GOVERNMENT OF CHHATTISGARH
COMMERCIAL TAX (REGISTRATION) DEPARTMENT



BID DOCUMENT

For

Supply of

Application Software,

Hardware, Manpower & Services

On

Build-Operate-Transfer basis

in Registrar Offices all over the State of Chhattisgarh.

BID NO. IGR- 02/COM/2014

INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMP
11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur, Chhattisgarh - 492006

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Section-1
(Invitation for Bid)

- Tender Form
- Invitation for Bid

1.1. TENDER FORM

Office of the INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMPS, CHHATTISGARH, RAIPUR
11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur, Chhattisgarh - 492006
Phone : 0771-2444274, 2444270, 2444276 Fax : 2444289 email : igreg.cg@nic.in

TENDER ISSUE FORM

Competitive Bidding for Supply of Application Software, Hardware, Manpower & Services on Build-Operate-Transfer basis

TENDER NO. :

..... Dated. .....

NAME OF ORGANIZATION :

Inspector General of Registration & Superintendent of Stamps, Chhattisgarh, Raipur.

NAME AND DESIGNATION OF RECEIVER:

.....

.....

Address:

.....

.....

Telephone :

Office: .....

Resi. : ..... Mobile: .....

Fax : ..... e-mail : .....

Receipt Number : ..... **Date and Time** : .....
Place: Raipur.

NAME AND DESIGNATION OF ISSUING AUTHORITY:-

I. Inspector General Of Registration and Superintendent of Stamps, CG.
II. Issue No . ..... date : .....

SIGNATURE OF AUTHORIZED PERSON : .....

1.2. INVITATION FOR BID

COMPETITIVE BIDDING FOR:-

Supply of Application Software, Hardware, Manpower & Services on Build-Operate-Transfer basis

SECTION I: INVITATION FOR BID

The Inspector General of Registration & Superintendent of Stamps, Chhattisgarh, RAIPUR, invites sealed bids from eligible bidders for Supply of Application Software, Hardware, Manpower & Services on Build-Operate & Transfer Basis across the State for a period of 5 (five) Years.

Since the computerisation of department is to be done on emergent basis the prospective bidders are advised to visit any SRO of his/her choice and undertake a preliminary study to make an assessment of the requirement/changes for customization of solution being offered before submission of the bid.

The "Supply of Application Software, Computer Hardware, Manpower & Services on Build-Operate-Transfer basis" project will be based upon open standards, state-of the art Technologies, and suitable topology and with the flexibility to expand/ upgrade/ integrate with other systems as per the requirement.

As per the bidding process, described in the ensuing chapters of this bid document, a bidder (referred as BOT OPERATOR) will be selected for

(i) Supply, Installation, Testing and Commissioning of platform independent Application Software, Hardware, System Software, Network connectivity etc.
(ii) The bidder may develop/customize Application software as per requirement of Chhattisgarh Registration department.
(iii) The BOT operator has to provide connectivity of 2 Mbps line at each SR /DR/IGR office on MPLS-VPN network of with 20% concentration.
(iv) Provide manpower for day to day operations.
(v) Provide consumables like stationery, toner cartridge, media etc.
(vi) Operations and maintenance of the entire system for the period of 5 years from the date of issue certificate of go alive.
(vii) Content Management, Site preparation, Networking (LAN/WAN) etc

1. Interested Bidders may obtain the RFP documents from the office of the Inspector General of Registration & Superintendent of Stamps, Chhattisgarh, Raipur, hereinafter referred to as I.G.R.S.

2. A complete set of RFP documents may be purchased by any interested bidder on the submission of a written application to the above office and upon payment of a non-refundable fee **Rs 5000 (Five thousand only)** in cash or through a Demand Draft drawn in favour of "Inspector General of Registration & Superintendent of Stamps, Chhattisgarh, Raipur" payable at RAIPUR, during office hours namely, 10:00 AM to 5:00 PM.

3. The complete bid document has also been published on the official website of Government of Chhattisgarh ***cgstate.gov.in*** for the purpose of downloading. In this case the price of bid document namely Rs 5000/- payable in the form of DD drawn in favour of Inspector General of Registration & Superintendent of Stamps, Chhattisgarh, Raipur and payable at RAIPUR has to be enclosed with the bid to be submitted.

4. The Bids can be submitted on all working days during office hours and up to 13:00 hrs on **30/04/2014**.

5. The complete bidding process is defined in ensuing chapters.

6. IGRS/ Tendering Authority reserves the complete right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the purchaser/ tendering authority.

7. Interested bidders may obtain further information from the office of IGRS, Registration & Stamps Department, Raipur, Chhattisgarh State, on any working day between 10:00 AM to 4:30 PM from **07/03/2014** and upto 13:00hrs on **02/04/2014**.

a.	Price of Tender document	: Rs. 5000/- (Rs. Five Thousand only)
b.	Period for issue of Blank Tender Form	: 07/03/2014 to 02/04/2014 (up to **3.30 pm**)
c.	Date & Time of Pre-bid meeting	: **05/04/2014** at **11.30** a.m.
d.	Place of Pre-bid meeting	: Office of the Inspector General of Registration & Superintendent of Stamps, CG, Raipur, 11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur, Chhattisgarh - 492006
e.	Last date, time and place for **Submission** of Sealed Tenders	: **30/04/2014** till **1.00** pm, at Registration & Superintendent of Stamps, CG, Raipur, 11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur, Chhattisgarh - 492006
f.	Time & date of **opening** of Tender	: **30/04/2014** at **4.30** pm
g.	Place of opening of Tender	: Office of the Inspector General of Registration & Superintendent of Stamps, CG, Raipur, 11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur, Chhattisgarh – 492006
h.	Address for communication	: Office of the Inspector General of Registration & Superintendent of Stamps, CG, Raipur, 11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur, Chhattisgarh – 492006
i.	Contact Person	: IGRS
j.	**Cost of Tender**	**: Rs. 17 Crores (Approx)**
k.	**Earnest Money Deposits**	: **Rs. 50,00,000/- (Rupees Fifty Lacs)**
l.	**Validity of Tender**	: **180 days**.

8. The Technical Bids will be opened on **30/04/2014** at 16:30 hrs and in the presence of designated representatives of the bidder. The Technical bids will be evaluated first. The Financial bids of technically qualifying bidders will only be opened. The Financial bid will be opened in the presence of the technically qualified bidders / designated representatives on separate date and time which will be notified later to all bidders (only technically qualified).

9. In the event of the date specified for submission and opening of bid being declared as a holiday for INSPECTOR GENERAL OF REGISTRATION & SUPERINTENDENT OF STAMPS, CG, RAIPUR office the due date for submission of bids and opening of bids will be the following working day at the appointed time.

Section-2
(Definitions)

- Definitions
- Abbreviations

2.1. DEFINITIONS

2.1.1 In this Contract, the following terms shall be interpreted as indicated :

a) **"Bidder" - means any agency/company/consortium which is participating in the tender** process

b) "**The Contract**" - means the **agreement entered into** between Inspector General, Registration & Superintendent of Stamps Department, Government of Chhattisgarh and the vendor, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.

c) "**Tendering Authority**" - means Inspector General Registration and Superintendent of Stamps, Government of Chhattisgarh.

d) "**Agency**" means any agency who is a successful bidder and to whom the contract has been awarded.

e) "**The Contract Price**" means the price payable to the Bidder under the Contract for the full and proper performance of its contractual obligations;

f) "**The Goods**" means all the equipment, machinery and /or other materials which the Bidder is required to supply to the The Tendering Authority under the Contract;

g) "**Services**" - The services which are required to run the project successfully under the Contract / Project.

h) "**The Project Site**", wherever applicable - means the designated place or places

i) "**Day**" - means a working day as per CG Govt.

j) "**Unit**" - means one single office where the entire set up has to be provided / Installed / Commissioned.

k) "**SR**" - means the sub registrar who does the work of registration as provided in the Registration Act.

l) "**Service Level Agreement** (SLA)" means the Operation and Maintenance SLA, to be executed by the vendor, in terms of the Service Level Requirements set out in the Bid.

m) "**Vendor"** means the successful Bidder of this Bid, who will have to Develop, implement and operate the application software for the Integrated Computerisation Project of the Registration and Stamps Department as described in the Bid document.

n) "**The Competent Authority**" -- means the Inspector General of Registration and Superintendent of Stamps, Chhattisgarh.

o) "**Project Period**" means a period of 5 years from the date of **Go-Live**.

p) "Go-Live" means the date of issuance of certificate by the Competent Authority to that effect after trouble-free running of the deployed solution for at least 60 calendar days after deployment of solution at all the locations as specified in Annexure- **1.**

q) "**Vendor/ Service Provider"** means the successful Bidder to whom the work/contract has been awarded.

r) "**Office Completeness**" means the office should be complete in all respects i.e.

- Hardware is supplied, installed and commissioned
- Requisite Software is installed
- Requisite Application Software is installed.
- Connectivity alongwith set up is established.
- The entire setup as defined in scope of work has become functional & the transactions can be done on computers.

s) "Maintenance" means

- Taking care of the machine
- Changing the Spares when they become faulty
- Locate, remove, repair technical faults.
- Installing, updating software patches, antivirus updates for all the software installed on the servers, desktops, network equipments
- Identify Software related problems such as run time error viruses etc. & recover the machines using genuine Software
- Maintaining up time of atleast 98% of all hardware & related Infrastructure for remote offices
- Housekeeping of all Hardware.
- Online tracking network faults including Transmission media faults and coordinating with service providers for immediate restoration of leased line & internet connectivity will be responsibility of BOT operator.
- Ensuring continuous power supply to all machines during working hours. By installing proper UPS with sufficient battery backup. Batteries of UPS should be maintained, serviced or replaced as per the specifications, directions or requirement.
- Any other task to be performed to keep the system functional.

2.2. Abbreviations:-

RFP	-	Request for Proposal
IGR	-	Inspector General of Registration
I.G.R.S.	-	Inspector General of Registration and Superintendent of Stamps
C.G.	-	Chhattisgarh
BOT	-	Build-Operate & Transfer
DRS	-	Department of Registration and Stamps
DR	-	District Registrar
SR	-	Sub Registrar
SRO	-	Sub-Registrar Office
SRO(s)	-	Sub-Registrar Offices
DRO	-	District Registrar Office
DRO(s)	-	District Registrar Offices
SDC	-	State Data Centre
SWAN		State wide Area Networking
ICT	-	Information & Communication Technology.
MPLS-VPN	-	Multiprotocol Label Switching.
CMM	-	Capability Maturity Model

Section-3
(Project Profile)

- Introduction
- Objectives & Envisaged Outcome
- Overview of the Department

3.1. INTRODUCTION

The role of Information Technology has been well established in the State of Chhattisgarh. The State has a well-defined IT policy and has been working towards making the State as a preferred destination for the IT related service. Also, there are various activities initiated by the Government to bring better governance to the citizens. Usage of Information Technology in governance has brought the total system to work effectively and efficiently. e- Governance assures transparency in the governance systems and also it has opened new avenues of easy and faster transactions.

The Inspector General of Registration and Superintendent of Stamps, Government of Chhattisgarh intends to carry out integrated computerization of Registration and Stamps Department at its 92 Sub-Registrar Offices (SROs), 21 District Registrar Offices (DROs) and Office of Inspector General of Registration and Superintendent of Stamps.

The Department of Registration - CG has been successfully rendering registration service to the citizen; it happens to be one of the highest contributors to state's exchequer and is primarily responsible for registration of various types of documents, related to property transfer. DRS registers documents to the tune of approximately 2.5 Lakhs every year. Currently, sale of stamps, registration of documents, search of documents and all other important activities are conducted manually. Since, paper copy of all the registered documents has to be maintained, large record rooms act as the repository of all documents. Preparation of Search Reports and issuance of No Encumbrance Certificates and Certified Copy takes time, since it is all done manually.

DRS has taken the initiative for computerization to address the aforesaid and other macro and micro level issues, so as to create a world class automated system for rendering exemplary citizen services

3.2. Some of the envisaged features of this venture are :-

- Complete end-to-end Integrated & Centralised System web-based Architecture
- Biometric based document registration & fool-proof service delivery
- Work-Flow based operations with comprehensive audit trail
- **Exclusive modules for :-**
  - ✓ Registration
  - ✓ Index Generation
  - ✓ Dynamic Real-Time Market valuation
  - ✓ Scanning, Digitization, Archival and Retrieval of documents
  - ✓ 'Appeals' Process Management
  - ✓ Financial MIS & Reporting Module
- Provision for Multiple 'Service-Fee channels including secured online Payment Gateway of banks/third party etc.
- Capability to integrate with Franking machines and e-stamping procedure.
- Centralized data repository with Data encryption algorithms
- Provision for 'Aadhaar number' (UIDIA) based services
- Compatibility provisions for integration of Land Records application with Registration application under the NLRMP

3.2.2. Objectives of the Project

(a) Primary Objective :

- To migrate to an end-to-end web-based environment in order to improve quality of service through optimized services delivery by the department.

(b) Secondary Objective :

- Transparent & citizen friendly environment
- Business Intelligent application with appropriate controls against vulnerability
- System Work Flow operation
- Robust system to cater to the registration process
- Centralization of database
- Hassle-free operations
- Promote tighter monitoring of the revenue realization system for DRS

(c) Envisaged Outcomes :

Tangible benefits to the Citizen:

- Simplified, fast & transparent registration process
- ICT enabled service delivery with SMS based application status review
- Easy e-Payments facilitated through Payment Gateway
- Minimal Turn-Around-Time to get the registration completed
- Registration and return of registered document in single visit

Tangible benefits to the Government:

- Better control & visibility over its operations & management
- Electronic data processing.
- Empowerment of common man through easy and simple process
- Improved efficiency
- Improved service levels
- Better quality of service
- standardization of Systems & Improved Scalability
- Automated work-flow will not only ensure smooth and on-time delivery of services but this will also result in more transparency, improved responsibility and increased productivity in the organization.
- Better monitoring, smooth processes and MIS reporting and auditing.

3.2.2. With these objective and outcomes the proposed computerisation intends to:-

a) Provide web-based access to citizens, DRS Officers and intermediaries with user-friendly and integrated services relating to Registration and Stamps.
b) Administer a system of record keeping, which is secure, easily retrievable, tamperproof, thereby achieving public confidence.
c) Implement an efficient system of property valuation.
d) Maintain all data in integrated electronic form, so that it is easily accessible.
e) Implement systems and processes for secure maintenance and updating of data.
f) Establish a sustainable operating model for the system.

3.3. Overview of the Department

The IGR heads the DR(s) :- Department is headed by IGR. with all (21) District Registrar offices and Sub Registrar offices (92) spanning the entire state of Chhattisgarh. Below is the list of functional structures operational in the state under Registration Department. Their responsibilities have been enumerated below.

3.3.1. Inspector General of Registration and Superintendent of Stamps (IGRS)

The IGR Office is headed by the IGR, an IAS officer who is responsible for administering and discharging the following duties:-

- All the DROs and SROs in the state work under the administrative control and supervision of the IGRS
- As Superintendent of Stamps IGRS is responsible for Supply and Distribution of Stamps
- IGRS monitors various activities of the department, and deals with stamp cases as Chief Revenue Controlling Authority under various sections of the Indian Stamp Act,1899.
- Acts as administrative head of the department for the entire state in all respects.
- Chairman of Central valuation Board for guideline valuation and fixation

3.3.2. District Registrar (DR)

The DR is the chief representative of the department at the district level. The responsibilities of the District Registrars are to inspect the Sub-Registrar offices and to ensure adherence to the provisions of Registration Act,1908 and Indian Stamp Act,1899 and notifications and rules formulated by the State Government. The responsibilities of the DR are as follows:

- SROs work under control and supervision of DR of respective district.
- DR deals with cases under different sections of Stamp and Registration Act.
- DR accepts sealed wills for deposition.
- DR also acts as licensing authorities for issuance of licenses to Document Writers and Stamp vendors.
- Conducts inspection of subordinate offices.
- Ensures implementation of IGR's circulars and Govt. policies at the registration district level
- Administrative Head for the District

3.3.3. Sub Registrar (SR)

The Sub Registrar in the SRO, along with his staff, represents the department at the grassroots level. His duties and responsibilities are as follow:

- SR performs registration of various types of documents relating to property transfer according to the provisions of the Registration Act.1908.
- Search and inspection of documents by public is permitted according to the provisions of the Registration Act. 1908.
- SR issues certified copies of registered documents, search reports and non-encumbrance certificates.
- Ensures proper classification of deeds presented for Registration to realize correct Stamp duty and Registration fees
- Issuing receipt, Collecting registration fee, stamp duty, and other charges
- Periodical filling of returns / Submission of periodical MIS returns
- Storing and maintaining records
- Denotes proper Stamp Duty
- Attends to court matters

Note :- Detailed information about functions and working procedures of department is available in the Registration Act,1908 and Indian Stamp Act,1899, Rules & Manual and if desired, can be seen with prior permission of the IGRS at his office during office hours

3.3.4. Documents Registered & Revenue generated by the department

The **department** is one of the highest revenue generating departments for the state. The revenue generated by the department over the last ten years and the number of documents registered are enumerated herewith:-

Financial year	Revenue Receipt (Rs in crore)	No. of document registered
2002-2003	148.46	165636
2003-2004	171.58	166489
2004-2005	248.47	199014
2005-2006	313.77	205327
2006-2007	390.18	220562
2007-2008	463.65	216168
2008-2009	496.55	231290
2009-2010	583.40	208240
2010-2011	786.10	249094
2011-2012	875.15	250740
2012-2013	951.65	240623

3.3.5. Services offered by the department

a) Some of the services provided by the department are :-

- Registration of instruments presented by a citizen
- Issuance of certified copies of documents on demand
- Issue of non-encumbrance certificate
- Impounding of documents and deciding it in appeal
- Maintaining and updating Guideline values for land and immovable property
- Selling stamps

b) The registration department registers different types of documents. Some of the frequently registered document types are listed below:

- Deed of Conveyance
- Deed of Re-conveyance
- Agreement of Sale
- Agreement relating to deposit of title deeds
- Deed of cancellation
- Deed of exchange
- Deed of indemnity
- Deed of Lease/ Sublease/ Surrender and Transfer of Lease
- Deed of Partition
- Deed of Ratification
- Deed of rectification
- Deed of settlement
- Deed of Trust
- Partnership deed
- Power of Attorney
- Gift deed
- Adoption Deed
- Simple Mortgage deed
- Release deed
- Will & Cancellation deed of Will (Will and Cancellation deed of Will do not come under Stamp Act unlike the remaining).
- Promissory Note
- Any other document required to be registered as per provisions of law.

Section-4

(INSTRUCTIONS TO BIDDERS)

- ROLE & RESPONSIBILITY OF BOT OPERATOR
- ARCHITECTURE
- DETAILED SCOPE OF WORK
- SCOPE OF WORK

SECTION-4 : INSTRUCTIONS TO BIDDERS

4.1. SCOPE OF WORK

The "Supply of Application Software, Hardware, Manpower & Services on Build-Operate-Transfer basis" project requires the BOT OPERATOR to provide services with speed and certainty to the Registration and Stamps Department, Govt. of Chhattisgarh. All the activities performed by the BOT OPERATOR during implementation phase and O&M period shall be closely monitored by the IGRS.

4.1.1. Role & responsibility of BOT OPERATOR

The Successful Bidder has to

1. Design/customize, Test & Implement the end-to-end complete integration of Registration Application
2. The application will be first tested & implemented on pilot basis.
3. Provide for open source Application Software and all the Hardware and Peripherals required to meet the desired service standards as per Annexure-7.
4. The hardware along with its operating software should be from OEMs (Original equipment Manufacturers) only. Bidder should submit related Form as per Annexure-11
5. The BOT OPERATOR shall be responsible to supply, install, test and commission, operate & maintain all the hardware, allied accessories and software required for the project at various project locations for the entire project duration and as per the technical specifications described in this bid document.
6. Maintain the Hardware regularly up to predetermined standards.
7. Provide all required software updates on daily basis.
8. Keep the set up at all locations functional and operational.
9. Install all requisite software and or configuration of remote client at various locations and provide for software up gradation whenever necessary.
10. Provide for electronic Token display system.
11. It will be the responsibility of the agency to transfer the data and scanned images to central server through a secure VPN network.
12. Provide all the requisite system software. The licenses should be on the name of IGR and the licenses should be genuine.
13. Provide electric cabling from main distribution box & make power arrangement.
14. Provide Central Server hardware and software for data storage and setup a complete central server. The maintenance of the central server will be the responsibility of the bidder.
15. The SR/DR/IGR offices will be connected to central server via 2 Mbps link on MPLS VPN Network with a concentration of 20% at points of concentration. Network Service provider will provide the network and the payment of the establishment of network/rent will be the responsibility of BOT operator. The network service provider should have valid NLD licence from DOT to provide service in India.

16. The connection from Network Service providers Network Centre in Raipur to State Data center will be on optical Fiber and will be on ring protection.
17. The VPN network will also have internet connectivity and will be provided by BOT operator. The Service provider should also have ISP licence to provide internet service.
18. Online tracking network faults including Transmission media faults and coordinating with service providers for immediate restoration of leased line & internet connectivity by the BOT operator.
19. In case of SR/DR/IGR office is declared unfeasible by network service provider or there is more than 1 month delay or unstable local lead, the concerned SR/DR/IGR office will be connected to the nearest feasible node on RF (Radio Frequency) Link . The supply and installation of RF Link along with payment of licence fee, if applicable, will be the sole responsibility of the BOT Operator.
20. Provide security features like firewall and its updating at regular intervals.
21. Managing database and preserving scanned images in orderly formats shall be the responsibility of the bidder.
22. Provide for training/retraining of manpower whenever changes are made in the application software.
23. Ensure battery back-up of 8 hours or at least during working hours in all offices of the Sub- Registrar's. Maintenance of the same for consistency shall be the responsibility of the concerned agency.
24. The bidder shall keep sufficient additional hardware at every DR Offices in stock for immediate replacement in case of exigencies.
25. Appoint hardware engineers / technicians. It is also expected that the hardware engineers / technicians and managers would promptly respond to any calls registered by any of the office's of the department.
26. Replace and refurbish all the system periodically to maintain desired service levels uptime of 98% for Client offices.
27. Periodic Security/Technical audit of vendor supplied software & Hardware will be conducted as per NIC/CHIPS guidelines and necessary upgradation of hardware is required to be done as per recommendations.
28. Provide hardware, software, and data entry operators to newly -created SR offices during the contract period, within two weeks from the date of opening of such office, at the bidders cost. No claims towards the cost of data entry operator will be entertained. The material is to be supplied as per Annexure-7. The minimum operator requirement would be as per Annexure-23.
29. Sufficient reserve stock of toner, paper and other consumables for a minimum period of 30 days of at least one SRO shall be stored in the DR Offices of the concerned districts.
30. The bidder should provide facility for linkage between the Registration Department and Land Records Department at each SRO.

31. The bidder has to provide one printout copy of scanned registered document to SRO office till the tendering authority so direct after getting audit certification.

32. The agency will provide support Manpower at the front end who will handle:-

a) All types of Data entry
b) Creating images of the Original Registered Document.
c) Other related activities such as capture of thumbprints with thumbprint scanner, photographs of parties with digital cameras etc.
d) Provide for copy, certified copies, reports as required.
e) Search, Issue of Index-II, Valuation and issuing various reports as per demand.
f) Updation of application software at sites from time to time as per the up-gradation / revision.
g) Transmission and replication of data and database and scanned images to the database at Central Server.
h) Provide for searching of e-stamps and its locking after registration of the document as and when e-stamp system is introduced

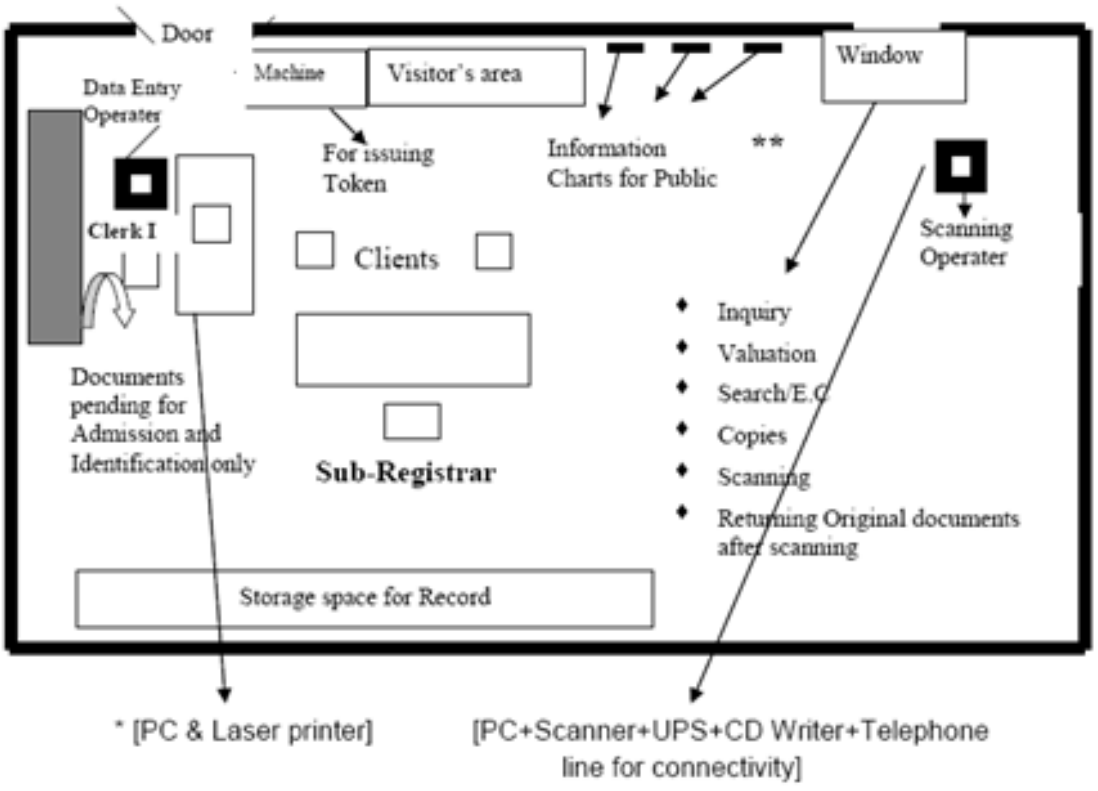
33. No claim, dispute, liability by third party in regards to employment, job work, petty work, data entry work etc, given by Bidder during this BOT project will be entertained and the Bidder will alone be held responsible at his cost and expenses.

34. The software module for registration will be provided by the agency as per the broad specifications and requirements as laid down in this document updation of the application software whenever it is revised or upgraded

35. **Site Preparation:** The premises for offices will be provided by the department at respective locations. The list of Sub-Registrar Offices is mentioned in Annexure-1.

The sample layout of the Offices is given below.

Layout of Sub-Registrar Office & Sitting arrangement.



36. **As regard site the role and responsibility of BOT operator would be**

1. Ensure adequate power points with proper electric-earthing at all locations at no extra cost.
2. Providing display boards & visuals will as directed by IGR will be the responsibility of BOT operator.
3. Supply and fixing of furniture like computer tables and chairs at no extra cost.
4. IGRS reserves the right to ask BOT OPERATOR to add counter windows and front desk BOT OPERATOR's in those Sub-Registrar Offices that show high rise in volume of business. The requirement for additional counter windows and resources will solely be assessed by department/ IGRS and no additional payments will be made in this regard i.e. for additional counter windows and resources.
5. The Sub Registrar offices/ DR offices may be shifted to other locations in future, and the BOT OPERATOR will be responsible for the entire shifting arrangements of installation under the scope of work of BOT operator without any additional cost to the department. It will include transportation expense, establishment and Installation expenses of IT infrastructure and other relevant expenses.

4.2. ARCHITECTURE

A Possible architecture for the proposed system could be as explained below:-

1. All the SROs, DRs and IGR office will be connected through VPN network to the Central Server located at the State Data Centre.
2. Each SROs will be provided with desktop machines for registration and other activities like Fee collection, Document Search, Scanning, valuation etc. Peripherals like, Laser printers, ADF scanners, Biometric devices and web cameras will also be appropriately connected to the desktop machines as mentioned in Annexure-7.
3. Each DR office would be equipped with one desktop machine and a laser printer with ADF scanner as mentioned in Annexure-7.
4. IGR office will have required number of PCs, Laser printers, scanners as mentioned in Annexure-7.
5. SAN/NAS storage will be provided by the State Government required servers will be provided by the BOT operator.

4.3. DETAILED SCOPE OF WORK

The BOT OPERATOR shall be responsible for the necessary Customization, Deployment, Testing, and Operation & Maintenance of the independent application Software as per the details mentioned in this bid document for the entire project period.

4.3.1. Application software & Web Portal

(1) Development of Departmental Portal

The BOT OPERATOR shall also be responsible for development of the Departmental web portal consisting of :

- General Information related to the Department
- Acts, Rules, Regulations and Notifications etc. applicable to the department
- Forms, Proformas and formats of some of the frequently registered types of document.
- Ready reckoner rates (Guideline Rates)
- Fee structures
- Citizen charter

- Stamp duty and Registration Fee calculator etc.
- Any other information which competent authority desires and decides to display on the website
  - System shall provide a configurable website portal that can be administered by webmaster for carrying out the required changes/ additions as and when required.
- All the sections of the Web site would be of dynamic in nature with a content management module for management and administration of the same.

(2) The Application Portal would facilitate the following features to departmental users mainly these are:

- Digitization of Guideline
- Auto valuation
- Property Registration
- Various MIS reports
- information of Impounded documents
- viewing information about registered documents.
- etc.

The application would be accessed by all the SRO's/DR's/IGRS and various other entities related to Registration & Stamps department through this portal using a secured Login.

The business modules of the application would be followings:

• Inquiry/ Search Module
• Registration Module
• Transaction Module
• Capture Module
• Site Inspection Module
• Payment Module (Online/ Cash/ Challan payments etc…)
• Cancellation Module
• Account Management
• Case Monitoring Module
• User Registration and Account Management
• IGR/DR Module/ Tool
• Reporting Module
• Backlog Module
• Any other information/ module which competent authority desires and decides to include in the application software

Note: The Reporting Module/part should also give the details/reports like Quantity of Land Area Registered during a period of time (Likewise in the month, Quarter, Annual year or from given date to the current date with the provisions like Land area registered in a particular SR office or for entire State)

(3) The assigned users (IGR, DIG, District Registrar, Sub Registrar and Administrator of web site) should use SSL (Secure Socket Layer) with user ID and Password to login to the portal.

(4) The Application has to have Security /monitoring features inbuilt into the same with following minimum features

- Definition of Roles and users
- Define role-wise Add/edit/view/delete rights for each Entry
- Form/Report in all modules.
- Time and user stamping of each transaction
- On-line monitoring of the User activities

(5) All deleted & edited records should be traceable and copy of all editions/deletions should be available with MIS reporting of the same.

(6) An On-line help module has to be developed which should provide detailed help for each process/report of the Application.

(7) All MIS reports at IGRS level or at SRO should be with the drill down option to the respective document at the SRO level.

(8) The web portal should be compatible with all the web browsers Netscape Navigator, Internet Explorer, opera, Mozilla Fire fox etc.).

(9) Bi-lingual Support

a. The departmental web portal and the web-based application should support Unicode based Bi-lingual versions for user interface as well as database. It is expected to be in the Hindi and English languages. The users should see the labels and captions on selected language and additionally be able to feed in their data in their own language, i.e, the search shall fetch results in Hindi if input is in Hindi and the data exists, and same also for English.

b. The BOT OPERATOR must translate at its own the equivalent Hindi captions for English version (without altering the meaning) of the Web Portal and the Application Software and the same must be presented to the tendering authority for approval before implementation/uploading or vice-versa.

(10) Payment Gateway: Payment Gateway for online payment as and when required by the department is to be provided by the vendor.

(11) The BOT OPERATOR shall ensure that it would plan a business continuity framework for entire project.

(12) Solution should have provision for Integration with other Applications/Databases: Under Land Record project, State Government is having complete Database of entire State. It is envisaged to integrate all upcoming projects with the existing applications/Databases. The BOT OPERATOR would be required to integrate proposed Registration Application with –

Land Record Management Project -

For the purpose of verification of ownership as entered in the land record database and to use other parameters available with Land Record Database in Registration process, sending timely information to Land Records (at one fixed location) after registration.

(13) Application Security:

1. Since all commercial transactions would be conducted on-line over the Internet, hence web site used for online transaction shall use SSL with 128 bit encryption certificate and PKI based security for user authentication and content encryption for all critical transactions should be deployed by BOT OPERATOR. SSL, 128 bit for the transaction would be required when Payment gateway with Bank(s) is required. PKI (Digital Signatures) information shall be only stored with completed transaction so that later the information can be utilized for verification.
2. PKI (Public Key Infrastructure). It's the method of identifying whether the source of information is the person who it claims to be. In addition it also helps in knowing detecting of the message was tampered-with after it was sent by the originator.
3. Typical Web Application makes use of a user-id and password which is stored in a database. This is a grossly inadequate and potentially risky mechanism of authentication. Web Server should be configured to check the identity of the log-in user by using the PKI.

4. PKI Deployment should be based upon a digital certificate that uses Eforms with overlapping digital signature, which is then used to authenticate users for messaging validation, web-client transactions, Web server application authentication and so on.
5. This ensures site access much more secure and people are accountable for the actions they take.
6. However since PKI implementation would be an overhead on the servers, it is suggested that the BOT OPERATOR should implement the PKI authentication for Registration process and critical transactions only.
7. For this purpose BOT OPERATOR shall deploy Certificate Services through GOI approved agencies for issue of digital certificates to all the users of the application.
8. These digital certificates shall not be misused. Unauthorized use of these digital certificates may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.
9. The BOT OPERATOR/ IGRS would be responsible for issuing, validating, renewing and revoking certificates as needed.
10. **BIO-Metric Identification:** For enhancing security and logging into the IGRS system by the department officers, Bio-Metric Identification of the user should be included.

(14) Installation and configuration of Web Portal/Application at State Data Center / Central Server :-

1 The above Application Software, Web Portal will be hosted at the State Data Centre, by the BOT OPERATOR.

3 Setting up and configuration of the Application

4 Installation of updates and patches required for the Application

5 BOT OPERATOR shall be responsible for build up of Master Data required for the Application Software.

6 Registration & Stamps department would be providing all Master Data to the BOT OPERATOR related to the ready reckoner rates, Fees structure, group, rebate, payment mode, SRO details etc. All these data will be fed and checked by the BOT OPERATOR. Final verification will be done by the concerned SR/DR/IGR.

7 Some of the Data may be provided in soft copies and the same may be imported by the BOT OPERATOR using required utilities.

8 The BOT OPERATOR will also provide printed checklists to the Registration & Stamps department for rechecking of the master Data.

9 The quantum of the Data may be evaluated by the BOT OPERATOR at any of the Pilot project implementation in Raipur.

4.3.2. The broad scope of work to be carried out by the information content management service is as under:

(i) **Information Collection**

The BOT OPERATOR would be required to collect and collate the information from Department. The information would mostly be in manual form. The indicative list of information is as under -

- Press releases/ Gazette Notifications
- Citizens' charters
- Monthly/ Quarterly/ Yearly progress reports
- Pamphlets, flyers on development plans, schemes
- Rules, procedures & Acts
- Etc.

(ii) **Digitization of collected Information**

The information and forms collected from various sources would have to be converted into appropriate and desired electronic format as indicated below:

- PDF/DOC
- HTML, PDF, DOC
- HTML, Flash, PDF, DOC
- Oracle/ MS-SQL Server, MS-Access or equivalent

(iii) **Uploading of information on servers**

The BOT OPERATOR would be required to get the information approved from IGRS and after approval upload the information onto designated servers with proper hyper links to provide fool proof navigation to the users through web enabled platform. Each set of information content must be self-contained and must conform to pre-decided nomenclature in file naming scheme

(iv) **Information Content Management:**

- The BOT OPERATOR would be required to amend the information contents that may be necessitated because of requirement at information source or on the basis of feedback of users. The BOT OPERATOR would have to do the required changes as per the guidance of IGRS.
- The Vendor would have to make sure of timely updation of the contents on a day to day basis.

(v) **Version Control & Archiving**

The BOT OPERATOR would be required to provide version control and archiving facility since strict version control is necessary for legal accountability, backup and disaster recovery. A simple but powerful interface must be provided for these features viz. date based snapshots, version comparing etc. Check in and check out ability is therefore an essential component of content management. Versioning should also allow contributors to know whether they are working with the latest version, and allow them to merge changes made in separate versions when needed.

(vi) **The BOT OPERATOR shall ensure following:**

- Content pages are not out of date
- There are no broken links
- Usage statistics are growing and not falling
- Navigation, links and overall structure does not become increasingly ad-hoc
- Content owners of pages and sections should not be lost.

(vii) **The BOT OPERATOR shall be responsible for:**

- Maintaining the content.
- Ensuring the effectiveness of content.
- Preserving quality and accuracy of existing content.
- Enhancing existing materials and developing new materials in line with current best practice.
- Supporting both staff and end users to help make best use of the developed content.
- Maximize user acceptance
- Supporting a unified online portal while fulfilling the different needsof both State Government functionaries and the end users.
- Ensure timely updation and upload of contents.

4.3.3. PILOT RUN

1. The Application Software would be tested in some pilot Sub-Registrar offices location.
2. The locations for Pilot run would be finalized by IGRS.
3. The Application Software would be launched only after successful parallel run at pilot locations. IGRS / committee designated by IGRS will provide the acceptance certificate after successful pilot run.
4. The bugs and errors generated in testing/parallel run would be provided by to the development team of BOT operator and the same shall be resolved immediately. Proper documentation of bugs/errors being generated in software should be maintained.

4.3.4. The Annual Information Return (containing transaction about Rs. 30 lakhs as of now) and other information to be submitted to the Income Tax Dept by respective SRO's should be prepared and uploaded on the Income Tax Department website or their authorized website, as the case may be at the bidders cost. Other information being asked monthly as of now by Income Tax Department is information relating to sales whose value is more than 5 lakhs and transactions where considerations is less than market value determined by the department.

4.3.5. Department has a policy to open new Sub Registrar Offices either based on the workload of documents per year or some specific administrative reasons, such as formation of new tehsils etc. The Bidder has to provide all the support as specified in the scope of the work to the newly created offices

4.3.6. Operation and Management (responsibility of BOT operator at no extra cost:

1. **Project Management and Operational Manpower for Implementing and running the Registration System**
   a) The BOT OPERATOR shall provide the minimum manpower as per Annexure-23 for the entire life cycle of the project. The BOT OPERATOR, if required, with prior permission from the tendering authority, deploy additional manpower for smoother functioning of the project and at no extra cost.
   b) The data entry operator should posses following minimum qualification.
      i. Graduate in any discipline from a recognized college.
      ii. Should be proficient in understanding, reading, writing and typing English as well as Hindi.
      iii. Must have a typing speed of at least 8000 key depressions per hour in English as well as Hindi. Data entry operator should have 2 years data entry working experience.
2. **Administration and maintenance of the vendor supplied Software, Central Server, all SRO's/DR's/IGRS/Central Storage/Web Portal and Database at the State Data Centre.**
   a) The BOT OPERATOR shall be responsible for administration and maintenance of the Application and Web Portal and Database for the entire contract period.

b) Application Administration would include:
- Installation of updates and patches required for the Application
- Administration of users, roles and security systems for Application.
- Administration of the Operating Systems of the Application.
- Application Backup as per Backup policy.
- Database Recovery

3. Application Maintenance would include :
- Ensuring uptime of the Application
- Ensuring incorporation of changes required in the Application Software during the contract period subject to :
  - Changes may be unlimited to the modules covered in the Application Software and would also include new modules if required by the department.
  - Changes may also include minor or major changes related to Software Architecture or Database.
- Changes would also include requirement of additional reports as and when required, subject to availability of relevant data in the system.
- Any bugs reported by the users during the period of contract have to be removed promptly by the BOT OPERATOR.
- Changes required by the users would be actually undertaken after the same are approved by the IGRS or the representative of IGRS

4. Web-Portal
- Content collection
- Content conversion
- Content upload
- MIS generation
- Etc.

5. Helpdesk Support:-

The BOT OPERATOR would setup a Helpdesk at IGRS (IGRO, Location) with at least minimum one toll free telephone line for the entire contract period and to be able to:
- Handle the teething issues of the departmental users and citizens.
- The Helpdesk persons should be accessible to all the SRO BOT OPERATORs on telephone/ e-mail/ chat.
- The Helpdesk should be accessible 8 hours a day and 6 days a week for the entire period of the contract. If required or as per the requirement during any point of time by the department, the BOT OPERATOR shall ensure the availability of Helpdesk staff as per the requirement.

6. Maintenance of Hardware, software and Connectivity

a) Central Server / State Data Centre (SDC), Raipur.

The BOT OPERATOR shall be responsible for following activities related to the SDC for the entire period of contract :
- Administration and Maintenance of the above infrastructure
- Uptime commitment of minimum 98% for SR Nodes on a 24X7 basis.
- The SDC has to be operated for 24 hours a day 7 days a week and 365 days a year.
- Ensure that all the Servers are Virus Free and that virus definitions are always up to date.
- Monthly (whole) backup of the Web Portal, Application and Mails
- Daily (differential) and monthly (whole) backup of the Database.

b) At Sub registrar, District registrar and IG offices

The BOT OPERATOR shall be responsible for maintenance of the hardware / software and connectivity at all the SRO/DRO/IG offices for the entire contract period. During the maintenance period the BOT OPERATOR shall be responsible for:

- The System/ Network/Software engineer should also be available on call in case of any problem related to registration system at any time for Sub Registrar office, DR office and IG office.
- Support related to Hardware, the operating system and mail system during the contract period
- Periodic updating of Anti-virus definitions
- Patch management of the operating system.
- Ensure proper working of web browser on each machine
- Replacement of all faulty parts/spares of the equipment
- Depending on the workload of the SRO/DRO/IG office the BOT OPERATOR will provide the additional hardware/BOT OPERATORs to meet the SLA and no extra payment will be made to the BOT OPERATOR.

7. Provide Consumables

- The BOT OPERATOR shall be responsible to provide all type of consumables required for the Project like stationery, toner cartridges, plastic breakables and backup media etc.
- The BOT OPERATOR has to ensure that all type of consumables required for the project are readily available at local office.

8. Training Services

BOT OPERATOR shall conduct following minimum training Sessions without any extra cost:

- Training session for the officials of Registration & Stamps department with specific focus on using the Application Software and its features with special focus on the various MIS reports available on the system.
- The Schedule of the above Training sessions would be mutually decided by the IGRS and the BOT OPERATOR.
- The training sessions would be conducted at DR office or as per the mutual understanding of IGRS and BOT OPERATOR.
- The entire Infrastructure including the computers, with screen, Internet connectivity etc required for each Training Session would be provided by the BOT OPERATOR. The Training location would be provided by IGRS.
- The BOT OPERATOR would also provide an On-line Help and an On-line Interactive Training module, which will be downloadable by the users for the Application Software.
- All travelling, boarding and lodging expenses of the training faculty will be on account of the BOT OPERATOR, and Registration & Stamps department shall not be responsible for same.
- If multiple training sessions are required to be conducted to train the department staff then the BOT OPERATOR should conduct the same.
- It will be the responsibility of BOT OPERATOR to impart hands-on training in operating Software to the departmental staff so that the staff is able to work independently on computers.
- Training for the Technical architecture, database design, application logic, mailing system to technical team of Government of Chhattisgarh.

9. Other Important Activities

a) <u>Market Value Rates (Guidelines)</u>

- The BOT OPERATOR will be responsible to feed the accurate Market Value Rates (Guidelines) data and related data to the central database for the entire State and the same should be verified by the concerned Sub Registrar office/ DR office.
- BOT OPERATOR will be responsible to update the Market Value Rates (Guidelines) and related data in the database, in case Market Value Rates (Guidelines) are changed after verification by the concerned Sub Registrar office/ DR office.
- In case it is found that Government is at loss due to improper market value Rates (guidelines) in the software and online calculation of the same. The entire amount of the loss will be recovered from the Bot Operator.
- Any other activity related to registration which is required to run the Registration System smoothly.

10. General Scope

a) The BOT OPERATOR shall provide warranty/ on-site maintenance for IT infrastructure that shall be supplied and installed under this project during the entire period of contract as per SLA. BOT OPERATOR would be required to provide these services for an additional period of 2 years after expiry of the contract, if extended by the purchaser/ tendering authority as per the rates quoted in the respective case of Financial Bid.

b) Scope of points in this section is towards all items supplied, installed, tested, integrated and commissioned by the BOT OPERATOR as part of this project. BOT OPERATOR has to ensure that all these equipments are as per the requirements of Registration & Stamps department and SLAs set out in this bid document .

c) Overall maintenance of equipments / items supplied for the entire project duration.

d) Performance Tuning and ensuring resilient performance of the equipments supplied.

e) Checking network status and taking remedial action in case of problems.

f) Resolving issues with SDC and at other project locations.

11. Corrective Maintenance Services

a) Troubleshooting of hardware & software problems of all supplied equipments and rectification of the same.

b) Troubleshooting of OS and hardware and provide solutions for the same.

c) Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.

12. Asset Management Services

a) The BOT OPERATOR shall be required to create database of all IT assets like hardware, software, peripherals, etc., by recording information like configuration details, serial numbers, licensing agreements, warranty and AMC details, etc.

b) Record installation and removal of any equipment from the network and inform Registration & Stamps Department even if it is temporary.

c) Create Software inventory with information such as Licenses, Version Numbers and Registration Detail

13. Configuration Management Services

a) The BOT OPERATOR shall maintain a record of hardware as well as software and all other items supplied in this tender including the details of policies implemented on the servers, n/w, databases, web servers, etc.

b) The BOT OPERATOR shall keep soft copies of the configurations of each of the devices mentioned above.

c) The BOT OPERATOR shall ensure define change management procedures to ensure that no unwarranted changes are carried out on the equipments. All the changes carried out by Bidder must be formally approved by Registration & stamps Department and recorded.

d) All the changes and software and hardware up gradation is to be done free of cost.

14. Vendor Management Services

a) The BOT OPERATOR shall coordinate with external vendors and SDC & all the project locations for upkeep of equipment deployed to meet the SLA and shall liaison with various vendors/OEMS for related works, equipment & services.

b) The BOT OPERATOR would maintain database of the various vendors and service providers, including vendors for hardware under warranty, service providers etc. with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments etc.

c) The BOT OPERATOR shall, if required escalate and log calls with vendors / OEM and service providers and coordinate with them to get the problems resolved.

15. Network Management Services

a) Making sure the high availability & reliability of network for these equipments at all times and performance maintenance.

b) Performance tuning and ensuring resilient performance.

c) Checking network status and taking remedial action in case of problems.

d) Daily monitoring of Network

e) Configuration/Reconfiguration of routers, switches, servers etc. for network connectivity, as and when required.

f) The BOT OPERATOR shall maintain an updated inventory/asset list of complete IT network infrastructure and an updated set of documents for LAN network diagrams with relevant details.

g) The BOT OPERATOR shall provide services for link / devices augmentation / deletion, relocation / connection / disconnection, etc. as and when required.

h) Maintain and update IP address allocation & optimum management of IP addresses. The vendor should understand the existing IP addressing scheme and allocate the IP addresses for new LAN segment.

i) Proactively monitor and fix errors in switches, routers, firewalls, etc.

and do necessary fault isolation.

j) Configure / reconfigure the switches and routers remotely, if required.

k) Sending alerts to concerned people regarding critical errors.

16. Server Management Services

a. The BOT OPERATOR shall manage the servers on end-to-end basis like server administration, performance tuning, hardware and software support and upkeep of the server etc.
b. Handling of OS related issues, installation of OS updates and patches, reinstalling OS if required, periodic system performance tuning, monitoring server usage statistics, network OS support, and start up and shut down of servers. The BOT OPERATOR will also have to resolve all the issues between the Servers & software supplied under this project.

17. Backup & Recovery Management Services

a) The BOT OPERATOR shall assist in ensuring that a periodic backup of OS, configurations, etc is done and recovery of the same when needed for the servers.
b) Proper labeling and housing of the media for identification and retrieval.
c) Conduct restoration exercises at pre-defined periodic intervals to check availability of backed up data.
d) Regular maintenance of all the media and the back up device on monthly basis.
e) To provide MIS reports such as weekly on backup and restoration logs

18. DELIVERABLES

1. **Pre-Implementation Stage:** In view of the volume and complexity of the project a pre-implementation time period as per time schedule is defined during which the BOT OPERATOR is expected to carry out as per Time schedule Form (Annexure-17)

a) Project start-off Meeting.
b) All ground work for implementation. Following are the deliverables expected from the BOT OPERATOR during Pre-Implementation Stage:
   a. Project Plan & Schedule
   b. Departmental web portal development plan and requisite reports.
   c. Connectivity plan and network diagram
   d. Survey for availability of connectivity
   e. Hardware Deployment Plan.
   f. Supply-plan of requisite hardware items
   g. Manpower Deployment Plan
   h. Inventory management (for all assets)
   i. Quarterly review meetings with reports submitted at State Head Quarter, Raipur.
   j. IP Policies and Helpdesk Management Policy

2. **Implementation Stage:** Following reports are to be provided for all the activities during implementation stage:

   a. Item Delivery Report with detailed specification and all original bills.
   b. Installation Report
   c. Testing Plan and Methodology
   d. Commissioning & Integration Report
   e. Acceptance Testing Reports
   f. Hardware and Networking Installation report
   g. Manuals like technical manuals, user manuals, Site plan etc.
   h. Any other required Documentation

3. **Deliverables of Web portal and Application Software**

3.3.1. Stage-I (Development of Web Portal & Application Software)

a) Conceptual document
b) Document for meta data and technical data
c) Configuration and deployment document
d) User/operational Manual
e) System /Technical Manual
f) Source code with documentation
g) Training modules
h) Go-live certificate

3.3.2. Stage-II (Content Management and maintenance of Web Portal & Application software)

a) Generation of high quality e-content
b) Conversion of e-content into digital form
c) Creation of Templates
d) Publication of contents
e) Modification/ updating of contents/ Application
f) Distribution of the content through development of website
g) Documentation (Technical and operational)
h) Monthly and fortnightly status reports
i) Source code in appropriate media
j) Training imparted to officers
k) Reports
   A. Weekly status reports for content/ pages added/ updated
   B. Monthly report on training provided
   C. Exceptional reports with respect to copyright issues, legal issues etc.

4. **Operational & Functional Stage:** Following reports are to be provided for all the activities in Operational & Functional stage
   1. Quarterly SLA attainment reports
   2. Report within 24 hours on the virus attack in the complete system as and when detected and action taken by BOT OPERATOR for its removal.
   3. Monthly report on attendance of all technical resources duly signed by concerned SRO representatives
   4. Root Cause Analysis reports for all SLA and critical services failure and any other major problem.
   5. The reports shall also have a detailed for all Root Cause Analysis performance and availability problem that occur. Formal root cause analysis will be delivered within five days of problem occurrence, including:
      a. Explanation of the root cause
      b. Actions taken to resolve the problem
      c. Action plan to prevent re-occurrence

Section-5

(Instructions to the Bidder)

- 1-Qualifying Criteria
- 2-Preparation of Bids
- 3-Submission of Bids
- 4-Evaluation Process

5.1. Qualifying Criteria

5.1.1. ELIGIBILITY CRITERIA

The bidder must be:

a) **A Company/Corporation registered under Indian Companies act 1956/Society /Partnership Act or,**

b) **A consortium of not more than 4 companies out of which at least 2 as an entity should be in IT business service.**

1) In case of Consortium such should have come into force before the last date of submission of tender.

The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by the Registration Department for the entire period of the contract. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the Tender document.

The invitation to bid is open to all bidders who qualify the eligibility criteria as given below:

Sl. no.	Pre-Qualification Criteria	Documents to be attached
1.	The Bidder (Prime[1]) should be registered under the Companies Act, 1956, Society or Partnership Act should be in existence in India for at least 5 years (as on 31st March 2013) i. Bidder (prime) should have experience in **IT related services**[2] and should have been in the IT related business for a period of at least 5 years (as on 31st March 2013).	i. A copy of **"Certificate of Incorporation"** of the company ii. **Work Orders** confirming year and area of activity.
2.	The Bid can be submitted by an individual company or a consortium[3]. i. In case of consortium the same shall not consist of more than FOUR companies/ corporations in total i.e. including the prime bidder. ii. The consortium partners can't be a member of another consortium that is also participating in this tender. **Note :-** **i. Prime bidder shall wholly and severally be liable for the project and shall be single point of contract for the project.** **ii. Consortium details to be attached in technical Bid as per Annexure-6**	i. **Memorandum of Understanding (MoU)/agreement** among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be submitted in original. ii. The MoU/agreement shall clearly specify the prime bidder, **stake of each member** and **outline the roles and responsibilities of each member.** iii. **Power of Attorney (PoA)/ Delegation of Powers (DOP)/Board Resolution** listing the names staff(s) who are Authorized to sign the MOU & tender documents shall be submitted by Prime & Consortium Partners (if any), a copy of the same must be attached.

[1] The Prime bidder is the single point of contact with the department for the project undertaking.

[2] IT services means projects involving supply of Application Software, hardware, development of software applications, system integration, providing operational and maintenance services for IT infrastructure.

[3] "Consortium" shall mean more than one company which joins with other companies of complementing skills to undertake the scope of work defined in this RFP.

3.	Bidder must have enterprise level **ISO 9001:2008** certification (as on 31st March 2013) **Note:** In case the certificate is due for renewal, the bidder should ensure that the renewed certificate is made available at the time of signing of contract. In case the same is not provided, the department may consider negotiating the award of contract with the next eligible Bidder.	A copy of the **valid ISO certificate**.
4.	The Bidder and all consortium partners should not be under a Declaration of Ineligibility for corrupt or fraudulent practices or should not have been blacklisted with any State or Central Government or any State or Central PSU in India	Declaration duly notarized in this regard by the authorized signatory of the prime bidder. Use format as per Annexure-13.
5.	The Bidder (Prime) should have for the each of the **last three consecutive financial years i.e. FY: 2010-2011, FY: 2011-2012 FY: 2012-2013,** i. A minimum total turnover over INR 5 crores each for the last 3 years ending 31st March of previous financial year. ii. positive net worth of at least 10 crores iii. Bidder (prime) should have 40% of total turnover from the Software Development & Implementation for each of the last 3 years.	i. Copy of the **audited** Balance Sheet & **Profit and Loss statement** of the company showing turnover of the company for last three years. ii. certificate from the **Company Secretary/Statutory Auditor's** ascertaining a positive net worth of at least INR 10 crores during each of the last 3 years iii. certificate from the **Company Secretary/Statuary Auditor's** certifying the value & percentage of turnover from the Software Development & Implementation vis-a-vis the total turnover
6.	i. The Bidder or if consortium any of the consortium partner must have an overall IT related staff strength of at least 50 personnel on their payroll as on 31st March 2013 having experience more than 3 years. Bidder should submit HR head Certificate. ii. The Bidder or if consortium any of the consortium partner must have an overall staff strength of at least 200 personnel on their payroll as on 31st March 2013	i. Certificate from bidder's HR Department
7.	The Bidder (Prime or Consortium Partner) must have experience in successfully completing at least 2 computerisation project of amount not less than Rs 6 Crore with government/PSUs in last 5 years (as on 31st March 2013) in India. The scope of such project must include, Development of application software/System integration/application Maintenance services.	• Completed Projects: Copy of work order, Client Certificates & Completion Certificate • Certificate from the company secretary certifying value of the project (excluding site preparation & Electrical works cost) for successfully commissioned projects)
8.	The Bidder (Prime or Consortium Partner) must have experience in successfully **completing at least one project for Registration Department** with any state government in last 5 years as on 31st March 2013	Completed Project: Copy of work order, Client Certificates & Completion Certificate

9	The Bidder (Prime) should furnish, as part of its bid, an **Earnest Money Deposit (EMD)** of Rs. 50,00,000/- (Rupee Fifty Lacs)	The EMD should be denominated in Indian Rupees, and should be in the form of Demand Draft issued by a nationalised/scheduled bank drawn in favour of Inspector General of Registration & Superintendent of Stamps, Chhattisgarh, Raipur and payable at RAIPUR,
10	The prime bidder and consortium partner both should have no case pending/ registered with B.I.F.R. & undertaking by company secretary to this effect should be enclosed	Undertaking on bidder's letter head duly notarised
11	Bidder or If Consortium any of the bidders should have experience in following services. i. Should have experience of Software development & experience of supply & maintenance of Server in last 3 years as on 31st March 2013. ii. Should have experience on scanning and digitization of 5 lakh pages in 3 years.	Produce Purchase order for the same.
12.	The bidder (Prime or consortium Partner) should have a valid CMM level 3 Certificate or above.	Valid CMM level certificate.
13.	Bidder or if consortium each of the consortium partner must have VAT/TAN/PAN registration & Tax Clearance Certificate from the Competent Authority upto March 2012.	Documentary evidence to be provided

Note: - The criteria mentioned above will constitute the preliminary scrutiny and only those bidders complying with them will be eligible for technical evaluation.

5.1.2. SUPPORT CRITERIA

1. **Cost of Bidding :-** The Bidder shall bear all the costs associated with the preparation and submission of its bid, and "the Tendering Authority" in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

2. **Bidding Document :-** The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

3. **Clarification of Bidding Documents :-** Pre bid meeting may be convened for clarification with clarification form as per Annexure-21 in the Office of the Inspector General of Registration & Superintendent of Stamps, CG,RAIPUR. In the event of any clarification required and issued in writing, it shall form the part of the Tender document.

   * Prebid participation criteria :-

   Prospective bidders those who have purchased tender documents are eligible to participate in prebid conference.

4. **Amendment of Bidding Documents**

   At any time prior to the deadline for submission of bids, this office may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify, change, incorporate or delete certain conditions in the bidding document.

   All prospective bidders who have received the bidding documents will be notified of the amendment in writing, and will be binding on them. In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

5.2. PREPARATION OF BIDS

5.2.1. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and The Tendering Authority shall be in Hindi or in English language. Wherever the certificates are not in these two languages, requisite translation certificates should be attached.

5.2.2. Bid Form

The Bidder shall complete the Bid Form and the appropriate Bids furnished in the documents indicating the goods to be supplied & services to be provided, a brief description of the services & goods, quantity and prices.

5.2.3. Bid Prices

The Quote will be on the basis of per page

5.2.4. Bid Currency - Prices shall be quoted in Indian Rupees only.

5.2.5. Documents Establishing Bidder's Eligibility and Qualification

a) The Bidder shall furnish, as part of its bid documents, its capability to perform the Contract if his Bid is accepted, (in the Performa prescribed in Annexure-4 along with the documentary evidence of the Bidder's prequalifications to perform the Contract) to The Tendering Authority's satisfaction:

b) That, in the case of a bidder offering to supply goods under the contract which the Bidder did not manufacture or otherwise produce, the bidder has been duly authorized (as per authorization certificate in Annexure-11) by the goods Manufacturer to supply or produce to supply the goods in India.

c) All bids submitted shall include the information mentioned in qualifying criteria.

5.2.6. Documents Establishing Good's Eligibility and Conformity to Bidding Documents.

a) The Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all goods and services which the Bidder proposes to supply under the contract.

b) The documentary evidence of conformity of goods and services to the bidding documents may be in the form of literature, drawing and data, and shall consist of:

1. a detailed description of the essential technical and performance characteristics of the goods;
2. The Bidder shall note that standards for workmanship, material and equipment, and references to International brand names or catalogue numbers designated by The Tendering Authority in its Technical Specifications are intended to be descriptive only and not restrictive.

5.2.7. Earnest Money Deposit :-

a) the Bidder shall furnish, as part of its bid, a Earnest Money Deposit in the form of a DD drawn in favour of Inspector General of Registration, CG,RAIPUR payable at Raipur for an amount of 50,00,000/- (Indian Rupees fifty lacs only)

b) Unsuccessful bidder's EARNEST MONEY DEPOSIT will be discharged/ refunded as promptly as possible but not later than **30 days** after the decision of the commercial bid is taken.

c) The successful bidder's EARNEST MONEY DEPOSIT will be **converted towards part of Performance security and will be released as per clauses of Performance Security.**

d) **Bidders who are not declared technically qualified after Technical evaluation, their EMD shall be returned within a week.**

e) The EARNEST MONEY DEPOSIT shall be forfeited for following reasons:

1) If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form ;

2) or in case of a successful Bidder, if the Bidder fails:

a) to sign the Contract; or

b) to furnish the performance security as per Annexure-18

3) No exemption for submitting the EMD will be given to any agency including SSI Units.

5.2.8. Period of Validity of Bids

a) Bids shall be valid for 180 days after the date of bid opening. A Bid valid for a shorter period shall be rejected by The Tendering Authority as non-responsive.

b) In exceptional circumstances, the Tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

c) Bid evaluation will be based on the bid prices without taking into consideration the above changes.

5.2.9. Contents of Envelopes

a) It will be a two Envelope Bid comprising of Technical Bid & Commercial Bid.

b) First envelope shall be marked as Envelope No.1 Technical envelope which contains all the document mention in tender pre-qualification criteria (Instruction to bidder), including the BID document duly signed on all pages.

1) Demand Draft for Earnest Money Deposit ,
2) Technical bid Letter (Annexure-2)
3) Bid Form (Annexure-3) & Technical Details(Annexure-4)
4) Details of company (Annexure-5)
5) Roles & responsibilities Certificate (Annexure-06)
6) Components Offered -BOM (Annexure-08)
7) Compliance evaluation criteria (Annexure-09)
8) Certificate of Conformity (Annexure-12)
9) Self Declaration (Annexure-13)
10) Qualification Related documents.

11) Technical Specifications for Software & Hardware.

12) Sales Tax Registration Certificate.

13) Income Tax Registration Certificate.

14) Audited Balance Sheet, Profit & Loss Account for last three years at least.

15) Manufacturer's Authorization Certificate. (Annexure-11), if the bidder is not a manufacturer.

16) Companies/Society/Partnership Registration Certificate or MOU in case of Consortium.

17) Application development, deployment and rollout plan.

18) Hardware deployment plan.

19) Crisis Management Plan

20) Schedule for stationing of manpower at various locations.

21) Proof of having Investible funds of requisite amount of Rs. 5 Crore as the case may be. (Annexure-19)

22) Details of experience and past performance of the Bidder.

23) Experience certificate in terms of documents handled.

24) Certificate that, pricing is as per the specifications

25) Bidders Authorization Certificate. (Annexure-10)

26) HR Statements (Annexure-14-16).

27) Time Schedule Form (Annexure-17).

Note:- All the document should be placed only in this (as listed in this clause) order and an index be provided separately.

c) Second envelope shall be marked as envelope No.2 "Commercial Envelope" which contains only price schedule in the prescribed proforma in Annexure-20.

Note:- 1 **The bid will be summarily rejected if all the documents mentioned above are not enclosed in technical bid**.

2 **All supporting documents must be clearly visible, readable.**

5.2.10. Signing of Bid:-

The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be supported by written irrevocable power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initiated by the person or persons signing the bid. Any interlineations, erasures or overwriting shall be valid only if they are signed by the person or persons signing the bid.

5.3. SUBMISSION OF BIDS

5.3.1. Sealing and Marking of Bids

a) The Bidders shall seal the envelope No.1 Technical envelope and envelope No.2 Commercial envelope in separate inner envelopes, duly marking the envelopes as "envelope No.1, Technical Envelope" and "envelope No.2 Commercial Envelope". Both these envelopes shall then be placed in an outer envelope. The outer envelope should also be addressed to:

INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMPS,
11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur, Chhattisgarh - 492006

b) The inner and outer envelopes shall:

i.) be addressed to :

INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMPS,
11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur, Chhattisgarh - 492006

ii.) Bear the words "Supply of Application Software, Computer Hardware, Manpower & Services on Build-Operate & Transfer Basis.

c) Both the inner envelopes shall indicate the name and address in full of the Bidder to be returned unopened in case it is declared "late".

d) If the outer envelope is not sealed and marked. "THE TENDERING AUTHORITY" will assume no responsibility for the Bid's misplacement or premature opening.

e) Telex, cable or facsimile or emailed bids will be rejected.

f) The bid is to be submitted in the Tender Box placed in the office of IGR in room as per details as given below:-

Sr. Accounts Officer,
O/o Inspector General of Registration & Superintendent of Stamps
11-New Tilak Nagar, Awanti Vihar, Telibandha, Raipur,
Chhattisgarh - 492006

5.3.2. Deadline for Submission of Bids

a) Bids must be received by "THE TENDERING AUTHORITY" at the address, not later than the time and date specified in the Invitation for Bids (Section I). In the event of the specified date for the submission of Bids being declared as a holiday for "THE TENDERING AUTHORITY", the bids will be received up to the appointed time on the next working day.

b) "THE TENDERING AUTHORITY" may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of "THE TENDERING AUTHORITY" and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

c) Any delay due to postal/courier or transit shall not be entertained.

5.3.3. Late Bids

a) Any bid received by "THE TENDERING AUTHORITY" after the deadline for submission of bids prescribed by the Tendering Authority, will be rejected and/or returned unopened to the Bidder.

5.3.4. Withdrawal of Bids

The Bidder may withdraw its bid after the submission, provided that written notice of the withdrawal is received by "THE TENDERING AUTHORITY" prior to the deadline prescribed for submission of bids.

a) In case the Bidder wants to withdraw the Bidder's withdrawal notice shall be prepared, sealed, marked and dispatched to the Tendering Authority in original.

b) No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval shall result in the Bidder's forfeiture of its bid security.

5.4. BID OPENING AND EVALUATION OF BIDS

5.4.1. A three-stage procedure will be adopted for evaluation of proposals, with the pre qualification being completed before the technical evaluation and there after financial proposals being opened and compared.

5.4.2. A consortium of companies duly backed up by an Agreement (to be submitted along with Pre-Qualification bid) is also eligible to participate subject to the following two conditions and satisfaction of the Tender Evaluation Committee during the evaluation of the tender:

a) The lead partner of this consortium shall bje liable for adherence to all provisions of this Agreement.

b) The consortium will draw upon human, technical and other resources of all the members during implementation and maintenance of the IGRS Project. The Technical Bid shall include exact details in this regard, so that a consortium is not artificially created only to improve the score in Technical Bid.

5.4.3. **OPENING OF BIDS BY "THE TENDERING AUTHORITY"**

a) "THE TENDERING AUTHORITY" will open all bids as per schedule mentioned in clause 7 of Section-1 (Invitation of Bid).

b) If all the documents mentioned in section 5 are not enclosed in **technical envelope** the tender will be summarily rejected.

c) After the opening of technical envelopes the evaluation committee may go in for site inspection to have a look at the set up at the bidders place or at the site of manufacturer. Only if he passes the technical scrutiny and site inspection, then he becomes eligible for the commercial bid.

d) If on site inspection it is found that the documents submitted by the bidder are not compatible with the actual situation at site, or if the document supplied by the bidder are found to be fraudulent or misrepresenting the facts then, it will render the bidder ineligible for participating in the tender process.

e) The decision of the Tender Committee in this regard will be final and binding on the bidder and can not be challenged.

f) The dates for opening of the **commercial bid** will be announced after the opening of technical bid and completion of technical scrutiny and site visit (if any).

g) The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the Tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.

h) The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite EMD(bid security) and such other details as "THE TENDERING AUTHORITY", at his discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.

i) Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

j) Bids will be opened in the presence of Tender Committee members whoever are present as well as Bidders' or their representatives who choose to attend on the specified date and time.

5.4.4. Clarification of Bids

During evaluation of bids, "THE TENDERING AUTHORITY" may, at its discretion, ask the Bidder for a clarification of its bid. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

5.5. Evaluation Process

5.5.1. Evaluation Committee

The finalization of tender will be done by the Evaluation Committee.

5.5.2. Evaluation Criteria

OPENING AND EVALUATION OF TECHNICAL BID :-

Technical Evaluation Methodology :- (Annexure-09 & Relevant Certificates)
The following criteria shall be used to evaluate the technical bids:

	Total Score	**100**	
Sr.No.	**Particulars**	**Maximum Marks**	**Corresponding Schedule**
1	The Bidder (Prime) having average annual turnover for three consecutive financial years (FY: 2010-2011, FY: 2011-2012, FY: 2012-2013) will be awarded marks as below >=20 crore = 10 marks >=15 crore but < 20 crore = 9 marks >=10 crore but <15 crore = 8 marks >=5 crore but < 10 crore = 7 marks	10	
2	The Bidder (Prime) will be awarded marks below as per percentage of turnover which is related to IT services from total Turnover for three consecutive financial years (FY: 2010-2011, FY: 2011-2012, FY: 2012-2013) >=80% = 10 marks >=70% but < 80% = 9 marks >=60% but < 70% = 8 marks >=50% but < 60% = 7 mark >=40% but < 50% = 6 mark	10	
3	The Bidder (Prime) having positive net worth of Rs 10 crore for each of the three consecutive years in the period FY: 2010-2011, FY: 2011-2012, FY: 2012-2013 will be awarded marks as below >=40 crore = 10 marks >=20 crore but < 40 crore = 8 marks >=10 crore but < 20 crore = 6 marks	10	
4	The Bidder (prime) having IT professionals(ITPs) with prior experience of more than 2 years in software development as on 31st March 2013, will be awarded marks as below >=200 ITPs = 10 marks >=100 ITPs but < 200 ITPs = 8 marks >=50 ITPs but < 100 ITPs = 6 marks	10	
5	The Bidder (Prime or Consortium Partner) must have experience in successfully completing project for atleast two Citizen centric IT service with government/PSUs in last 5 years in India will be awarded marks as below. >3 projects = 10 marks 3 projects= 8 marks 2 projects = 6 marks.	10	

6	The Bidder (Prime or Consortium Partner) must have experience in successfully **completing project for Registration Department** with any state government in last 5 years in India will be awarded marks as below No of Projects = 5 projects = 10 marks No of Projects = 4 projects = 8 marks No of Projects = 3 projects = 6 marks No of Projects = 2 projects = 4 mark No of Projects = 1 projects = 2 mark	10	
7	The Bidder (Prime or consortium) shall have experience of development of software & experience of supply & maintenance of server/storage last 3 years as on 31st March 2013. A maximum of 3 Data Centre projects will be awarded full marks. No of projects >=3 = 10 marks No of projects =2 = 8 marks No of projects =1 = 4 marks	10	
8	CMMi Level 3 (6 marks) CMMi Level 5 (10 marks)	10	
9	Bidders' Capability: Should have experience on scanning and digitization of 5 Lakh pages in 3years out of one project for Govt./PSU in India >10 Lakh : 10 marks >7 lakh to <=10 Lakh pages: 8 marks 5 lakh to <=7 lakh pages : 4 mark	10	
10	The Bidder (Prime or consortium) shall have experience of manpower outsourcing in last 3 years as on 31st March 2013. Marks will be awarded as below:- No of Manpower >400 = 10 marks No of Manpower >=300 = 8 marks No of Manpower >=200 = 6 marks	10	

Note:

1) The bidder should submit copy of work order and completion certificate from the client /client certificates mentioning the progress of the project as a proof of the projects they mention in the bid response The bidder should provide certificates as mentioned in the Pre-Qualifications for the technical evaluation requirements.
2) The bidder must also submit all the documents in support of claim for technical bid evaluation.
3) All the bids scoring 50 and above will be qualified for commercial bid opening.

5.5.3. OPENING AND Evaluation of Commercial Bids

1) The commercial bids of only those bidders, who have scored at least 50% marks in technical bid evaluation process, will be considered for commercial bid evaluation.
2) The Commercial Bids will be opened, in the presence of Bidders' representatives (Maximum two for each bidder). The Bidder's representatives who are present shall sign a register evidencing their attendance.
3) The Commercial Bid of only technically qualified bidders will be opened. Those technically qualified bidders shall be termed as Substantially Responsive. The decision of the competent authority in this regard shall be final.
4) Bids once submitted cannot be amended.
5) The Commercial Bids will be opened (after the technical evaluation is completed) for those Bidders whose technical bids reach the minimum threshold standards (i.e. 50% marks)
6) The name of Bidder & Bid Prices etc. will be announced at the meeting.
7) **The IGRS shall finalize the Tender & award the Work without any negotiations. (Therefore, the Bidders are advised to make best possible quotations.)**
8) Commercial bids of those bidders who scores minimum 50 in technical evaluation will be opened.

5.5.4. Final Evaluation of Bids

1) **The technically qualified bidder who quotes lowest rate in financial bid will be declared L_1 bidder.**
2) **Note: In case same L1 rates have been quoted by more than one bidder, the bidder whose score in technical bid is higher will be declared L1 bidder.**

5.5.5. Inspections and Tests

The Tendering Authority's right to inspect, test and, where necessary, reject the Goods after the Goods arrival at Project Site.

5.5.6. Area of operation

The bid will be published across the country and the area of operation shall include the entire state of Chhattisgarh and the tender cannot be split into districts / zones, etc. The entire work will be awarded to L1 bidder only.

5.5.7. Tendering Authority's Right to Accept / Reject Any or All Bids

"THE TENDERING AUTHORITY" reserves the right to accept or reject any bid, or to annul the bidding process and reject all bids at any time prior to the award of Contracts, 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 the Tendering Authority's action.

5.5.8. Contacting "THE TENDERING AUTHORITY"

1) No Bidder shall contact "THE TENDERING AUTHORITY" on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If he wishes to bring additional information to the notice of "THE TENDERING AUTHORITY", he should do so in writing. "THE TENDERING AUTHORITY" reserves the right as to whether such additional information should be considered or otherwise.
2) Any effort by a Bidder to influence "THE TENDERING AUTHORITY" in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security amount. (EMD).

5.5.9. Award of Contract

The contract will be awarded to L1 bidder only.

5.5.10. Notification of Awards to the Bidder

Prior to the expiry of the period of the bid validity, "THE TENDERING AUTHORITY will notify the successful bidder in writing. The bidder will confirm the same and his acceptance to enter into agreement in writing within 7 days.

5.5.11. Signing of Contract

1) At the same time as "THE TENDERING AUTHORITY" notifies the successful Bidder that his bid has been accepted, the Tendering Authority will send the bidder the Contract Form provided by this office.

2) Within 15 days of receipt of the Contract Form/agreement, the successful bidder shall sign the contract and return it to the The Tendering Authority.

Note: -

The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the contract/agreement. If the bidder refuses to accept the award within one week and disinclines/or neglects the signing the contract agreement and does not offer to sign the agreement immediately after one week of receipt of letter of intent and does not sign the contract agreement within a fortnight, the Govt. of CG / or IGR shall forfeit the EMD (Bid security) of the bidder & shall also impose on the erring bidder & the consortium partner the penalty of blacklisting for Two (2) years.

5.5.12. Extension of Contract

1) The contract period is for five years.

2) After the term of this contract the Tendering Authority may consider, granting an extension to the same agency for two years or may terminate the contract & call for fresh Tenders.

3) In case of termination of contract the agency will hand over the entire infrastructure to the representative of IGR.

5.5.13. Corrupt or Fraudulent Practices.

1) The Tendering Authority requires that the bidders/Bidders/ contractors under this tender, observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, "THE TENDERING AUTHORITY" :

2) Defines for the purposes of this provision, the terms set forth as follows:

a) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and

b) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or a execution of a contract to the detriment of the The Tendering Authority, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the The Tendering Authority of the benefits of the free and open competition;

3) Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

4) Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

5) The past performance of the bidder will be cross checked if necessary. If the facts are proven to be dubious the bidders tender will be ineligible for further processing.

Integrity Pact will be signed by the successful Bidder & Tendering Authority as per Annexure-22.

5.5.14. Interpretation of the clauses in the Tender Document / Contract Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, "THE TENDERING AUTHORITY'S" interpretation of the clauses shall be final and binding on all parties.

5.5.15. The decision taken by the Tendering Authority in the process of Tender evaluation will be full and final.

Section-6
(General Conditions of contract)

- Performance Standards
- Service Level Standards :-
- Process Flow:
- Features of The applications:
- special Features
- SLA (SERVICE LEVEL AGREEMENT)
- Use of Contract Documents and Information
- Patent Rights
- Performance Security
- Delivery and Documents
- Transportation
- Incidental Services
- Payment
- Change Orders
- Delays in the BIDDER's Performance
- Penalty Clause
- Termination for Default
- Force Majeure
- exit management
- Ownership of Equipment
- Governing Law
- Jurisdiction of Courts
- Waiver
- Modification
- IT Act 2000
- Termination for Insolvency
- Resolution of Disputes
- Taxes and Duties
- Binding Clause
- Support Manpower:

GENERAL CONDITIONS OF CONTRACT
SERVICE LEVEL STANDARDS

6.1. Performance Standards

This factor covers the maintenance standards, the up-gradation standards and service level standards as defined in subsequent paragraphs/ clauses in this bid document.

About Supply of Application software, Computer Hardware & Services on Build-Operate-Transfer Basis - State Wide Roll Out

The Inspector General of Registration and Superintendent of Stamps, Government of Chhattisgarh, invites sealed Technical and Commercial Bids on behalf of Government of Chhattisgarh for Supply and Implementation of Software for computerization of the Department. This assignment shall include Development, Customization, Implementation and Deployment of Application Software, Training, Setup and Maintenance of Data and also, Supply, Installation and Commissioning of all necessary Hardware and Maintenance of same, Establishment of Citizen support services.

6.2. Service Level Standards :-

6.2.1. The BOT OPERATOR has to meet the service level norms failing which the contract is liable to be penalized or cancelled.

6.2.2. After receipt of document for registration, 30 minutes turnaround time for Registration This time will include only the computerization process.

6.2.3. Provide, install, integrate and commission requisite hardware and software at all the locations to ensure minimum downtime.

6.2.4. Installing, updating software patches, antivirus updates for all the software installed on the servers, desktops, network equipments without any extra cost.

6.2.5. Provide desired connectivity for all the project locations to ensure minimum downtime.

6.2.6. Provide quality consumables like branded CDs, backup media, paper, toners etc. Avoid usage of low quality consumables.

6.2.7. Providing immediate backup resources (BOT OPERATORs, system/network administrator, project manager, database administrators etc.) in case of absence.

6.2.8. Maintaining uptime of at least 99.9% for servers. (As per SLA)

6.2.9. Maintaining uptime of 98% at Sub Registrar, DR and IGRS office (As per SLA)

6.2.10. Maintenance of the machines and IT infrastructure.

6.2.11. Changing the spares when they become faulty.

6.2.12. Locate, resolve and repair technical faults

6.2.13. Housekeeping of all hardware

6.2.14. Ensuring uninterrupted power supply to all machines during working hours.

6.2.15. Ensure uninterrupted power supply

6.2.16. Batteries of UPS should be maintained and serviced as per the specifications or directions. They should be completely replaced with new batteries immediately after expiration of its warranty period.

6.2.17. Any other task to keep the system functional

6.2.18. Development of Web Portal for registration System as required.

6.2.19. Web Portal/Application Software maintenance & installation of updates and patches as and when required.

6.2.20. Identify software related problems such as run time error, viruses etc, and reload the machines with software.

6.2.21. The BOT OPERATOR must provide sufficient number of machines and BOT OPERATORs to carry out daily operational requirement & compliance of service level standards.

6.2.22. Data backup (Incremental) daily, monthly, and annually on media, in encrypted form. BOT OPERATOR shall ensure the backup to be recoverable and restorable as and when required

6.2.23. The BOT OPERATOR has to maintain back up register on daily basis.

6.2.24. Depute technical manpower as per requirement.

Note: -

1) Please note that the successful bidder has to submit the duly signed SLA. SLA will be drafted by the IGRS and will be provided to the selected bidder later at suitable point of time.
2) Document Handling means every document which comes to the Sub-Registrar, all the steps in terms of registration scrutiny etc are carried out on the PC and the document is achieved in image format
3) Service provider should come up with a Comprehensive solution as defined in the Scope of Work. The work will not be allotted in piecemeal. Bidders providing for part services / activities will not be considered

6.3. Process flow of the Registration Process

6.3.1. The person(s) requiring registration of document comes to the Registration office with an executed document along with input form/barcode print and receipt of e-Stepin if he has booked timeslot through internet for registration.

6.3.2. He will then handover the original document & sit in the visitor's area waiting for his turn to come.

6.3.3. The document is placed serially on S.R.'s table who does the physical scrutiny to determine type of article and its input form/barcode print is placed on the clerk's table who does the data entry/auto scrutiny on the PC, checks for valuation, calculates fees with the help of the manpower provided by the agency and then passes on the document to the SR. The SR does the physical scrutiny of papers, collects/verifies duty/fee payments, generates and issues fee receipt, takes thumb impression & photographs on the digital equipments with the help of the agency's manpower, gives computerized order for all the 4 stamps (electronic watermarks), generates printouts, puts signature & then generates the 5^{th} stamp.

6.3.4. The clerk sends the entire document for scanning which shall be done by the BOT operator.

6.3.5. The document is scanned & returned to the person(s) after taking the signature of the person(s).

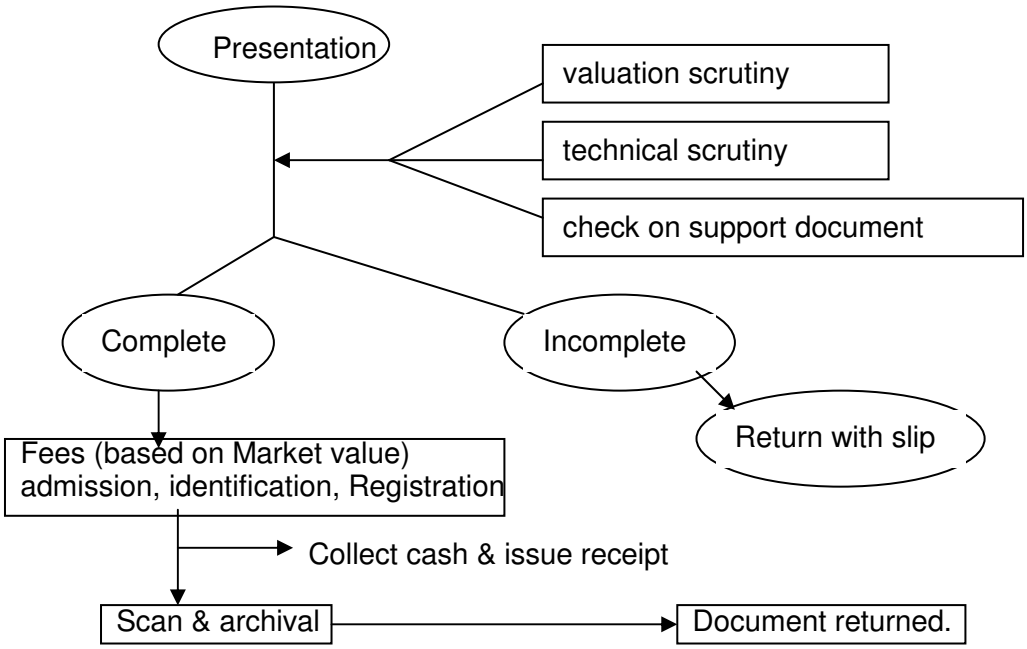
6.3.6. A print out of scanned document and thumb print shall be generated, signature of the parties as well as the SR will be affixed on it to be preserved as Office copy of the document.

6.3.7. System shall have an option to pay remaining stamp duty if required.

6.3.8. SR shall have option to forward the application for spot inspection or refer to DR if any issues with deed document/ stamp duty etc. come up as per the provisions of Stamp & Registration Act

6.3.9. After completing registration, system shall be generating unique Registration Number, ROR (Record of Right) and de-activating the E-Stamp ID used if any, for the particular registration.

6.3.10. The final registered deed is sent to the central server with Optical watermarking engine. This engine shall emboss the Invisible OWM (Optical watermark) on the document that needs to be printed.



Stepwise details of Registration process

Sr.No.	Steps	Time reqd. (Mins.)
1.	Presentation	2.00
2.	Technical scrutiny & check on support document	2.00
3.	Party description (6 parties)	4.00
4.	Valuation & stamp duty calculation	2.00
5.	Receipt generation	1.00
6.	Admission	1.00
7.	Identification	2.00
8.	Thumb print & Photo capture (electronically)	5.00
9.	Registration & summary sheet Generation	1.00
10.	Scanning & Incidental services	10.00
	Total	**30.00**

In case of Return slip generation 1 minute.

6.3.11. "**No-acceptance of under valuation and Stamp Duties":**

- System shall be maintaining all the guideline and sub-clauses data. Maker shall be entering the data and checker shall be verifying and approving the same.
- System shall be maintaining all the instruments and exemptions pertaining to all the deed types. Maker shall be entering the data and checker shall be verifying and approving the same.

- System shall also provide an option for generation average Guideline data based on which; the new guideline data can be structured.
- This data shall be used for doing market valuation of the property and the Stamp Duty/Registration Fee shall be calculated.
- Market value of a property shall be calculated based on the property details as entered, There can be two cases:
    1. System shall not accept stamp duty that is calculated based on Market value, however system may allow (if SR permits) to have lesser Consideration amount but stamp duty paid shall be equivalent to be the amount that is derived using Market value.
    2. Incase the party wants to give less stamp duty, system shall have option to visit DR for adjudication and then SR shall accept the lower stamp duty also irrespective of the system calculated stamp duty based on market value.
- **If at any stage it is found that the stamp duty calculated by system is lower and due to this error the Registration department is at loss. The entire loss will be borne by the BOT operator if fault is due to their software & system configuration.**

6.3.12. "Reducing fraudulent transactions":

The following features in the system shall reduce fraudulent transactions:

- Unique Registration ID is maintained in the system.
- Provide for unique E-Stamp code is maintained in the system and DRS officials can always check if the E-Stamp is activate/ deactivated or doesn't exist. Hence even a copy of document containing E-Stamp can be checked for genuineness as and when the system of e-stamping is introduced.
- IGRS officials shall have to use the biometric device to enter their thumb impression and that shall be verified by the system. Only after verification, the officials shall be granted access to the application.

6.3.13. "ID Check of Citizens":

- Any individual or registered user when requesting for a specific service that requires his/her presence in the department; then the verification shall be done against the person's identity as mentioned in the application form (for any particular service requested) or as mentioned in his/her account details. This information can be Passport ID/ Driver's License/ Ration Card/ Voter's ID Card/Adhaar Card.

6.4. Features of The applications

6.4.1. Website Portal:

1) System shall provide an option for citizens to become registered users of the IGRS application and there by citizens shall be able to access all the information about IGRS Acts/ Rules/ Notifications, download various application forms/ draft deeds, guideline data, do market valuation, initiate registration application, IGRS updates etc.

2) System shall provide a configurable website portal that can be administered by webmaster for carrying out the required changes/ additions as and when required.

6.4.2. Document Search:

1) System shall provide the provision for searching the registered documents.
2) System shall have the provision for configuring searchable documents.

6.4.3. Intimation of Transaction:

1) System shall provide a provision where any registered user can subscribe for receiving alerts by SMS/ mail for any transaction after paying the requisite fee.
2) System shall have the provision for configuring which all services/ transaction can be intimated to the user.

6.4.4. Certified copy of Registered Document/No-encumbrance certificate:

System shall provide a provision for getting the certified copy of registered document/ no-encumbrance certificate.

6.4.5. Caveats/ Charges:

System shall provide an option that an individual (holding valid document containing any caveat/ charge/ stay order) can approach the SR office and get the charges/ caveats/ stay order flagged for a given property.

6.4.6. Property Locking:

System shall provide a facility to property owners to lock their property from being sold using any Power of Attorney, which may or may not be awarded by the owner. The Property owners shall visit the SRO with an application and after appropriate verification the SR shall put the restriction on property in the system.

6.4.7. E-Stamps:

1) System shall provide an option for E-Stamps instead of physical stamps for registration of mandatory and optional documents (E-Stamps shall not be issued out of system without initiating any registration process and completion of the same).
2) System shall provide an option for E-Stamps instead of physical stamps for affixing stamps to the documents that shall not be registered.
3) System shall provide complete security features for safeguarding the E-Stamps .

6.4.8. Guideline/ Sub clauses:

1) System shall provide the provision for managing guideline data in the system that shall cover all the rates applicable in State.
2) The entry of the guideline data shall be performed using pre-defined forms in the system.
3) Reusability of previous year's guideline data (e.g. Average of guideline data)
4) System shall provide the provision for managing sub-clauses/ provision data as applicable in State.
5) The entry of the sub-clauses/ provisions shall be performed using dynamic entry screen that shall provide the flexibility for editing/ removing/ adding a new sub-clause/ provision with relevant calculations.

6.4.9. Market Valuation:

1) System shall provide the provision for evaluating the market value of a given property based on the pre-defined guideline/sub-clause/provision data available in the system.
2) System shall provide the provision for entering the exemptions criteria and the same shall be utilized while evaluating the market value of a given property.

3) System shall not accept stamp duty that is not calculated based on Market value, however system may allow (if SR permits) to have lesser Consideration amount but stamp duty paid shall be equivalent to the amount that is derived using Market value.

4) In case the party wants to give less stamp duty, the system shall have option for SR to send the case to Collector or Stamps (DR) for applying for adjudication and after approval SR shall accept the lower stamp duty also irrespective of the system calculated stamp duty based on market value.

6.4.10. Registration:

1) System shall have the provision for handling all types of deed documents that may come for registration and shall handle all the exceptions that may arise.

2) System shall provide various stages where SR shall be able to check the completeness of registration requirements and proceed as required (SR shall complete the process or may stop the process due to time-barred/ insufficient stamp duty etc after selecting an appropriate reason).

3) System shall have the provision for selecting the registration application automatically for spot inspection before or after registration as required.

4) System shall have an option of linking all the registrations/ transactions for a given property. This shall help maintain history of transactions for a particular property.

5) System shall maintain Unique Registration Numbers in a user friendly format.

6.4.11. Data Entry & scanning facility for registered documents :

1) System shall provide an option for entering the data of the old registered documents after scanning the same and entering the vital details of the documents.
2) The documents thus entered shall be available for document search and shall be maintained as transaction history for a given property.

6.4.12. Payments:

System shall provide the provision for accepting challan / cash/ credit limit/ online payments (registered user/ service provider/ SRO/ DRO/ HO).

6.4.13. Audit/ Inspection:

1) System shall provide the provision for creating, maintaining and tracking of all the Audit and Inspection reports with the required work-flow.
2) System shall provide generation of various Audit/ Inspection reports as required by the department.

6.4.14. Case Monitoring:

1) System shall provide the provision for creating, maintaining and tracking of all the Stamp Cases and RRC.
2) System shall provide various Case related reports as required by the department.

6.4.15. Reports:

System shall provide various reports like Market Trend reports, Revenue Reports, MIS Reports etc.

6.5. Special Features:

6.5.1. Invisible Optical Watermarking:

a. System shall embed Invisible Optical watermark (IOWM) on all the registered documents that are printed once the registration is completed. This would help identify the genuine copy from a scanned/ photocopied copy of document.

b. This process shall be carried out by the Optical Watermarking Engine integrated with the central database.

6.5.2. 2D-Barcode:

System shall generate a 2D-Barcode to help enhanced security for Registered Documents and E-Stamps.

6.5.3. Record of Right (ROR):

Unique ROR number will be generated for each property registered through the new Application. This is retained for all future transactions of the property. On splitting of property same ROR number is maintained with a suffix.

6.5.4. DMS (Document Management System):

1) System shall have an integrated DMS where all the scanned documents are stored and indexed. This provides faster search and most efficient document management.
2) DMS shall also provide an option for configuring any required workflow as the need may be.

6.5.5. Bio-Metric Devices:

System shall authenticate IGR officials' login by using thumb impression (Bio-Metric Device) will be provided by BOT operator.

6.5.6. The following section provides an outline of the new system to be replicated in the entire State :

1) The party hands-over the Document/ Deed to SR/ Reader, from where it goes for verification. After it has been verified, the computer BOT OPERATOR enters the details of the document into the system if public data entry has not been done by the party.

2) The BOT OPERATOR generates computerized evaluation report which contains details of property, stamp duty, registration fees, etc. The BOT OPERATOR hands over document/ deed & evaluation report to the Reader for verification purpose.

3) Upon receipt of evaluation report and document from BOT OPERATOR, the Reader verifies it & if found correct, then the Reader signs the evaluation report and hands it over to the BOT OPERATOR. The fees is accepted from the applicant and then the BOT OPERATOR generates the Cash Receipt.

4) Upon receipt of evaluation report and document from Reader, BOT OPERATOR prints 2 copies of cash receipt. One copy of receipt is handed over to the applicant, while second copy is retained for official record purpose.

5) The Sub Registrar calls both the parties and verifies the details. He / She then proceeds to register the document/ deed. Photograph and left hand thumb impression of the executants and preferably the claimant (s) and finger print Left Hand Thumb impression of the witnesses as well is taken in the presence of the registrar using web camera and biometric device.

6) BOT OPERATOR prints the following endorsements on the document/ deed

- Presentation Detail
- Fee Details
- Witnesses
- Registration Under relevant Section

7) Sub Registrar signs the endorsement & the document/ deed is registered.

8) Document/ deed is scanned and archived by the computer BOT OPERATOR

9) Print out of the scanned document shall be generated and handed over to SR for signature of parties and registering officer.

10) The citizens then collect their document/ deed from the delivery counter.

6.6. SLA (SERVICE LEVEL AGREEMENT)

The purpose of the Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Successful bidder to the IGR during the duration of this contract. The IGR shall conduct periodical/ regular review of the performance of the services being provided by the successful bidder to validate the effectiveness of the signed SLA. The SLA will be as per Tender Document.

6.7. Use of Contract Documents and Information

6.7.1. The Bidder shall not, without the Tendering Authority's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Tendering Authority in connection therewith, to any person other than a person employed by the Bidder in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

6.7.2. Any document, other than the Contract itself, shall remain the property of the Tendering Authority and shall be returned (in all copies) to the Tendering Authority on completion of the Bidder's performance under the Contract if so required by the Tendering Authority.

6.7.3. The Bidder shall permit the Tendering Authority to inspect the Bidder's accounts and records relating to the performance of the Bidder and to have them audited.

6.8. Patent Rights

The Bidder shall indemnify the Tendering Authority against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

6.9. Performance Security

6.9.1. The proceeds of the performance security shall be payable to the the Tendering Authority as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.

6.9.2. The Performance Security shall be denominated in Indian Rupees and shall be in the following form:-

1. A Bank guarantee issued by a nationalized/scheduled bank located in India the the Tendering Authority, in the form provided in the bidding documents.

6.9.3. Within 15 days of the receipt of notification of award from "THE TENDERING AUTHORITY", the successful bidder shall furnish the performance security in accordance with the Conditions of The Contract, in the performance security Form provided in the bidding documents in the proforma prescribed in Annexure-18.

6.9.4. The validity of the Performance Security will be for a period of TEN years.

6.9.5. The Performance security should be issued and sent to IGR office by registered post by the concerned bank. The performance security will not be accepted by hand.

6.9.6. Performance Security will be Rs. 1,00,00,000/-(Rupees one Crore). **(No relaxation to anybody including SSI Units).**

6.9.7. The Performance Security will be forfeitable for non-performance

6.10. Delivery and Documents

Delivery of the Goods shall be made by the Bidder in accordance with the terms specified by The Tendering Authority in the Notification of Award.

6.11. Transportation

Where the Bidder/Bidder is required under the Contract to transport the goods to a specified place of destination within India or Chhattisgarh defined as Project site, transport to such place of destination in India or Chhattisgarh including insurance, as shall be specified in the Contract, shall be arranged by the Bidder, and the related cost shall be included in the Contract Price.

6.12. Incidental Services

The Bidder is required to provide the following services, including additional services, if any.

6.12.1. performance or supervision of the on-site assembly and/or start-up of the supplied Goods;

6.12.2. furnishing of tools required for assembly and/or maintenance of the supplied Goods;

6.12.3. furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods;

6.12.4. Performance or supervision or maintenance and/or repair of the supplied Goods, for the period of time mentioned in the Tender notification.

6.13. Payment

6.13.1. The payments will be done to the agency on monthly basis.

6.13.2. Payment will be worked out on the basis of per printed page per document.

6.13.3. Any penalties imposed on the agency for non-performance will be deducted from the payments.

6.13.4. All taxes deductible will be deducted at source as per the prevalent rules & regulations at the time of making payments to the Bidder during the billing cycles.

6.13.5. The charges will be collected by Sub-Registrar.

6.13.6. The monthly bills will be submitted by the agencies to the Office of the Inspector General of Registration RAIPUR who will in turn release 100% of the payment after deduction of taxes due, within 10 days from the date of such submission. It will be mandatory to submit the bill by the 10th of every month. If bill is not submitted within time a penalty of 5 % will be deducted from the bill for delay in submission of bill.

6.13.7. It is binding on the agency to which the work will be allotted to complete the Registration process within 30 minutes. In case of delay, the agency will be penalized proportionately. The amount of penalty will be adjusted against the amount payable to the agency per month & the net payment will be made to the agency. The amount of penalty will as per penalty clause. The track of delay shall be kept by application software.

6.14. Change Orders

6.14.1. The Tendering Authority may at any time, by written order given to the Bidder, make changes within the general scope of the Contract in any one or more of the following :

1) drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the The Tendering Authority;

2) The place of delivery; and/or

3) The Services to be provided by the Bidder under mutual agreement.

4) The Quantity of goods to be supplied & or the locations of supply.

6.15. Delays in the BIDDER's Performance

6.15.1. Delivery of the Goods and performance of the Services shall be made by the Bidder in accordance with the time schedule specified by the The Tendering Authority.

6.15.2. If at any time during performance of the Contract, the bidder should encounter conditions impeding timely delivery of the Goods and performance of Services, the Bidder shall promptly notify the Tendering Authority in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Tendering Authority shall evaluate the situation and may, at its discretion, extend the Bidder's time for performance with or without a penalty, in which case the extension shall be ratified by the parties by amendment of the Contract.

6.15.3. The bidders shall read & understand the requirements thoroughly & shall adhere to the schedule strictly. The supply, installation & commissioning of Hardware & software at all locations shall be completed within stipulated time after the Tendering Authority notifies the successful Bidder in writing. The successful bidder is to ensure that the entire setup is fool proof and all the sites are up as per schedule.

6.16. Penalty Clause

6.16.1. If the Bidder is not executing the contract to the satisfaction of the tendering authority, then he may invoke any or all of the following clauses,

(a) Impose a penalty of 5% of the price of the undelivered goods or unperformed services.

Or

(b) Forfeit performance guarantee amount

Or

(c) Terminate the contract without giving any notice

6.16.2. **Service Levels for System Uptime**

System uptime of for SR & other Nodes should be maintained by the bidder. In case the system or network is down the following penalties will be levied on the bidder for the same

a) Service Levels for implementation at SRO, DRO & IGRO:

Service Category	Delivery Period	Penalty
Network Availability/Setting up of connectivity of all offices with Central Server/Data Centre	8 weeks	5% per week can be calculated as: = (Unit cost) X (No. of units where the deployment, installation and commissioning is delayed beyond specified period) X (5% per week)

b) In case the uptime for Network is less than the prescribed standard the following penalties will be levied.

Service Category	Penalty
uptime between 98% to 95% in one month.	Warning will be issued.
uptime between 95% to 90% in one month.	1% of the total amount due in the month
uptime between 90% to 80% in one month.	2% of the total amount due in the month

c) In case the average document registration process is not completed within the stipulated time penalties will be levied

Service Category	Penalty
Average document registration process between 31Min to 35 Min	5% of the total amount due in the month
Average document registration process between 36Min to 40 Min	10% of the total amount due in the month
Average document registration process between 41Min & above	20% of the total amount due in the month

d) In case the system or network is down for one day or above the following penalties will be levied on the bidder for the same

Service Category	Penalty
Computerised Registration activities halted for 1 day	5% of the total amount due corresponding to documents pending due to halt.
Computerised Registration activities halted for >1 days and <3 days	7% of the total amount due corresponding to documents pending due to halt.
Computerised Registration activities halted for >3 days and <7 days	10% of the total amount due corresponding to documents pending due to halt.
Computerised Registration activities halted for >7 days	15% of the total amount due corresponding to documents pending due to halt.

e) The daily Registration data and Scanned copy of the registration document should be uploaded to the server preferably before the start of operations of the next working day. In case the network is down or due to other circumstances, the bidder is not able to do so; he can upload the same 'offline' within 3 days. Beyond such cases, the following penalties will be levied on the bidder:

Service Category	Penalty
Registration data & Scanned document not uploaded beyond 3 days (>3 days but less than 7 days)	5% of the total payment of the day
Registration data & Scanned document not uploaded beyond 7 days (>7 days but less than 15 days)	10% of the total payment of the day
Registration data & Scanned document not uploaded beyond 15 days (>15 days)	20% of the total payment of the day and additional 2 % for every day

6.17. EXIT MANAGEMENT :-

6.17.1. Purpose

- This clause sets out the provisions, which will apply on expiry or termination of the contract with successful bidder (hereinafter referred to as vendor in this section).
- The exit management period starts 3 months before the expiry of contract or in case of termination of contract, the date on which the notice of termination is sent to the vendor. The exit management period ends on the date agreed upon by the department or one year after the beginning of the exit management period, whichever is earlier.
- The Parties shall ensure that their respective associated entities, authorized representative of or its nominated agencies and the vendor carry out their respective obligations set out in this Exit Management Clause.

6.17.2. Cooperation and Provision of Information During the exit management period:

- The vendor will allow IGR or its nominated agencies access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered.
- Promptly on reasonable request by the IGR or its nominated agencies, the vendor shall provide access to and copies of all information held or controlled by it, which have prepared or maintained in accordance with the contract. IGR or its nominated agencies shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The vendor shall permit the department or its nominated agencies and/or any Replacement vendor to have reasonable access to its employees and facilities as reasonably required to understandthe methods of delivery of the services employed by the vendor and to assist appropriate knowledge transfer.

6.17.3. Confidential Information, Security and Data

1) The vendor will promptly on the commencement of the exit management period supply to the IGR or its nominated agencies the following:

   a. Information relating to the current services rendered and performance data relating to the performance in relation to the services; and

   b Documentation relating to Intellectual Property Rights; and

   c. IGR data and confidential information; and

   d All current and updated departmental data as is reasonably required for purposes of the IGR or its nominated agencies transitioning the services to its Replacement vendor in a readily available format; and

   e. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable IGR or its nominated agencies, or its Replacement vendor to carry out due diligence in order to transition the provision of the Services to the IGR or its nominated agencies, or its Replacement Vendor (as the case may be).

2) Before the expiry of the exit management period, the Vendor shall deliver to the department or its nominated agencies all new or up-dated materials from the categories set out in point (1) above, and. shall not retain any copies thereof

3) Before the expiry of the exit management period, unless otherwise provided under the contract, IGR or its nominated agency shall deliver to the vendor all forms of vender confidential information. Which is in the possession or control of IGR or its nominated agencies or its users.

6.17.4. Employees

- Promptly on reasonable request at any time during the exit management period, the Vendor shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to department or its nominated agencies a list of all employees (with job titles) of the Vendor dedicated to providing the services at the commencement of the exit management period.

- To the extent that any Transfer Regulation does not apply to any employee of the Vendor, the department or its nominated agencies, or its Replacement Vendor may make an offer of employment or contract for services to such employee of the Vendor and the Vendor shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the department or its nominated agencies or any Replacement Vendor.

6.17.5. Transfer of certain agreements

On request by IGR or its nominated agencies, the Vendor shall effect such assignments, transfers, innovations, licenses and sub-licenses as IGR may require in favor of IGR or its nominated agencies,, or its Replacement Vendor in relation to any equipment lease, maintenance or service provision agreement between Vendor and: third party lessors, vendors, or Vendor, and which are related to the services and reasonably necessary for the carrying out of replacement services.

6.17.6. Right of Access to Premises

- At any time during the exit management period, where Assets are located at the Vendor's premises in relations to this project, the Vendor will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third parts premises, procure reasonable rights of access to) IGR or its nominated agencies, and/or any Replacement Vendor in order to inventory the assets or Assets.
- The Vendor shall also give IGR or its nominated agencies,, or any Replacement Vendor right of reasonable access to the Vendors premises and shall procure the department or its nominated, agencies and any Replacement Vendor rights of access to relevant third' party premises during the exit management period and for such period of time, following termination or expiry of the contract as is reasonably necessary to migrate the services to IGR or its nominated agencies, or a Replacement Vendor.

6.17.7. General Obligations of the Vendor

- The Vendor shall provide all such information as may reasonably be necessary to effect as seamless handover as practicable in the circumstances to IGR or its nominated agencies or its replacement Vendor and which the Vendor has in its possession or control at any time during the exit management period.
- For the purposes of this Clause, anything in the possession or control of any Vendor or associated entity is deemed to be in the possession or control of the Vendor.
- The Vendor shall commit adequate resources to comply with its obligations under this Exit Management Clause.

6.17.8. Exit Management Plan

1) The Vendor shall provide to IGR or its ruminated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the SLA and scope of work.

   a) A detailed program of the transfer process that could be used in conjunction with a, Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer, and

   b) Plans for communication with such Of the Vendor's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on department's operations as a result of undertaking the transfer; and

   c) if applicable, proposed arrangements for the segregation of the Vendors networks from the networks employed by IGR or its nominated agencies and identification of specific security tasks necessary at termination; and

   d) Plans for provision of contingent support to the Department or its nominated agencies. and Replacement Vendor for a reasonable period after transfer for the purposes of providing service for replacing the Services.

2) The Vendor shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

3) Each Exit Management Plan shalt be presented by the Vendor to and approved by IGR or its nominated agencies,

4) In the event of termination or expiry of the contract, each Party shall comply with the Exit Management Plan.

5) During the exit management period, the Vendor shall use its best efforts to deliver the services.

6) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.

7) This Exit Management plan shall be furnished: in writing to the IGR or its nominated agencies within 90 days from the Effective Date of the contract.

8) **The plan should include the following: -**

   a) Submission of reports on the history of physical infrastructure / IT hardware / software provided by the Bidder to Department.

   b) Specification of configuration changes (based on the approval of Department) with necessary document proof by the Bidder .

   c) Submission of documentation on the current configuration to Registration Department.

d) Verification and acceptance of documentation with respect to the physical inventory by Department.

e) Co-ordination with the department or replacement agency (if any) for smooth rollout.

f) Parallel run by the department/ replacement agency and the Current vendor for a period of 2 months. The Current vendor has to provide necessary training to the department/replacement agency for smooth takeover of operations.

g) The Current vendor shall transfer in good and working condition, all equipment (without any liability) necessary for the proper and normal operation of the Data center.

h) Any confidential Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to Registration Department, Project's Intellectual Property Rights; any other project data and confidential information related to Registration Department shall be transferred to Registration Department. A due diligence may be carried out by Registration Department on the transition of all the information (including but not limited to documents, records and agreements) relating to the Department to the Registration Department.

6.18. Termination for Default

6.18.1. The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:

a) if the Bidder fails to deliver any or all of the Goods within the period(s) specified in the Contract,

b) if the Bidder fails to perform as per the performance standards.

c) If the Bidder, in the judgment of The Tendering Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

6.18.2. In Circumstances mentioned in a, b, c above the Tendering Authority may exercise the following option:-

a) Ask the agency to leave the Hardware/Software and Furniture in the offices of the Sub-Registrar and terminate the Contract.

6.18.3. In case of premature termination of Contract for no fault of Bidder the Tendering Authority may exercise the following options:-

a) Direct the agency to take back the Hardware and without any additional compensation.
b) Direct the agency to take back the Hardware & pay him the cost of Hardware less the depreciation as per the Income Tax Act / Rules.

6.19. Force Majeure

6.19.1. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wards or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

6.19.2. If a force Majeure situation arises, the Bidder shall promptly notify the The Tendering Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the The Tendering Authority in writing, the Bidder shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure.

6.20. Ownership of Equipment

The Registration Department - shall own the equipment / software and data centre infrastructure, supplied by the VENDOR arising out of or in connection with this Contract. Registration Department shall reserve rights to use the software for any other applications or purpose other than mentioned in this RFP.

6.21. LABOUR WELFARE MEASURES AND WORKMAN COMPENSATION:

It will be the responsibility of the BOT operator to abide by all Labour Laws.

6.22. Governing Law

This Contract shall be governed in accordance with the laws of India.

6.23. Jurisdiction of Courts

The courts of India at Chhattisgarh have exclusive jurisdiction to determine any proceeding in relation to this Contract.

6.24. Waiver

6.24.1. Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.

6.24.2. A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.

6.24.3. The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

6.25. Modification

Any modification of this Contract shall be in writing and signed by an authorized representative of each Party.

6.26. IT Act 2000

Besides the terms and conditions stated in this document, the contract shall also be governed by the overall acts and guidelines as mentioned in IT Act 2000.

6.27. Termination for Insolvency

The Tendering Authority may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the The Tendering Authority.

6.28. Resolution of Disputes

The matter regarding any dispute shall first be sorted out at the level of Inspector General of Registration. If the dispute persists to remain unresolved then it will be entertained, heard & finalized as per the provisions of the Arbitration and Conciliation Act, 1996. For this, The arbitrator will be the Secretary, Commercial Tax (Registration) Department, Govt. of CG. Whose decision will be final and binding. The bidder shall raise this dispute or differences within 30 days from the date of its arising.

6.29. Taxes and Duties

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties as applicable upto the completion of job. Any increase in the rates will not be allowed.

6.30. Binding Clause

All decisions taken by "THE TENDERING AUTHORITY" regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

6.31. Support Manpower:

6.31.1. The agency will be bound to supply support Manpower specified in the Manpower deployment Plan.

6.31.2. All salaries and statutory benefits will have to be borne by the agency & no payments will be made by this office.

6.31.3. In case of absence of any of his employee, the agency should provide alternative person the next day.

6.31.4. The agency should ensure that the behaviour of manpower is decent. The agency will be held responsible for indecent behaviour of manpower, & such employees should be immediately replaced when such matter is reported.

6.32. The Inspector General of Registration, CG, Raipur, reserves the right:-

6.32.1. to vary, modify, revise, amend or change any of the terms and conditions mentioned above; or to reject any or all the tender/s without assigning any reason whatsoever thereof or may terminate the tender process midway without assigning any reason.

6.32.2. The Decision regarding acceptance of Tender by the The Tendering Authority will be full and final.

6.32.3. Conditional tenders shall be summarily rejected.

6.32.4. The Tendering Authority is free to phase out the work if it feels it necessary.

ANNEXURE

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ANNEXURE – 1

List of Consignees with Address

SUB REGISTRAR OFFICE'S		Registration district	Revenue District
1	SUB REGISTRAR OFFICE RAIPUR	RAIPUR	RAIPUR
2	SUB REGISTRAR OFFICE TILDA	RAIPUR	RAIPUR
3	SUB REGISTRAR OFFICE ABHANPUR	RAIPUR	RAIPUR
4	SUB REGISTRAR OFFICE ARANG	RAIPUR	RAIPUR
5	SUB REGISTRAR OFFICE BALODABAZAR	BALODABAZAR	BALODABAZAR
6	SUB REGISTRAR OFFICE KASDOL	BALODABAZAR	BALODABAZAR
7	SUB REGISTRAR OFFICE BILAIGARH	BALODABAZAR	BALODABAZAR
8	SUB REGISTRAR OFFICE SIMGA	BALODABAZAR	BALODABAZAR
9	SUB REGISTRAR OFFICE BHATAPARA	BALODABAZAR	BALODABAZAR
10	SUB REGISTRAR OFFICE MAHASAMUND	MAHASAMUND	MAHASAMUND
11	SUB REGISTRAR OFFICE SARAIPALI	MAHASAMUND	MAHASAMUND
12	SUB REGISTRAR OFFICE RAJIM	GARIYABAND	GARIYABAND
13	SUB REGISTRAR OFFICE DEVBHOG	GARIYABAND	GARIYABAND
14	SUB REGISTRAR OFFICE GARIYABAND	GARIYABAND	GARIYABAND
15	SUB REGISTRAR OFFICE BILASPUR	BILASPUR	BILASPUR
16	SUB REGISTRAR OFFICE KOTA	BILASPUR	BILASPUR
17	SUB REGISTRAR OFFICE MARWAHI	BILASPUR	BILASPUR
18	SUB REGISTRAR OFFICE MASTURI	BILASPUR	BILASPUR
19	SUB REGISTRAR OFFICE BILHA	BILASPUR	BILASPUR
20	SUB REGISTRAR OFFICE PENDRAROAD	BILASPUR	BILASPUR
21	SUB REGISTRAR OFFICE TAKHATPUR	BILASPUR	BILASPUR
22	SUB REGISTRAR OFFICE MUNGELI	MUNGELI	MUNGELI
23	SUB REGISTRAR OFFICE LORMI	MUNGELI	MUNGELI
24	SUB REGISTRAR OFFICE DURG	DURG	DURG
25	SUB REGISTRAR OFFICE DHAMDHA	DURG	DURG
26	SUB REGISTRAR OFFICE PATAN	DURG	DURG
27	SUB REGISTRAR OFFICE BALOD	BALOD	BALOD
28	SUB REGISTRAR OFFICE DONDILOHARA	BALOD	BALOD
29	SUB REGISTRAR OFFICE DALLIRAJHARA	BALOD	BALOD
30	SUB REGISTRAR OFFICE GURUR	BALOD	BALOD
31	SUB REGISTRAR OFFICE GUNDARDEHI	BALOD	BALOD
32	SUB REGISTRAR OFFICE BEMETARA	BEMETARA	BEMETARA
33	SUB REGISTRAR OFFICE BERLA	BEMETARA	BEMETARA
34	SUB REGISTRAR OFFICE SAJA	BEMETARA	BEMETARA
35	SUB REGISTRAR OFFICE NAWAGARH	BEMETARA	BEMETARA
36	SUB REGISTRAR OFFICE KHAIRAGARH	RAJNANDGAON	RAJNANDGAON

37	SUB REGISTRAR OFFICE MOHLA	RAJNANDGAON	RAJNANDGAON
38	SUB REGISTRAR OFFICE RAJNANDGAON	RAJNANDGAON	RAJNANDGAON
39	SUB REGISTRAR OFFICE DONGARGAON	RAJNANDGAON	RAJNANDGAON
40	SUB REGISTRAR OFFICE DONGARGARH	RAJNANDGAON	RAJNANDGAON
41	SUB REGISTRAR OFFICE CHHUIKHADAN	RAJNANDGAON	RAJNANDGAON
42	SUB REGISTRAR OFFICE CHHURIYA	RAJNANDGAON	RAJNANDGAON
43	SUB REGISTRAR OFFICE CHOUKI	RAJNANDGAON	RAJNANDGAON
44	SUB REGISTRAR OFFICE KAWARDHA	KAWARDHA	KAWARDHA
45	SUB REGISTRAR OFFICE PANDARIYA	KAWARDHA	KAWARDHA
46	SUB REGISTRAR OFFICE DHARMJAIGARH	RAIGARH	RAIGARH
47	SUB REGISTRAR OFFICE GHARGHORA	RAIGARH	RAIGARH
48	SUB REGISTRAR OFFICE KHARSIYA	RAIGARH	RAIGARH
49	SUB REGISTRAR OFFICE RAIGARH	RAIGARH	RAIGARH
50	SUB REGISTRAR OFFICE SARANGGARH	RAIGARH	RAIGARH
51	SUB REGISTRAR OFFICE BAGEECHA	JASHPUR	JASHPUR
52	SUB REGISTRAR OFFICE KUNKURI	JASHPUR	JASHPUR
53	SUB REGISTRAR OFFICE PATTHALGAON	JASHPUR	JASHPUR
54	SUB REGISTRAR OFFICE JASHPUR	JASHPUR	JASHPUR
55	SUB REGISTRAR OFFICE SITAPUR	SARGUJA	SARGUJA
56	SUB REGISTRAR OFFICE AMBIKAR	SARGUJA	SARGUJA
57	SUB REGISTRAR OFFICE BALRAMPUR	SARGUJA	BALRAMPUR
58	SUB REGISTRAR OFFICE KUSMI	SARGUJA	BALRAMPUR
59	SUB REGISTRAR OFFICE RAMANUJGANJ	SARGUJA	BALRAMPUR
60	SUB REGISTRAR OFFICE BAIKUNTHPUR	KORIYA	KORIYA
61	SUB REGISTRAR OFFICE MANEDRAGARH	KORIYA	KORIYA
62	SUB REGISTRAR OFFICE BHARATPUR	KORIYA	KORIYA
63	SUB REGISTRAR OFFICE SURAJPUR	SARGUJA	SURAJPUR
64	SUB REGISTRAR OFFICE PRATAPPUR	SARGUJA	SURAJPUR
65	SUB REGISTRAR OFFICE MALKHAROUDA	JANJGIR -CHAMPA	JANJGIR -CHAMPA
66	SUB REGISTRAR OFFICE PAMGARH	JANJGIR -CHAMPA	JANJGIR -CHAMPA
67	SUB REGISTRAR OFFICE SAKTI	JANJGIR -CHAMPA	JANJGIR -CHAMPA
68	SUB REGISTRAR OFFICE DABHRA	JANJGIR -CHAMPA	JANJGIR -CHAMPA
69	SUB REGISTRAR OFFICE CHAMPA	JANJGIR -CHAMPA	JANJGIR -CHAMPA
70	SUB REGISTRAR OFFICE JANJGIR	JANJGIR -CHAMPA	JANJGIR -CHAMPA
71	SUB REGISTRAR OFFICE JAIJEPUR	JANJGIR -CHAMPA	JANJGIR -CHAMPA
72	SUB REGISTRAR OFFICE NAWAGARH	JANJGIR -CHAMPA	JANJGIR -CHAMPA

73	SUB REGISTRAR OFFICE AKALTARA	JANJGIR -CHAMPA	JANJGIR -CHAMPA
74	SUB REGISTRAR OFFICE JAGDAL DANTEWADALPUR	BASTAR	JAGDALPUR
75	SUB REGISTRAR OFFICE KONDAGAON	BASTAR	KONDAGAON
76	SUB REGISTRAR OFFICE KESHKAL	BASTAR	KONDAGAON
77	SUB REGISTRAR OFFICE KANKER	KANKER	KANKER
78	SUB REGISTRAR OFFICE BHANUPRATAPUR	KANKER	KANKER
79	SUB REGISTRAR OFFICE PANKHAJUR	KANKER	KANKER
80	SUB REGISTRAR OFFICE ANTAGARH	KANKER	KANKER
81	SUB REGISTRAR OFFICE NARAYANPUR	KANKER	NARAYANPUR
82	SUB REGISTRAR OFFICE DANTEWADA	DANTEWADA	DANTEWADA
83	SUB REGISTRAR OFFICE BIJAPUR	DANTEWADA	BIJAPUR
84	SUB REGISTRAR OFFICE KONTA	DANTEWADA	SUKMA
85	SUB REGISTRAR OFFICE SUKMA	DANTEWADA	SUKMA
86	SUB REGISTRAR OFFICE KORBA	KORBA	KORBA
87	SUB REGISTRAR OFFICE KATGHORA	KORBA	KORBA
88	SUB REGISTRAR OFFICE HARDIBAZAR	KORBA	KORBA
89	SUB REGISTRAR OFFICE PALI	DHAMTARI	DHAMTARI
90	SUB REGISTRAR OFFICE DHAMTARI	DHAMTARI	DHAMTARI
91	SUB REGISTRAR OFFICE KURUD	DHAMTARI	DHAMTARI
92	SUB REGISTRAR OFFICE NAGRI	DHAMTARI	DHAMTARI

Information of the Commercial Taxes (Registration) Department, Raipur, Chhattisgarh

Sl. No.	Name of District Office	Registration District	Revenue District (incolved)
HEAD OFFICE :-			
1	Office of The Inspectore General of Registration, Chhattisgarh, Raipur, Phone 2444270, 244274, 2444276 Fax-0771-2444289	**RAIPUR**	RAIPUR
DISTRICT REGISTRAR OFFICEs :-			
1	DISTRICT REGISTRAR OFFICE RAIPUR	**RAIPUR**	RAIPUR
2	DISTRICT REGISTRAR OFFICE BILASPUR	**BILASPUR**	BILASPUR, MUNGELI
3	DISTRICT REGISTRAR OFFICE DURG	**DURG**	DURG
4	DISTRICT REGISTRAR OFFICE RAJNANDGAON	**RAJNANDGAON**	RAJNANDGAON
5	DISTRICT REGISTRAR OFFICE JANJGIR – CHAMPA	**JANJGIR -CHAMPA**	JANJGIR -CHAMPA
6	DISTRICT REGISTRAR OFFICE RAIGARH	**RAIGARH**	RAIGARH
7	DISTRICT REGISTRAR OFFICE SARGUJA	**SARGUJA**	SARGUJA, BALRAMPUR, SURAJPUR
8	DISTRICT REGISTRAR OFFICE BASTAR	**BASTAR**	BASTAR, KONDAGAON, BIJAPUR, SUKMA
9	DISTRICT REGISTRAR OFFICE KORBA	**KORBA**	KORBA
10	DISTRICT REGISTRAR OFFICE DHAMTARI	**DHAMTARI**	DHAMTARI
11	DISTRICT REGISTRAR OFFICE GARIYABAND	**GARIYABAND**	GARIYABAND
12	DISTRICT REGISTRAR OFFICE BALODA BAZAR	**BALODA BAZAR**	BALODA BAZAR
13	DISTRICT REGISTRAR OFFICE BEMETARA	**BEMETARA**	BEMETARA
14	DISTRICT REGISTRAR OFFICE BALOD	**BALOD**	BALOD
15	DISTRICT REGISTRAR OFFICE MUNGELI	**MUNGELI**	MUNGELI
16	DISTRICT REGISTRAR OFFICE MAHASAMUND	**MAHASAMUND**	MAHASAMUND
17	DISTRICT REGISTRAR OFFICE KAWARDHA	**KAWARDHA**	KAWARDHA
18	DISTRICT REGISTRAR OFFICE JASHPUR	**JASHPUR**	JASHPUR
19	DISTRICT REGISTRAR OFFICE KORIYA	**KORIYA**	KORIYA
20	DISTRICT REGISTRAR OFFICE KANKER	**KANKER**	KANKER
21	DISTRICT REGISTRAR OFFICE DANTEWADA	**DANTEWADA**	DANTEWADA

ANNEXURE-2

Technical Bid Letter

To,

Office of the Inspector General of
Registration & Superintendent of Stamps,
CHHATTISGARH, Raipur,

Subject: **Supply of Application Software, Hardware, Manpower& Services on Build-Operate & Transfer Basis for Registration Department, Chhattisgarh.**

Reference: Tender No:**.....**

Sir/ Madam,

We, the undersigned Bidders, having read and examined in detail all the Tender documents do hereby propose to provide the services as specified in the Tender document number .....**Dated .....**along with the following:

1. EARNEST MONEY DEPOSIT (EMD)

   We have enclosed an EMD in the form of a Demand Draft for the sum of Rs 50,00,000/- (Rupees Fifty Lacs only). This EMD is liable to be forfeited in accordance with the provisions of the *General Conditions of the Contract.*

2. CONTRACT PERFORMANCE BANK GUARANTEE

   We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed as per General Conditions of Contract.

3. 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, until within this period 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 Competent Authority.

4. We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Competent Authority is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Competent Authority as to any material fact."

5. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

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

7. We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

The Technical Specifications are appended herewith.

Dated this Day of <>
(Signature)

(In the capacity of)……..
Duly authorized to sign the Bid Response for and on behalf of:
(Name and Address of Company)

Seal/Stamp of bidder

Witness Signature: (Witness Name & Witness Address)

1----------

2----------

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am …… of the ……., and that……who signed the above Bid is authorized to bind the corporation by authority of its governing body.

Date: _
Place:

Name and Designation with Seal

ANNEXURE-3

BID FORM

1) Addressed to: Inspector General of Registration and Superintendent of Stamps

a.	Name of the Issuing Authority	Inspector General Registration and Stamps, Govt. of CG
b.	Address	11, New Tilak Nagar, AwantiVihar, Raipur, CG
c.	Telephone	0771-2444274
d.	Fax	0771-2444289

2) RFP Reference:

	Name of Lead bidder			
	Details of the authorized contact person of the Bidder/Lead Partner of the Consortium.			
	Registered Office Address			
	Year of Establishment			
	Type of Company /Consortium Put Tick( ) mark	Public Limited/Private Limited/Other		
	Telephone Number(s)			
	Email Address/ Website	Email: Web-Site:		
	Fax No.			
	Mobile no.			
	Year-wise financial turnover	**2010-11**	**2011-12**	**2012-13**

3) Experience in same or similar project completed:

S. no.	Name of the Department with address, Name of contact person and telephone numbers	Description of project	Responsibility or Role of the bidder in the project	Order Value (Rs)	Completion Date

(Please attach completion certificates from the concern department/company)

4) Details of ongoing similar projects with status :

S. no.	Name of Department with address, Name of contact person and telephone numbers	Description of project	Responsibility or Role of the bidder in the project	Order Value (Rs)	Project Status

(Please attach client certificates)

5) Details of major projects only:

S. no.	Name of Company/ firm	Brief Description of project	Order Value (Rs)	Project Status

(Please attach client certificates)

6) Support network:

Bidder to provide details of support offices in different cities with name of contact person, address, Telephone No., Fax No

Center(s)	Numbers	Location(s)
Head office		
Development Centers		
Support Centers		
Repair/Workshop Facility		

7) Proposed architecture plan for the project (in detail) Annexed at ------

8) The Tender fee amounting t o Rs. 5,000/ - (Rupees five Thousand only) has been deposited vide cash receipt no. _____ _ dated __ __ _ ./Chalan No ..... Dated ...../ Demand Draft.

9) The rates quoted are valid up to . (Subject to a minimum of 180 daysfrom the last date of bid submission). The validity can be extended with mutual agreement.

10) Following documents are attached towards the proof of earnest moneydeposited.

S. no.	Earnest Money Deposit through	Demand Draft No.	Dated	Drawn on Bank

11) We agree to abide by all the conditions mentioned in this Tender Notice issuedby the Tendering Authority and also the further conditions of the said TenderNotice given in the attached sheets (all the pages of which have been signedby us in token of acceptance of the terms mentioned therein).

12) Tax Clearance Certificates:

S. no.	Type of Tax	Whether tax clearance certificate enclosed (Yes/No)	CA Certificate Number
1	CG-ST-TIN		
2	CST / VAT		

13) We accept payment modality as mentioned in the bid document.

Note: Remittance charge on payment made shall be borne by the Bidder.

14) Technical Bid, Annexure ---------- to ---------- duly filled and signed is enclosed with this Tender form along with Terms & Conditions in token ofacceptance.

15) Financial Bid of this Tender Document is enclosed in a separate envelope dulysigned and sealed.

16) PROPOSED DEPLOYMENT STRUCTURE: An organization chart indicating theproject Team organization as envisaged by the bidder for execution of thisassignment to be given in the technical bid.

17) DETAILED TIME SCHEDULE FOR VARIOUS ACTIVITIES: Time estimates required bythe selected bidder to set up the facility at the project site, excluding the timerequired for approvals. Bidders are expected to be ready for a presentation at ashort notice to this effect.

Tendering authority will further technically shortlist the bidders on the basis of theproposal documents and presentations and the decision of Tendering Authority will befinal and will be binding to the bidders.

Dated:
Name of the Bidder:
Place:
Seal:

ANNEXURE-4

TECHNICAL DETAILS

Declaration

We have gone through the terms and conditions and will abide by them as laid down in the RFPWe hereby confirm that our firm has not been blacklisted by any State Government.

We further confirm that our firm has no legal case pending in any of the courts for winding up the company.

We hereby declare that the particulars furnished by us in this offer are true to the best of my / our knowledge and we understand and accept that, if at any stage the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also liable for any penal action that may arise due to the above.

Description	To be filled by Bidder (Yes / No)
We confirm the above declaration	

Compliance for Pre-Qualification

Table 1: Compliance for Pre-Qualification

S.No.	Description	Details to be filled by the Tenderer	File Reference for the attached documents.
1	**Details of Consortium Bid.**		
	Copy of Memorandum of Understanding (MOU)/agreement among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be attached. The MoU/agreement shall clearly specify the prime bidder, stake of each member and outline the roles and responsibilities of each member.		
2	**Name of the Prime Bidder and year of incorporation :**		
	Registered Office Address		
	Telegraphic Address :		
	Telephone Number :		
	Fax Number :		
	Email address :		
	Copy of incorporation certificate & any other Documentary proofs deemed necessary.		
3	The Bidder (Prime[1]) should be registered under the Companies Act, 1956/society or partnership Act, should be in existence in India for at least 5 years (as on 31st March 2013)		
	Bidder (prime) should have experience in **IT related services**[2] and should have been in the IT related business for a period exceeding 5 years (as on 31st March 2013)		

[1] The Prime bidder is the single point of contact with the department for the project undertaking.

S.No.	Description	Details to be filled by the Tenderer	File Reference for the attached documents.
	[Copy of the following have to be Attached]		
	1. Work Orders confirming year and area of activity		
	2. Memorandum of Associations		
	3. Articles of Associations		
4	The Bidder (Prime or Consortium Partner) must have experience in successfully **completing at least one project for Registration Department** with any state government in last 5 years as on 31st March 2013		
	[Copy of the following have to be Attached]		
	1. Work Orders confirming year and area of activity		
	2. Memorandum of Associations		
	3. Articles of Associations		
5	**Bidder (Prime) and all consortium**partners must have enterprise level **ISO 9001:2008** certification (as on 31st March 2013) **Note:**In case the certificate is due for renewal; the bidder should ensure that the renewed certificate is made available at the time of signing of contract. In case the same is not provided, the department may consider negotiating the award of contract with the next eligible Bidder.		
	Prime Bidder [Copy of valid ISO 9001:2008 Certificate]		
	Consortium Partner -1 [Copy of valid ISO 9001:2008 Certificate]		
6	The Bidder (Prime or Consortium Partner) must have experience in successfully completing at least 2 computerization project of amount not less than 6 Crores with government/PSUs in last 3 years (as on 31st March 2013) in India. The scope of such project must include, Development of application software, System integration/ application Maintenance services. **Note:** 1. Should cover multiple users from multiple districts/states (geographically spread) in INDIA 2. The project value project should be greater than **Rs. 6 Crores(excluding Site preparation & electrical works.)**		
	Value of the work order (including IT and Non-IT but excluding basic building structure cost) & Date of work order		
	Copy of work order		
	Date of Completion Certificate		
	Copy of Completion certificate		
	Details of any other documentary proof attached.		
7	**(Prime/Consortium Bidder) CMM - Level 3 Certificate or above**		
	Copy of the valid certificate		

[2] IT services means projects involving supply of Application Software, hardware, development of software applications, system integration, providing operational and maintenance services for IT infrastructure.

S.No.	Description	Details to be filled by the Tenderer	File Reference for the attached documents.
	Version Number		
	Certificate towards system integration/data centre management/Facility management services/IT services, etc		
	Certificate Validity up to		
8	**Prime Bidders Financial Credentials**		
	Average Turnover of more than Rs. 05crores for the last three Financial Years as on 31.03.2013		
	Copy of the audited profit and loss account of the company showing turnover of the company for last three years		
i	*Year 1*		
	Year 2		
	Year 3		
	Positive net worth of more than INR 10 crores for last three years as on 31.03.2013.		
	Copy of the Chartered Accountant certificate for Net-worth. Net-worth shall exclude any revaluation reserve.		
ii	*Year 1*		
	Year 2		
	Year 3		
9	**Bidders Resource Credentials**		
i	IT professionals with prior experience for over **3 years** in software Development & implementation		
	Certificate from bidders HR Department for number of Technically qualified professionals& also overall staff employed by the company.		
10	**Tender Requirements**		
	Portal Charges		
i	Copy of the DD		
	Banker Name, Branch & Date		
	Earnest Money Deposit (EMD)		
ii	Copy of the DD		
	Banker Name, Branch & Date		
iii	**Authorization letter for tender submitting Authority**		
	Copy of the letter		
11	**Declaration against corrupt or fraudulent practices or blacklisted with any of the Government agencies**.		
	Copy of the declaration in this regard signed by authorised Signatory of the bidders organization		
12	**OEM Certificates**		

S.No.	Description	Details to be filled by the Tenderer	File Reference for the attached documents.
	Copy of all the OEMs against supply & Support Services.		
13	**Local Office Address in Chhattisgarh.**		
	If Prime bidder has local office in Chhattisgarh – Copy detailing the proof of the Local Office in Chhattisgarh		
	(or)		
	If Prime bidder doesn't have local office in Chhattisgarh – Copy of the undertaking letter for setting up the establishment within two months from date of LOA		
14	Bidder or if consortium each of the consortium partner must have VAT/TAN/PAN registration & Tax clearance Certificate from the Competent Authority upto March 2013. **Documentary evidence to be provided**		
15	**Details about previous experience in hardware supply/ maintenance,Imaging, Digitization, Document management solution and FMS for any state Govt. in India in the last three years as on 31.03.2013.**		
	Value of the Project & Date of start project. 1. Completed Project: Copy of work order, Client Certificates & Completion Certificate or 2. Copy of work order and Client Certificates for ongoing projects		
	Date of completion of project - Copy of documentary proof given by the competent authority for Completion of the project.		
	Details of the work orders received from the clients - Copy of the work orders received from the clients.		
	Details of any other documentary proof attached.		

ANNEXURE-5

Compliance for Details of the Company

Sl. No.	Description	Details to be filled by the Tenderer	File Reference for the attached documents.
	Name of the Prime Bidder		
	Copy of Income tax returns for the Last Financial Year		
	Permanent Account Number **(PAN)**		
	Valid Service tax registration Number		
	Copy of service Tax registration certificate.		
	Copy Valid Sales/VAT Registration Number		

ANNEXURE-6

Format for Furnishing the Roles & Responsibilities in case of consortium

Bid No. .....

Date: .....

ROLES AND RESPONSIBILITIES :-				
	Lead Bidder	**Consortium Partner 1**	**Consortium Partner 2**	**Consortium Partner 3**
Part /Activities (As per Scope of work)				
Project part 1 Activity ……. Activity …….				
Project part 2 Activity ……. Activity …….				
Project part 3 Activity ……. Activity …….				
……				
……				
…...				
…...				
Project part ……. Activity ……. Activity …….				

Date :
Place :

Name & Designation with Seal

ANNEXURE-7

Unit wise requirement of Hardware

.....

Table 2 Bill of Material (BoM) for Chhattisgarh Registration Department

S.No	Description	per SR
	SRO Hardware/Software	
	Desktop	3
	ADF Scanners	1
	Flatbed scanner	1
	Laser Printer color	1
	Laser Printer (Monochrome)	1
	UPS 3 KVA	1
	Split AC 1.5 Tonne	2
	Biometric Finger Print Scanners	1
	Web-camera	1
	Network Switch/Router	1
	2D Bar Code reader	1
	Lan cable	As required
	DR Hardware / Software	
1	Desktop	1
2	Monochrome Laser Printers	1
3	ADF Scanners	1
	IGR Hardware / Software	
	Desktop	6
	Monochrome Laser Printers	2
	Colour Laser Printer	2
	ADF Scanners	1
	Data Centre Related Hardware / Sofware	
	Central Servers, with Chassis	4*
	LAN Cabling & other Accessories	
	Anti viruses	As required

* May have to install more servers if required as per Software & application requirement.

Minimum Technical Specifications for Compliance

(All IT hardware and network solution Supplied must be from Top 5 IDC companies)

SPECIFICATIONS FOR DESKTOPS -

3 Desktops with thefollowingspecs, but OnePCwill have1 TBHDD in lieu 500 GB

SPECIFICATIONS	ANY SPECIFICATION	
OSandAnti Virus	Preloaded with Windows 7 Professional64bitwithCertificateof Authenticity recovery/ restoremedia CD along with patches and updatesfor3 years. Preloaded Antivirus along with patches &updates for3years.	PreloadedWindows7Professional64 bitwithCertificate of Authenticity recovery / restore media CD along with patches and updates for 3 years. Preloaded McAfee/ QuickHeal/ MS Security essentials Antivirus alongwithpatches&updatesfor 3 years.
Processor	IntelCore™i5-550Processor@3.2 GHz	Intel Core™ i5-550 Processor @ 3.2 GHz
Chipset	Intel H57/Intel Q57	Intel H57
Motherboard	OEM Motherboardwith 2 PCI, ,PCI Express x 16 downward compatible to PCIExpressx1, 1-Serial, 1-RJ45, 1-VGA, 4-USB,Linein lineout, mic, Integratedgraphicsand sound device	OEM Motherboard with 2 PCI, ,PCI Express x16 downward compatible to PCI Express x1,1- Serial, 1-RJ45, 1- VGA, 4-USB, Line in lineout, mic, Integratedgraphicsand sound device
Display	18.5"WideTFT 1024X768,Above TCO 03Certified. Monitor of the same makeofofferedPCbrand	18.5" Wide TFT 1024 X 768, Above TCO 03Certified. Monitor of the samemakeof offeredPCbrand
Memoryand HDD	4 GBDDR3 SDRAM @1066 MHz expandableto 8 GB Min. 1 DIMM Slot freefor futureupgrades&500 GB SATA HDD@ 7200 rpm	4 GBDDR3 SDRAM @1066 MHz expandableto 8 GB Min. 1 DIMM Slot freefor futureupgrades&500 GB SATA HDD@ 7200 rpm
Ethernet and Ports	Integrated 10/100/1000Mbps Gigabit LAN, with Wake On LAN Support, One serial port , Min 4 USB2.0 port of which at least two shouldbeonfront side, 1- Parallel, 2- PS2, 1-RJ45, 1-	Integrated 10/100/1000 Mbps Gigabit LAN,withWake On LAN Support, Oneserialport,Min4USB2.0portof whichatleasttwoshouldbeonfront side, 1-Parallel, 2- PS2, 1-RJ45, 1- VGA, 2 Line-in (stereo/microphone);
	VGA, 2 Line-in (stereo/microphone); 2 Lineout (headphone/speaker	2Line-out (headphone/speaker)
KeyBoard& Mouse	Heavy duty Bi-lingual (INSCRIPT) Etched Membrane Keyboard & Optical Mouse	Heavy dutyBi-lingual (INSCRIPT) Etched Membrane Keyboard & Optical Mouse
Optical Drive	DVDRW	DVDRW

SPECIFICATIONS FOR ADF SCANNERS WARRANTY 3 YEARS

Quantity: 1 foreachSRO

Specification	
Type	Sheetfed
MonochromeSpeed(200dpi/LTR/Portrait)	20 ppm, 40 ipm
ColorSpeed(LTR/Portrait)	20 ppm, 40 ipm
Output Resolution	100-600 dpi
Optical Resolution	600 dpi
ADFCapacity	50 Sheets (Duplex Mode)
PaperSizeMinimum(forADF), Maximum	50 x53.9 mm, 216x356mm
Interface	USB2.0
Dimensions (WxDxH)	298 x160x160 mm
Weight	5.3 lb. 2.4 kg
Bundled Software	CapturePerfect 3.0, CaptureOnTouch,Adobe Acrobat 9, OmniPageSE, BizCardReader, PaperPortStd
Suggested DailyVolume	1,500 Scans
Options	ExchangeRoller
OtherFeatures	Embossed Card Scanning

SPECIFICATIONS FOR FLATBED SCANNERS WARRANTY 3 YEARS

Quantity: 1 foreachSRO

ScannerType	Flatbed	
Scanning Method	CIS	
LightSource	3-Colour (RGB)LED	
Optical Resolution*[1]	2400 x4800dpi	
SelectableResolution	25 -19200dpi	
ScanningBitDepth		
Grayscale	16-bit input 8-bit output	
Colour	48-bit input (16-bit for each colour) 48-bit or24-bit output (16-bit / 8-bit foreachcolour)	
PreviewSpeed*[2]	Approx. 14secs.	
ScanningSpeed*[3]	A4 / Colour/ 300dpi	Approx. 16secs.
LineScanningSpeed*[4] (Reflective)		
Grayscale, B&W	2400dpi:	5.6msec/line
	1200dpi:	2.8msec/line
	600dpi:	1.8msec/line
	300dpi:	3.7msec/line
Colour	2400dpi:	16.7msec/line
	1200dpi:	8.4msec/line
	600dpi:	4.3msec/line
	300dpi:	3.7msec/line
Max. DocumentSize	A4,LTR:	216 x297mm
ScannerButtons(EZButtons)	4 buttons (PDF, AUTOSCAN, COPY, E-MAIL)	
Interface	USB2.0 Hi-Speed	
Operating Range		
Temperature	5 -35°C	
Humidity	10 -90%RH (no dewcondensation)	
PowerSupply	Supplied viaUSBport	
PowerConsumption	Maximum duringoperation	Approx. 2.5W
	Stand-by	Approx. 1.4W
	OFF(USBbuspowermodel;	Approx. 11mW
Environment		
Regulation	RoHS(EU, China), WEEE (EU)	
Eco-Label	EnergyStar	
Dimensions (W x D x H)	250 x370x40mm	
Weight	Approx. 1.6kg	

SPECIFICATIONS FOR LASER PRINTER -.WARRANTY 3 YEARS

Quantity: 1 each forSROs

	Specifications
Duplexprinting	Yes
ADF	NA
Print speed (ppm-	28
Dutycycle/ month	50,000
Print from pendrive	No
Scan speed (ppm-A4)	NA
Scan dutycycle/month	NA
Scan to pendrive	NA
Resolution in DPI(print and scan)	1200
Interface	USB2.0, Ethernet 10/100 Mbps
Toner	Full
OSsupport	Windows
Fax	No
Papertypefor scanning	**NA**

SPECIFICATIONS FOR COLOR LASERPRINTER - WARRANTY 3YEARS

Quantity: 1 foreachSRO

	Specifications
Size	A4
Print Speed in PPm	20 BWand C
Port	1 USB
MemoryinMB	16
Net Work Card 10/100	Yes
Duplexing	**Yes.**

SERVER CONFIGURATION

Minimum Configuration of one Server Blade Enclosures with Half height Blade server having 8 core, 128 GB Memory with 2 processors having 2x300GB SAS drives. The servers should meet requirements of State Data Center.

LAN CABLING

1. CAT 6 / fiber LAN cables should be laid up to the rack level in the Data Centre.
2. Dedicated raceways / cable-trays should be used for laying LAN.
3. Along with LAN cabling, cables for Storage Area Network (SAN) up to the racks in the Data Centre should also be implemented.
4. Additional cabling requirements on an on-going basis will also need to be catered.
5. All the cable raceways shall be adequately grounded and fully concealed with covers.
6. The cables should be appropriately marked and labeled.
7. There should be enough space between data and power cabling and there should not be any cross wiring of the two, in order to avoid any interference, or corruption of data

ANTI VIRUS SOFTWARE (OPEN SOURCE COMPATIBLE)

1. Should restrict e-mail bound Virus attacks in real time without compromising performance of the system
2. Should be capable of providing multiple layers of defense
3. Should be capable of installation on both the gateway as well as mailing servers. Inbound and outbound monitoring on all data transfer mechanisms and all e-mail systems
4. Should be capable of detecting and cleaning virus infected attachments as well
5. Should support scanning for ZIP, RAR compressed files, and TAR archive files
6. Should support online upgrade, where by most product upgrades and patches can be performed without bringing messaging server off-line.
7. Should use multiple scan engines during the scanning process
8. Should support in-memory scanning so as to minimize Disk IO.
9. Should support Multi-threaded scanning
10. Should support scanning of a single mailbox or a one off scan.
11. Should support scanning by file type for attachments
12. Should support scanning of nested compressed files
13. Should be capable of specifying the logic with which scan engines are applied; such as the most recently updated scan engine should scan all emails etc
14. Should support heuristic scanning to allow rule-based detection of unknown viruses

15. Updates to the scan engines should be automated and should not require manual intervention
16. All binaries from the vendor that are downloaded and distributed must be signed and the signature verified during runtime for enhanced security
17. Updates should not cause queuing or rejection of email
18. Updates should be capable of being rolled back in case required
19. Should support content filtering based on sender or domain filtering
20. Should provide content filtering for message body and subject line, blocking messages that contain keywords for inappropriate content
21. File filtering should be supported by the proposed solution; file filtering should be based on true file type.
22. Common solution for anti-spyware and anti-virus infections; and anti-virus and anti-spyware solution should have a common web based management console.
23. Should support various types of reporting formats such as CSV, HTML and text files

BIOMETRIC DEVICE

Single Finger Capture Device	Should Work with Client/Server and Web Technology
	Auto-OnTM (Automatic Finger Placement Detection)
Image Resolution	500 DPI & above
Operating room Temperature (Approx.)	0° to +50℃
Operating Humidity	< 90% RH noncondensing
Supply Voltage / Max. Current	5.0V ±5% supplied by USB
ESD Tolerance / Platen Hardness	12 to 15 kV / 750 Hk (6.8 Mohs)
Interface	USB 2.0 high speed
Supported Standards	ISO 19794, INCITS 378, BioAPI, FIPS 201 (PIV) , SP 800-76
Certifications	FCC, CE, RoHS, GSA FIPS 201 APL, FBI IAFIS **STQC** Certified
Supported Operating Systems (32bit and 64bit)	Windows 7 / Vista / XP > Windows Server 2008 R2, 2003 > Java, Linux
In case Device not working with OS mentioned or Application developed using Technology, vendor should assist in development and provide SDK for the same and make device operational within a week of issue raised date.	

WEB CAMERA

Sensor Resolution : 1 MP CMOS

Interpolated Resolution : 12 MP (Photo), 2 MP (Video)

Lens : 5G wide angle lens□Night Vision : 6 LEDs with Brightness Controller□USB Interface : USD 2.0, backward compatible with USB 1.1□Microphone : Built-in High Sensitive USB Mic.□Focus : Manual Focus□Max. Image Resolution : 4000x3000 pixels.□Ma. Video Resolution : 1600x1200 pixels□Frame Rate : 30 Frames per second Max.□Cable Length : 1.5m□OS Supported : Windows XP, Vista, 9. (Mac & Linux with limited functions)

Software Features:

Camera Driver□Digital Zoom Function□Auto Face Tracking Function 10 Photo Frames□16 Special Effects

NETWORK SWITCH

Twenty-four 10/100/1000 switched RJ-45 ports deliver up to 2 Gbps of throughput per port

Two shared 10/100/1000 mini Gigabit Interface Converter (mini-GBIC) ports

Switching capacity :- delivers wire-speed performance at 48 Gbpsnonblocking capacity

WebView monitoring

MAC address table supports up to 8000 MAC address entries

Ports

24 RJ-45 connectors for 10BASE-T, 100BASE-TX, and 1000BASE-T with 2 shared Small Form-Factor Pluggable (SFP) slots

2D BARCODE SCANNER

The scanner should be able to scan e- Stamping Bar code without any delay.

UPS (3 KVA)

Specifications	OnlineUPSwith isolation transformersuitableforsingle phaseACinputandsinglephaseACoutput, floormountedtype.
Rating	3,0 KVA indicativebackup time240 minutes.
Warranty	3 YearswarrantyasperDGS&Drate contract +2years extendedwarrantyforUPS
Batteries	**Panasonic/ Exide.**

SPLIT AC

The split AC to be installed should have a tonnage capacity of 1.5 ton with an energy rating of 5star. The requirement is for split AC. A suitable stabilizer shall also be provided with input voltage range 90 V to 270 V.

ANNEXURE-8

Components Offered - BOM

.....

Bid No. .....

Date: .....

Please fill the following BOM for all components offered.

S.No.	Product (with details about brand, make and model)	Detailed Specification Reference**	OEM (Name and Address)
1.			
2.			
3.			
4.			
5.			

** Please attach detailed specifications and provide reference number in this column.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

ANNEXURE-09

Compliance for Technical Evaluation Criteria

S. No.	Description	Financial Year (2012-2013)	Financial Year (2011-2012)	Financial Year (2010-2011)	Page no where proof is provided	Names of files attached as documentary Proof
1	Overall Turnover					
2	Net Profit					
3	Net Worth					
4	Turnover from IT related services					

Note: Above certificates should be duly signed by CA

ANNEXURE -10

BIDDER'S AUTHORISATION CERTIFICATE

To,

INSPECTOR GENERAL OF REGISTRATION
AND SUPERINTENDENT OF STAMPS
11-New Tilak Nagar, AwantiVihar, Telibandha,
Raipur, Chhattisgarh - 492006

<Bidder's Name>

.....*<Designation>*.....
..... is hereby authorised to sign relevant documents on behalf of the company in dealing with Tender of reference *<Tender No. & Date>* ..... He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said tender.

Thanking you,

Authorised Signatory.

_____

<Company Name>

Seal

ANNEXURE-11

MANUFACTURER'S AUTHORIZATION FORM

No. ..... dated .....

To,

INSPECTOR GENERAL OF REGISTRATION
AND SUPERINTENDENT OF STAMPS
11-New Tilak Nagar, AwantiVihar, Telibandha,
Raipur, Chhattisgarh - 492006

Ref: Tender No. _____

Dear Sir,

We _ _ _ _ _ _ _ _ __, (name and address of the manufacturer) who are established and reputed manufacturers/ OEMs having factories at _ _ _ _ _ _ (addresses of manufacturing locations) do hereby authorize M/s ..... (name and address of the bidder) to bid, negotiate and conclude the contract with you against the tender (Tender No….. Dated ….)for the following equipments and/ or software manufactured by us:

(Each OEM will put their product name & model as quoted in the bid.)
1. ……..
2. ……..

We undertake that the offered equipments and its higher version are not likely to be declared end of sale with in next three Years and end of support with in next 6 years from the date of Submission of bid.

We undertake that offered equipments and/ or software by bidder for back to back service, support, spares, updates and patches for the entire period of contract as mentioned in the RFP document.

We also declare/ certify that we are a profit making company in the last three financial years and are not involved in piracy/ non-performance of any kind.

Yours faithfully,

For and on behalf of M/s .....(Name of the manufacturer)
Seal & Signature
Name &Designation
Address
Date

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturers. The Bidder in its bid should include it. It should be submitted in original.

ANNEXURE–12

Certificate of Conformity

No. ..... dated .....

To,

INSPECTOR GENERAL OF REGISTRATION
AND SUPERINTENDENT OF STAMPS
11-New Tilak Nagar, AwantiVihar, Telibandha,
Raipur, Chhattisgarh - 492006

C E R T I F I C A T E

This is to certify that, the specifications of Hardware which I have mentioned in the Technical specifications for Hardware, and which I shall supply if I am awarded with the work, are in conformity with the specifications in the Tender document.

I also certify that the price I have quoted per page is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in clause .....of General Condition of Contract.

Name:

Designation:

Seal:

ANNEXURE-13

Self-Declaration

Ref: ..... Date: .....

To,

INSPECTOR GENERAL OF REGISTRATION
AND SUPERINTENDENT OF STAMPS
11-New Tilak Nagar, AwantiVihar, Telibandha,
Raipur, Chhattisgarh - 492006

.....

In response to the tender No. ..... dt..... Of Ref. .....as a owner/partner/Director of ..... I / We hereby declare that our Agency ..... is having unblemished past record and has not been declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

ANNEXURE-14

LETTER OF UNDERTAKING/DECLARATION

Inspector General of Registration & Superintendent of Stamps
(ON THE LETTER HEAD OF THE BIDDER)

Bid No. .....

Date: .....

LETTER OF UNDERTAKING/ DECLARATION

We, M/s ..... hereinafter called as "Bidder" complete address ---------- ---------- hereby declare in favor of the IGRS , Government of CG , hereinafter called as the"Tendering Authority" and agree to abide by the following:

1. We are attaching Company/Consortium Constitution details.
2. Certificate of satisfactory performance of said such services deployed hasbeenenclosed.
3. We have manpower employed with the organization which has undertakensimilar type of Project. The manpower details are as given below:

S. No	**Place (Name and address)**	**(Pl enclose list with Name, Designation, Qualification, working since, and place of posting.)**			
		M.E. / M.Tech.	**B.E./B.Tech/M .C.A**	**Diploma**	**Others**

1. The annual turnover of our company/firm is as given below:

Particulars	**2010-11**	**2011-12**	**2012-13**

5. We will ensure that required uptime as mentioned in this document atrespective locations, calculated on a monthly basis is achieved for theimplemented/ commissioned Project.

The above document is executed on / /2013 at place)_____and weaccept that if anything out of the above information is found wrong, our Bid shall beliable for rejection.

Name of the Bidder: -
Signature: -
Seal of the Organization: -

ANNEXURE-15

Format for List of Computer Professionals

Bid No. .....

Date: .....

Name	Designation	Qualification	Roles & Responsibilities	Exp. (in yrs)

Note: In case of consortium list of professionals should be of prime bidder only.

Date : .....

Place : .....

Name and Designation with Seal

ANNEXURE-16

CAPABILITY STATEMENT

- Name & Address of the Bidder

Phone:
Mobile:
Fax:

Location	Nearest service station with address & Phone No.s	Year of Establishm-ent	No. Of skilled employees	No. Of Unskilled employees	No. Of Engineering employees	No. Of Administra-tive employees

ANNEXURE-17

TIME SCHEDULE FORM

Bid No. .....

Date: .....

TIME SCHEDULE FOR VARIOUS TASKS

S.NO.	TASKS	TIME DURATION IN WEEKS	PROPOSED DATE OF COMPLETION (SPECIFY WEEKS AFTER THE DATE OF WORK ORDER) FROM---- TO---	REMARKS

Date : .....

Place : .....

Name and Designation with Seal

ANNEXURE-18

(Please see Para ------ of the General Conditions of Contract.)

PROFORMA OF PERFORMANCE SECURITY FORM

Ref: _____ Date _____

Bank Guarantee No _____

To,

INSPECTOR GENERAL OF REGISTRATION
AND SUPERINTENDENT OF STAMPS
11-New Tilak Nagar, AwantiVihar, Telibandha,
Raipur, Chhattisgarh – 492006

1. Against Contract vide Advance Acceptance of the Tender No. ..... Dated ..... of the Registration & Stamps, Department (hereinafter called the "The Department") covering the

(Hereinafter called " The Said Contract") entered into between the client andHereinafter called the "The Tendering Authority"), this is to certify that at the request of the Tendering Authority we .....Bank are holding in trust in favour of the client, the amount..... (write the sum here in words) to indemnify and keep indemnified the department against any loss or damage that may be caused to or suffered by the Department by reason of the said Contract and / or in the performance thereof. We agree that the decision of the Department, whether any breach of any of the terms and conditions of the said contract and / or in the performance thereof has been committed by the Tendering Authority and the amount of loss or damage that has been caused or suffered by the Department shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Department.

We .....Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Tendering Authority i.e. till .....(viz. The expiry of the contract) hereinafter called the said date and that if any claim accrues or arises against us ..... Bank by virtue of this guarantee before the said date, the same shall be enforceable against us .....Bank by the purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Department.

It is fully understood that this guarantee is effective from the date of the said Contract & valid for ten years & six months and that we ..... Bank undertake not to revoke this guarantee during its currency without the consent in writing of the Department.

We undertake to pay the Department any money so demanded not withstanding any dispute or disputes raised by the Tendering Authority in any suit or proceedings pending before any Court or Tribunal relation thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge or our liability for payment thereunder and the Tendering Authority shall have no claim against us for making such payment.

We .....Bank further agree that the Department shall have the fullest liberty, without affecting in any manner our obligation hereunder to vary any of the terms and conditions of that said Contract or to extend time of performance by the Tendering Authority from time to time or to postpone for any time or from time to time any of the powers exercisable by the Department against the said Tender and to forebear or enforce any of the terms and conditions relating to the said Contract and we,.....

Bank shall not be released from our liability under these guarantee by reason of any such variations or extension being granted to the said forbearance and / or omission on the part of the Department or any other matter or thing whatsoever, which under the law relating to sureties, would but for this provisions have the effect of so releasing us from our liability under this guarantee.

The guarantee is for an amount of Rs. .....(In figures Rs.....).

This guarantee shall not be discharged due to the change in the constitution of the Bank of the Tendering Authority.

DATE: -

PLACE: **SIGNATURE: -**

WITNESS: - **PRINTED NAME:**

1 .....

2 .....

.....
(BANK'S COMMON SEAL)

ANNEXURE-19

Banker's Certificate for Investible Funds

Ref: _____ Date: _____

To,

INSPECTOR GENERAL OF REGISTRATION
AND SUPERINTENDENT OF STAMPS
11-New Tilak Nagar, AwantiVihar, Telibandha,
Raipur, Chhattisgarh - 492006

In response to the Tender No _____ dt. _____Of the Registration & Stamps Department for Supply of Application software, Hardware, System software, Manpower & Services on Build-Operate-Transfer basis, this is to certify that _____(Name of bidder) is having balance of Rs._____ in their account & are capable of investing funds to the extent of Rs._____(Rupees_____) for the said project.

DATE: -

PLACE: SIGNATURE: -

.....
(BANK'S COMMON SEAL)

ANNEXURE -20

Envelope No. 2

COMMERCIAL BID COVERING LETTER

(To be submitted in Envelop-2)

For Supply of Application Software, Hardware, Manpower & Services on Build-Operate-Transfer basis

Ref: _____ Date: _____

To,

INSPECTOR GENERAL OF REGISTRATION
AND SUPERINTENDENT OF STAMPS
11-New Tilak Nagar, AwantiVihar,
Telibandha,Raipur, Chhattisgarh - 492006

Sir,

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, I / we, the undersigned, offer to supply and work as service providers as mentioned in the scope of the work and in conformity with the said bidding documents.

I/We will charge the department @per page of registered document, the per page quote enumerated below is inclusive of all cost likely to be incurred for executing this work :-

	Rate Quoted (Rupees in figures)	Rate Quoted (Rupees in words)
Charge per page		

Notes :-

1. **Conditional rates will not be accepted and the offer will be summarily rejected.**
2. **In case of discrepancy in words and figures in the rates quoted above the rates quoted in figures shall be treated as final.**

I/We undertake that the prices are in conformity with the requirement as specified in Bid Document.

If our bid is accepted, we will obtain the Performance Guarantee of **Rs. 1,00,00,000/- (Rupee One Crore Only)** for the due performance of the Contract, in the form of prescribed by the Tendering Authority.

I / We agree to abide by this bid for a period of**180days** after the date for bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

I/We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Competent Authority is true, accurate, and complete. This proposal includes all

information necessary to ensure that the statements therein do not in whole or in part mislead the Competent Authority as to any material fact."

We agree that you are not bound to accept the lowest or any Bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the Bid response without assigning any reason whatsoever.

We also agree that IGRS/ Competent Authority reserve the right to further negotiate the quoted prices with the successful Bidder.

I / We agree to the terms & conditions mentioned in the Tender document.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/consortium and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this ---------- day of ----------2013.

Signature (in the capacity of)

Witness 1 :-

Duly authorized to sign Bid for and on behalf of

_____

(Seal of the Company/corporation/consortium)

Witness 2 :-

ANNEXURE-21

REQUEST FOR CLARIFICATIONS FORM

Bid No. .....

Date: .....

Name of the Company/Firm:

.....

Name of Person(s) Representing the Company/Firm:

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

COMPANY /FIRM CONTACTS :-

Contact person	Address for Correspondence	Email-ID(s)	Tel.Nos.& Fax Nos.

Query / Clarification Sought:

S. No.	RFP page no.	RFP clause No.	Clause Details	Query/Suggestion/Clarification

Note :- Queries must be strictly submitted only in the prescribed format. Queries not submitted in the prescribed format will not be considered/responded by the tendering authority.

Date : .....

Place .....

Signature
in the capacity of .....
Duly authorized to sign Bid for and on behalf of .....

ANNEXURE-22

PRE-CONTRACT INTEGRITY PACT

1. GENERAL

1.1. This pre-bid contract Agreement (hereinafter called the Integrity Pact) is made on .....day of the month ..... 20..... between, the Government of Chhattisgarh acting through Shri. ..... (Designation of the officer, Department) Government of Chhattisgarh (hereinafter called the "TENDERING AUTHORITY", which expression shall mean and include, unless the context otherwise requires, his successors in the office and assigns) and the First Party, proposes to procure (name of the Stores/Equipment/Work/Service) and M/s .....represented by Shri ..... (hereinafter called the "BIDDER/SeIIer", which expression shall mean and include, unless the context otherwise requires, his successors an permitted assigns) and the Second Party, is willing to offer/ has offered.

1.2. WHEREAS the BIDDER is a Private Company/Public Company/ Government Undertaking/ Partnership firm, constituted in accordance with the relevant law in the matter and the TENDERING AUTHORITY is a Ministry/Department of the Government, performing its function on behalf of the Government of Chhattisgarh.

2. OBJECTIVES

NOW, THEREFORE, the TENDERING AUTHORITY and the BIDDER agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, 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 Contract to be entered into with a view to:-

2.1. Enabling the TENDERING AUTHORITY to obtain the desired Stores/Equipment/Work/Service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

22. Enabling BIDDERs to abstain from bribing or indulging in any corrupt practices in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing any corrupt practices and the TENDERING AUTHORITY will commit to prevent corruption, in ay form, by its official by following transparent procedures.

3. COMMITMENTS OF THE TENDERING AUTHORITY

The TENDERING AUTHORITY commits itself to the following:-

3.1. The TENDERING AUTHORITY undertakes that no official of the TENDERING AUTHORITY, connected directly or indirectly with the contract, will demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

3.2. The TENDERING AUTHORITY will, during the pre-contract stage, treat BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to the other BIDDERs.

3.3. All the officials of the TENDERING AUTHORITY will report the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the TENDERING AUTHORITY with the full and verifiable facts and the same prima fade found to be correct by the TENDERING AUTHORITY, necessary disciplinary proceedings, or any other action as deemed, fit, including criminal proceedings may be initiated by the TENDERING AUTHORITY 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 the TENDERING AUTHORITY the proceedings under the contract would not be stalled.

4. COMMITMENTS OF BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means an 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:-

4.1. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the TENDERING AUTHORITY, connected directly or indirectly with the biding 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.

4.2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the TENDERING AUTHORITY or otherwise in procuring the Contract of forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or dis-favour to any person in relation to the contract or any other contract with the Government.

4.3. The BIDDER further confirms and declares to the TENDERING AUTHORITY that the BIDDER in the original Manufacture/Integrator/Authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the TENDERING AUTHORITY or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, 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.

4.4. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the TENDERING AUTHORITY 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.

4.5. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

4.6. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

4.7. The BIDDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the TENDERING AUTHORITY as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

4.8. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

4.9. The BIDDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. PREVIOUS TRANSGRESSION

5.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

6.EARNEST MONEY (SECURITY DEPOSIT)

6.1. Every BIDDER while submitting commercial bid, shall deposit an amount as specified in RFP as Earnest Money/Security Deposit, with the TENDERING AUTHORITY through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of.....
(ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the .... (TENDERING AUTHORITY) ..... on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the TENDERING AUTHORITY shall be treated as conclusive proof of payment.
(iii)Any other mode or through any other instrument (to be specified in the RFP).

6.2. The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and TENDERING AUTHORITY, including warranty period, whichever is later.
6.3. In the case of successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the TENDERING AUTHORITY to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
6.4. No interest shall be payable by the TENDERING AUTHORITY to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

7.1. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the TENDERING AUTHORITY to take all or any one of the following actions, wherever required:-
(i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
(ii) To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the TENDERING AUTHORITY and the TENDERING AUTHORITY shall not be required to assign any reason therefore.
(iii)To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
(iv)To recover all sums already paid by the TENDERING AUTHORITY, and in case of the Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the TENDERING AUTHORITY in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest.
(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the TENDERING AUTHORITY, along with interest.
(vi)To cancel all or any other contracts with the BIDDER and the BIDDER shall be liable to pay compensation for any loss or damage to the TENDERING AUTHORITY resulting from such cancellation/rescission and the TENDERING AUTHORITY shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
(vii) To debar the BIDDER from participating in future bidding processes of the Government of Chhattisgarh for a minimum period of five years, which may be further extended at the discretion of the TENDERING AUTHORITY.
(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middlemen or agent or broken with a view to securing the contract.
(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the TENDERING AUTHORITY with the BIDDER, the same shall not be opened.
(x) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is closely related to any of the officers of the TENDERING AUTHORITY, or alternatively, if any close relative of an officer of the TENDERING AUTHORITY has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. Any failure to disclose the interest involved shall entitle the TENDERING AUTHORITY to rescind the contract without payment of any compensation to the BIDDER.

The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.

(xi)The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the TENDERING AUTHORITY, and if he does so, the TENDERING AUTHORITY shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the TENDERING AUTHORITY resulting from such rescission and the TENDERING AUTHORITY shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

7.2. The decision of the TENDERING AUTHORITY to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

8.1. The BIDDER undertakes that he has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Department of the Government of Chhattisgarh or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Department of the Government of Chhattisgarh or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the TENDERING AUTHORITY,. if the contract has already been concluded.

9. INDEPENDENT MONITORS

9.1. The TENDERING AUTHORITY will appoint Independent Monitors (hereinafter referred to as Monitors) for this Pact.

9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

9.5. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the TENDERING AUTHORITY.

9.6. The Monitor will submit a written report to the designated Authority of TENDERING AUTHORITY/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the TENDERING AUTHORITY/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations

10. FACILITATION OF INVESTIGATION

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

11. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law, the place of performance and jurisdiction shall be the seat of the TENDERING AUTHORITY.

12. OTHER LEGAL ACTIONS

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

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the TENDERING AUTHORITY and the BIDDER/Seller whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at.....on.....

TENDERING AUTHORITY **BIDDER**
Name of the Officer
Designation

Witness	**Witness**
1).....	1) .....
2).....	2) .....

ANNEXURE-23

Minimum Manpower Required

Manpower	IGRO	per DR	perSR
Data Entry Operator/Service Personnel	2	1	2
total requirement for IGRS, 101 SRO's+21 DRO's	2	21	202

ANNEXURE-24

Technical Solution Offered

The bidder should submit the following documents in detail in the Technical Solution Document and should make a presentation of the same at Registration Department.

i. Understanding of the project concept by the bidder.
ii. Technical Solution Offered and clear articulation of benefits to Registration Department – Chhattisgarh of various components of the solution vis-à-vis other options available
iii. Extent of compliance to technical requirements specified in the scope of work
iv. Methodology to be adopted by the bidder for implementing and commissioning the project. Any best practices adopted, risk experienced and lessons learned in the previous projects should also be submitted. Detailed information to be provided for the following:
    a. Network infrastructure
    b. Security infrastructure
    c. Storage infrastructure
    d. Applications
v. Methodology to be adopted by the bidder for Operating, Managing and maintaining the project. Any best practices adopted, risk experienced and lessons learned in the previous project should also be submitted. Detailed information to be provided for:
    a. Help Desk Services
    b. Backup & Restoration
vi. Any implementation of optimization of Technology should also be covered
vii. Highlighting adherence to Best Practices
viii. Strength of the Bidder to provide services including examples or case-studies of similar solutions deployed for other clients
ix. Unpriced Detailed Bill of Material for proposed solution

Description	To be filled by the Bidder(Yes/No)
Whether necessary documents have been enclosed as specified above?	

ANNEXURE-25

TECHNICAL DEVIATION FORM

Bid No. .....

Date: .....

TECHNICAL DEVIATIONS

There are no technical deviations (null deviations) from the requirement specifications .

OR

Following are the technical deviations and variations from the requirements of Computerisation Project for the Department of Registration and Stamps, CHHATTISGARH. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be executed as per bid document specifications.

Sr. No.	Clause No.	Page No.	Statement of Deviations and Variations	Reasons for change

Date : .....

Place : .....

Name and Designation with Seal