not indulge or allow anybody else working in their organization to indulge in fraudulent activities and would immediately apprise the organization of the fraud/suspected fraud as soon as it comes to their notice. In case of failure to do so, the Company may debar them from current/future transactions.

TECHNICAL BID FORMAT FOR SCANNING, DIGITISATION AND STORAGE SERVICES**BIDDER'S GENERAL INFORMATION**

1.	Bidder Name			
2.	Registered or Corporate Office Address			
3.	Year of Incorporation			
4.	Address of Delhi / NCR Office			
5.	Tel / Fax Nos./Mobile Nos.			
6.	Email Address			
7.	Authorised Contact Person Name & Mobile No.			
8.	PAN & GST			
9.	Whether MSME. If yes, kindly indicate whether owned by SC/ST (supported with documentary evidence)			
10.	RTGS Details • Party name as appears in Bank Account • Account Number • Bank Name • 11digit IFSC Code (for remittance through RTGS) • Name of Branch			
11.	Contracts executed / ongoing (to start from present running contracts) (supported with documentary evidence)			
S. No.	Name of the Organization	Contract Value (in Rs.)	Officer concerned in the Organization with contact details	Period of the Contract
a)				From To
b)				
c)				
12.	Undertaking on Company's letter head whether debarred or blacklisted by any Govt. Department / Autonomous / Statutory Body / PSUs / Banks / Financial Institutions in India during last 3 years and at the time of submission of bid, as per Annexure-III.		Yes / No	
13.	Undertaking for Acceptance of all terms & conditions of the tender documents on Company's letter head for the specific Tender with date		Yes / No	
14.	Full details of warehouse and its locations.			
15.	Full details of specifications of scanning & digitization machines available.			

FINANCIAL BID FORMAT FOR SCANNING, DIGITISATION AND STORAGE SERVICES
[to be submitted through online BOQ only]

The rate should be quoted per item of work as indicated below:

S. No.	Description of Service	Qty	Amount per page (in Rs.)	Taxes, if any (in Rs.)	Total Amount (in Rs.)
Scanning & Digitisation Services <i>[Rates quoted should be inclusive of all viz. service charges, logistic charges, manpower etc.]</i>					
1.	Per Page [A-4 & Legal Size] scanning including manpower, scanner, computer and indexing of the file and folders on 400 dpi OCR	2-4 lakhs pages approx.			
2.	Per Page [Custom Size] scanning including manpower, scanner, computer and indexing of the file and folders on 400 dpi OCR				

S. No.	Description of Service	Qty	Amount (in Rs.)	Taxes, if any (in Rs.)	Total Amount (in Rs.)
Storage Services [Warehouse]					
1.	Total Files to be stored	8400 nos. approx.	--	--	--
2.	Storage of Files in Carton Boxes Standard Box Size- 18"x13"x13 – 1.76 Cu. Ft. including Indexing / Cataloguing / barcoding [each carton contain 5-6 files depending upon the volume of file]	Rate to be quoted per carton			
3.	Loading / Unloading & transportation to Warehouse	One time [To & Fro]			
4.	Standard delivery / refile collection service	Per day [To & Fro]			
5.	Emergency delivery / refile collection service	Per day [To & Fro]			
6.	Scan on Demand charges, if any	--			
7.	Monthly rent of Storage Services	Per month			

Signature of the Authorized Signatory: _____

Seal & Stamp of the Agency: _____

Place: _____

Date: _____

UNDERTAKING
(to be furnished on Tenderer's letterhead)

I/We _____ (name of the Agency with address) _____ giving an undertaking that our firm has never been banned / blacklisted by any Government Department / Ministries / CPSEs during last 5 years.

Signature of the Bidder: _____

Seal & Stamp of the Agency/Bidder: _____

Place: _____

Date: _____