

**West Bengal Electronics Industry Development Corporation Limited
(A Govt. of West Bengal Undertaking)
Webel Bhavan, Block- EP & GP, Sector-V, Salt Lake, Bidhan Nagar,
Kolkata - 700091 West Bengal**

Notice Inviting e -Tender

Tender no: WEBEL/EOT/COM/21-22/00026 Dated: 30/07/2021

Name of the Project: Scanning & Digitization using High End Book Scanners, Image Editing and implementation of Search & Retrieval Software for Old Documents of Town Hall Library, Kolkata Municipal Corporation for Archival purpose.

General Manager (Commercial) on behalf of WBEIDC Limited -invites e-tender for the work detailed in Table below: -

(Submission of Bid through online)

Name of the Project	Tender Document Cost in INR (Non-Refundable)	Earnest Money Deposit in INR (Refundable)	Last date and time of tender submission (on line)	Date of opening of tender (on line) Technical Part
Scanning & Digitization using High End Book Scanners, Image Editing and implementation of Search & Retrieval Software for Old Documents of Town Hall Library, Kolkata Municipal Corporation for Archival purpose.	Rs.500/= (Rupees Five Hundred Only). To be submitted online	Rs. 35,000/= (Rupees Thirty five Thousand Only). To be submitted online	13/08/2021 at 12.00 PM	16/08/2021 at 3.00 PM

1) Tender Details:

1.1) Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate.

The bidder should submit Tender Document Fee of Rs. 500 (Rupees five hundred only)

through net banking or through RTGS/NEFT in the portal of the website: <https://wbtenders.gov.in> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.

The bidder shall pay an EMD of Rs. 35,000/- (Rupees Thirty five Thousand Only) through net banking or through RTGS/NEFT in the portal of the website: <https://wbtenders.gov.in> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.

- Contact Details: for technical queries- Sri S J Dutta, Manager Systems, email sjdutta@gmail.com Contact No 033 2401 5602/7699, Mobile – 9830602940
- Contact Details: for commercial queries –Sri Kausik Halder Assistant Manager (Commercial) - email halder.kausik@webel-india.com Contact No 03323392387

1.2) Digitally signed Technical Bid and Financial Bid, to be submitted through the website <https://wbtenders.gov.in> .

1.3) Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will be done as per Time Schedule stated in this Tender Document.

1.4) **FINANCIAL OFFER** of the prospective bidder will be considered only if the **TECHNICAL BID** of the bidder is found acceptable by the ‘Tender Evaluation Committee’. The decision of the ‘Tender Evaluation Committee’ will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.

2) Pre-Qualification criteria for participation in the tender: -

2.1. The Bids shall be submitted by only the Bidder; no consortium and sub vending is allowed in this Bid. Declaration in this regard needs to be submitted.

2.2. The bidder must be a registered corporate in India, registered under the Companies Act 1956. The bidder should be **operating in India for the last five years**.

2.3. The Bidder shall be an established Information Technology / ITeS company registered under the Companies Act, 1956 involved in IT & Scanning and data digitization related business having operations in West Bengal for the last three years as on 31.03.2021 (submit Certificate of Incorporation). The bidder should be a profit (Net Profit) making company for last three years (Necessary documents should be enclosed) and shall have their registered offices in West

Bengal (submit valid documentary proof - Certificate of Incorporation / Trade License).

2.4. The Bidder shall have Company Registration Certificate under the Company's Act, Income Tax Registration Certificate PAN Tarde License and GST Registration Certificate. Copies of all the above certificates must be submitted as evidences. Income Tax returns for the financial years 2017-2018, 2018-2019, and 2019-2020 have to be submitted.

2.5 The Bidder's annual turnover shall be at least Rs 100 Lakhs in the last financial year and aggregate of turnover of last three financial years (i.e., 2017-2018, 2018-2019, and 2019-2020) shall be at least Rs 300 Lakhs **from Scanning, Digitization and Image Editing related business**. A certified document by the Chartered Accountant stating the annual turnover of the Bidder has to be submitted.

Note: The turnover refers to the Bidder's firm and not the composite turnover of its subsidiaries / sister concerns etc.

2.6 The Bidder must submit copies of Balance Sheets, Profit & Loss Accounts and Annual Reports of the last three financial years – audited accounts for 2017-2018, 2018-2019, and 2019-2020, as evidences. In case the Bidder's turnover includes businesses other than sale of IT Infrastructure / Services (Scanning, Digitization, Image Editing etc), an appropriate certificate from a registered Chartered Accountant must be submitted to support the turnover figures in the desired area of Scanning and image editing work.

2.7. Bidder Work Experience

a-The bidder should have successfully completed at least

- 1 (one) single order of similar nature of jobs, particularly in Scanning & Digitization of documents of value Rs 30, 00,000
OR
- 2 (two) orders of similar nature of jobs, particularly in Scanning & Digitization of documents of value Rs 15, 00,000 each
OR
- 3 (three) orders of similar nature of jobs, particularly in Scanning & Digitization of documents of value Rs 10, 00,000 each

From any Government Dept. / Government organization / PSU. Work of similar nature means Scanning, Digitization and Image Editing job for any Archival Records of State Archives or National Archives or Govt Libraries/PSU/ Large Corporates within last 3 financial years. Work order along with completion certificate has to be submitted.

b- The aggregate scanning volume of the completed projects should be at least 7 lakhs images with certification. Copies of completion certificates to be attached. Bidder should have

completed at least one Govt order that includes implementation of DSpace Document Management Software or any Library Management Software or any Document Management Software including metadata indexing.

2.8 Copies of suitable documents like Purchase Orders, etc. for verification of the order values and work completion / customer satisfaction certificates (or similar documents) from Govt. Departments, PSUs or other Govt Organizations against the same orders for verifying successful completion of the orders must be submitted as evidences. Evidences for such orders that are still in progress will be copies of the orders plus current-dated satisfaction certificates from customers on order-specific progress of the jobs.

WBEIDCL- reserves the right to verify, if it so desires, the correctness of documentary evidences furnished by the Bidder.

2.9 The bidder should have experience of digitization of old and fragile Library books / documents or archival records. Evidences to be submitted.

2.10 The Bidder shall be required to give a declaration in their letter head that they have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept. / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept. / PSU / Board / Council or similar organization banned the Bidder in the past, this fact must be clearly stated. However, WBEIDCL - WML Division reserves the right at its own discretion to evaluate the Bidder's performance through reports from any Govt. Department / Quasi Govt. Dept. / PSU / Board / Council or similar organization or ask the Bidder to produce service satisfaction certificate from the customer base mentioned above.

2.11 The Bidder shall submit Tender Document Fee and Earnest Money Deposit (EMD) online.

2.12 The bidder shall be required to give a declaration in their letterhead that they have successfully & timely completed earlier projects of Webel (including all of its subsidiaries) offered on them (if any) in last three years.

However, WBEIDC preserves the right to evaluate the Bidder's performance through the report from any Govt. Department / Quasi Govt. Dept. / PSU / Board Council or similar organization at their own discretion or ask the bidder to produce service satisfaction certificate from the customer base mentioned as per above criteria. Any bidder, who failed to implement earlier projects of Webel, is not eligible to participate in this Tender. If such type of information arrived to the Tender Committee even after opening of the Tender, the Tender Committee reserves the right to cancel its Bid at any time.

2.14 Bid Form duly filled and signed as per format is to be submitted on the letterhead of the Bidder.

2.15 Original tender document (this document) with amendment (if any) is to be submitted with digitally and dully signed as an indication of acceptance of all terms and conditions laid down in this tender document.

2.16 Un-priced B.O.Q. is to be submitted in company letterhead, strictly in our format given in this Tender.

3) Date and Time Schedule:

Sr. No.	Particulars	Date & Time
1.	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	30-07-2021
2.	Documents download start date (Online)	30-07-2021
3.	Last date of sending queries through email	05-08-2021
4.	Corrigendum, if any will be published (On Line)	06-08-2021
5.	Bid submission start date (On line)	09-08-2021
6.	Last Date of bid (On Line)	13-08-2021
7.	Bid opening date for Technical Proposals (Online)	16-08-2021
8.	Date of uploading list for Technically Qualified Bidder (online)	To be notified later
9.	Date of uploading list for Technically Qualified Bidder (online) after disposal of appeals if any	To be notified later
10.	Date for opening of Financial Proposal (Online)	To be notified later

4) Project Background and Scope of Work

The Kolkata Municipal Corporation intends to digitize Old and valuable documents of the Town Hall Library through West Bengal Electronics Industry Development Corporation. As per project scope, we have to undertake **Digitization using High End Book Scanners & Image Editing** of Library Documents in bound volumes.

The Kolkata Municipal Corporation, Town Hall Library has repository of about 12,000 valuable books and journals. There are biographies, Calcutta Review, Modern Review, Bengal Past and Present, Journal of the Asiatic Society and Calcutta Municipal Gazette and other publications of Kolkata Municipal Corporation.

The targeted total quantity of documents, viz. Municipal Gazettes, Reports, Proceeding of Meetings and Manuscripts, to be taken up for digitization under the present scope is 7.09 lakhs pages.

Such legacy records have historical / legal value. It is therefore required to protect these documents from decaying due to aging or even loss. Documents are confidential in nature and are accessed only by authorised users / research scholars / officials. Scanning, Digitization and Indexing of all these paper based documents will besides increasing shelf-life for many years, help for easy retrieval of records, security, research and versatile report generation.

The scope pertaining to the project can be found below:

Proposed Digitization Process: The process involves:

A. Location of Documents

Scanning has to be carried out at customer's locations mentioned below:

The Town Hall Library, Esplanade Row (W), B.B.D. Bagh, Kolkata, West Bengal 700001.

Successful Bidder will have to ensure that their personnel follow social distancing norms and best practices for maintaining hygiene while working at site during prevailing pandemic situation.

B. Document Identification:

- Documents will be in the form of **bound volumes / books**. Majority of the document has only printed text, but a few may have graphics or photographs.
- **The project includes digitization of very old documents, from year 1866 onwards, many of them are very brittle. Successful Bidder shall have to take utmost care while handling the original documents.**
- **All of volumes / books are bound. Bidder(s) will not be allowed to open the binding of the volumes/books for scanning. For some specific reason, if unbinding**

is required subject to approval by KMC, the successful bidder shall rebind the volumes as before.

- Documents / images will be of the following paper sizes: **A3, A4, and Legal.**

Note:

In the Price Bid format only one rate for all sizes upto A3 has been asked for.

C. Collection of physical documents from the individual departments:

i. The Town Hall Librarian/ Nodal Officer would present their volumes/books/documents to the successful bidders. The successful bidders would have to make note of the volumes/books/document details in their log register while collecting these documents.

Pagination will have to be done by the Town Hall Librarian/ Nodal Officer for all volumes/books/documents on each page by pencil.

Following details are to be entered into the log register.

- No. of documents collected,
- Date of collection,
- Expected date of return,
- Actual date of return,
- Collected from,
- Collected by and Signature,
- Returned to and Signature,
- Returned by
- Remarks

ii. Documents that are very old and are not in good physical condition would have to be repaired and prepared with permission from Town Hall Library before they can be scanned.

iii. The successful bidder is required to take necessary precautions while handling the documents.

iv. The documents are to be maintained in an orderly manner without disturbing the chronology of the documents and without mixing pages between different documents.

After digitization of the documents by the successful bidders, it would be the responsibility of the successful bidders to maintain and **return the hard copy volumes/books/documents in their original form properly arranged, to the official(s) concerned.**

Any damage to the documents collected shall make the successful bidders directly responsible for the same and will attract penalty. Printed index of log file must be submitted at time of final data submission.

D. Pre-scanning preparation:

Preprocessing of document would be the activities that are to be performed on the documents collected before they can be scanned. It shall include (but is not restricted to)

- Removal of pins, threads, rubber bands etc
- Sorting of pages in the document in the correct order
- Cleaning, Dusting and Fumigation of Documents
- Smoothing edges, orienting direction
- Page number needs to be captured by Town Hall Library officials at the bottom of the page for noting and corresponding side papers. Numbering has to be done for all pages. Town Hall Library official should ensure and cross check the numbers captured to verify the numbers captured are in sequence for all pages.
- Special preparation of documents that may not be in a good physical condition and may not be directly scan able will be done by Bidder(s), however stapling, taping, pasting and pin are not allowed.
- Under NO circumstances shall the documents be changed, mutilated, destroyed or replaced by some other documents.
- Bidder should ensure that number of pages in each document is accurately captured and is then cross checked with the number of pages scanned. Bidder should maintain order of documents without disturbing the chronology of the documents and without mixing pages between different documents. In case of unavailability of required documents or pages missing or documents missing, it should be highlighted to the Town Hall Library representative.

E. Scanning / image capture:

- These documents that have been pre-processed would have to be scanned. The page size of most of the documents will be Legal Size/A4/A3 in the form of individual pages or books or files or bound volumes.
- **Scanners to be used in this project should be of Face up Technology ONLY.** Quality of the scanned images should be comparable to that produced by the **professional grade machines like High End Book Scanners. ADF, Flatbed, low end Overhead Scanners and Digital Camera will not be allowed for scanning work.**
- The Bidder is expected to use **only high end book scanners** to conduct the scanning exercise. **The book scanners employed should support scanning of A3, A4 and legal size pages.**
- Documents will be scanned in color mode only. The scanned documents shall be converted into JPEG files for image editing.
- **Resolution: Minimum 300 DPI.** In case the documents are not legible, it will be the bidder's responsibility to scan the documents at high resolution i.e. **600 dpi or higher. No extra payment shall be made for the same.**
- The successful bidders will ensure that all documents are digitized.

- The file numbering will be checked by the scanning agency and if there is any discrepancy in numbering, it should be sorted out with the departmental in charge before proceeding
- No page/document shall be digitized more than once.
- **There should be no wave, un-even lighting, distortion and color shifts on the scanned image.**
- **While scanning torn pages, pages beneath the current page should not be visible.**
- **The Book Scanners should support 24 bit Color Scanning**
- **The Book Scanner to be used in the project, should be capable of scanning A2 - A4 size Old pages in 300-600 dpi optical resolution. Also the scanner should be well equipped with LED lights, capable of scanning images in TIFF, JPEG and PDF-A formats and having software options like batch scan wizard, adjusting color depth, direct export to preferred graphics application, modifying images, automatic crop, document management with automatic naming, conversion of raster images etc. Book Scanners should have V- Cradle.**

F. Image Editing and Enhancement:

The successful bidder(s) shall perform the following Image Enhancement Activities

- The successful bidder must carry out cropping and cleaning of images like removing black noises around the text, De-speckle Background noise, de-speckle (removing small dots between the text) and provide equal margins all around the text.
- Successful bidder should ensure that quality of scanned images are enhanced up to the optimum level and required image enhancement activities like De-skew (to make the images straight, only a very small angle rotation allowed with permission from client, contrast ratio setting etc. have to be done on the documents. Also image editing activity done on each image by applying filters and tools on old and poor quality images, noise removal, canvassing of each image is done by bidder using industry standard image editing software as per customer satisfaction.
- Image Editing of the scanned images for skewing, de-skewing, de-speckling, cropping, removing black noise around the text cleansing of images, canvassing etc. shall be carried out by trained skilled operator other than the one scanning the document. Scanned image should be replica of the original document. Bidder should ensure latest licensed software for Quality Check is installed.
- **Individual page /page by page Image Editing and Enhancement will constitute substantial part of the project.**
- Image editing workflow:
 - Rotation (each images if required) ->Cropping (each images) ->Image enhancement (each images)->Canvassing (each images)->**Making Single jpeg file for each image->Making combined searchable pdf file for a book/file/volume/document.**
- **Cropping of individual image must be done in original 300 DPI resolution.**

- Illegible images should be made legible with help of various photo enhancing techniques verified and approved by the department. Image size i.e. height and width should be fixed which may vary from document to document. Image should be in centre of the canvas i.e. canvas should be equal in both the sides of the image. Canvas colour is white strictly, any other colour as canvas is not allowed. Image orientation should be maintained. No manipulation / tampering of image is allowed.
- **Bidders should clearly understand that page by page image editing and final presentation in the prescribed format is a major part of the project and acceptance / approval process of Town Hall Library also involves checking against each page with respect to the originals and stringent quality checking is followed.**
- **Information Content of the scanned document will not be tampered with. Originality and integrity of the documents will have to be maintained.**

G. Quality Control:

- A number of quality checks will have to be put in place in order to ensure the quality and validity of the scanned data. At the first level, the bidder(s) will have to conduct quality control of the following:
 - Image quality check
 - Validation of the image against the original data
 - Metadata entry of documents
- Ideally, quality control will be performed at periodic intervals while the documents are being scanned. To test for quality, take a random sample of the documents and check to see if they are satisfactory. Sampling procedures will be discussed below. Then, review each image in the quality sample either on screen or on a printed version. If the images are mostly going to be viewed by the users on screen, then check the quality on screen. If the images are mostly going to be printed before they are used, then check the quality using a printout.
- Digitized data will be submitted on weekly basis for QC.
- Quality check after scanning and image editing work is of utmost importance. Bidder should ensure quality of work. Bidder should check scanned records for DPI, image Quality, Format, Noise removal etc.
- Bidder should ensure that the digitized document is the exact replica of the original paper document maintained as part of the records in the books.
- Bidder should ensure the following Quality check in the images:
 - a) Scanned images must be in color mode and maintain prescribed resolution.
 - b) Skew correction to make the documents straight
 - c) Remove black noises around the text
 - d) De-speckle (remove small dots between the text)

- e) Provide equal margins around the text
- f) Brightness and contrast adjustment
- g) The Image should not be too dark / too light.
- h) The Image should not have been captured under improper lighting.
- i) The Image should not have been cropped from any side.
- j) The orientation of the image should be proper.
- k) The color is consistent in all the images and not patchy.
- l) The image should not be skewed.
- m) The image should not be blurred.
- n) The image should not have excessive noise.
- o) There should not be any data loss due to folds.
- p) There should not be any data loss due to tight binding and bulge at the center.
- q) There should not be extra darkness at the edges

In case the output of the scanned document is not satisfactory, the operator would re-scan the document at a higher resolution. No extra payment shall be made for the same.

- Validation of the image against the original data
 - Check for missing documents if any
 - Check whether the images are as per the document sequence
 - Check the visual quality of the image vis-à-vis the original document
 - The above checking are to be carried out by Image editing operators
 - At a second level, a supervisory level staff of the Bidder(s) either individually or jointly with a designated Department official will conduct a verification of the scanned images with the original documents on a sample basis. If the error at this stage is greater than a threshold level of 2% (to be finalized later on), the whole batch will have to individually checked. The errors generated and the corresponding resolution will have to be noted in an error log which has to be maintained and will be the responsibility of the respective supervisor. The required periodicity, sampling ratio and the threshold level for errors will be specified by the Department in discussion with the selected partner before the start of the project.

H. Indexing/Metadata Entry of Legacy Records, Files and Documents

Indexing/Metadata to be carried out after completion of Quality check of the file. Pre-defined excel sheet with hyperlinks will be provided to Bidders to capture certain important documents page number in the scanned file so that the user can directly access particular documents which are in the scanned file. Page number to be captured from the scanned file maintained during page numbering on the Index sheet against the document name.

Metadata entry comprises of capturing of data of requisite fields by viewing the files used for scanning. Metadata entry includes the following process

- Fields for Metadata Entry will be provided by the customer.

- Bidder(s) shall carry out data entry in English in the pre-defined excel provided for Metadata Entry.
- Metadata entry facility should be fully equipped with the required computers with basic software, storage devices, etc for un-interrupted execution of the project by the Bidder(s).
- Bidder(s) should ensure Metadata Entry field is captured based on the data searched from the scanned file.
- All fields in the Metadata Entry sheet are to be captured.

Metadata Index fields envisaged: Title of the book / document, author, year of publishing, Volume Number, Keywords, etc up to approximately seven (7) fields.

I. Handover of Digitized data:

- After the image editing, the digital files will be tagged and stored in the drive. Folder structure has to be followed while storing the digitized data in the storage device.
- Nomenclature of the digitized file should be in accordance with the customer standard
- Serial of image should be maintained and should be in sync with the original book.
- Nomenclature of file and folder structure should be department approved.
- **The edited colour images (JPEG) and combined (compressed) Searchable PDF files will be submitted to the Town Hall Library in External Hard Discs containing JPEG, Combined PDF and excel file & printed Index. External hard disks will be provided by successful bidder. No extra payment shall be made for the same.**
- PDF should be in 300 DPI and continuous i.e. one PDF per book or document. In case of large size pdf files, maximum size of a pdf file will be 80 MB ; larger files may be split at a natural point, meaning at the end of a record set or chapter, maintain continuation page numbers with clear legibility. PDF files will be searchable PDF that will allow Free Text Search facility by the Document Management System

J. Backup:

The successful bidder is required to take backup of incremental data at the end of the day. The backup shall be taken on a hard disk drive and shall be stored in a secured place for data retrieval during emergency.

K. Handover of documents:

After scanning and image editing, the documents would have to be handed over to the department concerned in their original condition properly arranged. Appropriate entries would also have to be made by the successful bidder in their register.

- After scanning, the physical document would have to be pinned together/tagged in the same form as it was given for scanning by the departments.
- Each page of a document shall be serially numbered and shall be counted while giving the documents back.

- Each page shall be serially arranged and shall be counted while giving the documents back. Bidder to maintain and return the documents in their original form to the customer representative. Any damage to the documents collected shall make the Bidder liable to penalty.

SEARCH & RETRIEVAL SOFTWARE FEATURES

Search & Retrieval Software / Document Management solution will be based on Open Source Software, DSpace and the database will be PostGre. Operating System will be Windows 10.

Successful Bidder shall install, configure and implement DSpace Software at the existing computer server at Town Hall Library.

DSpace is an Open Source Digital Repository software package typically used for creating repositories for digital content / documents. DSpace repository software serves a specific need as a digital archives system, focused on the long-term storage, access and preservation of digital content. DSpace supports besides pdf, many other standard file types.

Customizations / Configurations for DSpace software to include Submission process, Metadata input form, creation of appropriate groups / users.

DSpace, enables authenticated users to upload the scanned and indexed documents to the centralised data repository and retrieve the documents based on search criteria. DSpace will be installed and hosted on the Existing Server Computer.

Key features and functions :

Installation of the proposed DMS involves one-time Installation of FOSS software along with PostgreSQL and Tomcat Apache Web server on a single system.

The DMS solution proposed has the following features:

- Customize the user interface (according to pre-designed XMLUI or JSPUI themes)
- Organisation name, logo can be placed as required
- Customizable metadata fields and forms-Modify form and fields according to your organisation needs
- Configure, browse and search - by Document Search Type (Index Search, Keyword Search, Free Text Search all in English language)
- Authenticated user access
- Assigning to roles to user
- Maker and Checker functionality
- Uploading of bulk documents with metadata in batch mode
- Ability to handle multiple file formats (PDF,PDFA,PNG,JPG,MS-Office etc)
- The system allow users to create a folder(or similar functionality) to group data

- The system allow users to share file through hyperlink
- Capability to hosts on-premise, on internet and intranet
- The DMS runs on Windows as well as Linux OS.

Metadata / indexing information for books / records / documents shall include all desired information. The system will have capability to add more index fields as per requirement.

Books/Documents can be searched / browsed by the index fields. The Software will be accessed by standard browsers like Chrome, Internet Explorer, Mozilla through LAN.

Functionalities:

Functionality Step	User Group	Description
User creation, role assignment	Administrator	Will be able to create users with passwords, assign them roles
File group/collection creation	Administrator	Files can be grouped accordingly
File access restriction	Administrator	Will be able to allow or block access to files, by file group
Metadata and File upload (in single or batch mode)	Authorised User/Administrator	User can input metadata and upload file into a file group, depending on the permission given to Him/her.
Search and Retrieval	Reader	Can search by keywords

Centralised Database: All data will be centrally located in a database. All the scanned documents after upload will be stored in the centralised file repository. Scanned documents will be saved in single pdf file or multiple pdf file in case of large records.

The system accommodates multiple users of different levels and allows security, with multiple layers of user definable security to limit access. Some of the key features of the Software include:

- Content Acquisition, Document Management, Security Management, Backup and Recovery
- The system will allow for the display of colour images. The ability to store and view multiple page files. PDF documents will be opened in any Browser
- Access to, or updating of, information stored in the system should be restricted through use of a password security system.
- Access shall be limited to “read only” at the user level.
- System security allows / restricts users to add / update / delete functionality by user.

- When doing a search on a significant portion of the database, system will display all file names that the search identified. User can point-and-click on any file(s) displayed to retrieve.
- Multiple users can view a single stored image simultaneously.

L. Reports:

- The successful bidder shall also provide tools for checking the scanning progress. This shall include the daily, weekly, monthly and overall progress (number of images/pages scanned, percentage scanned etc). The tool should also display department-wise and record room wise progress. The tool should be able to provide reports on the status of scanning on a periodic basis.
- The successful bidder will maintain a register that will serve a purpose of evidence for the number of documents and pages entered by the successful bidder on each day. The details of this register would have to be entered into the tool mentioned on a daily basis.
- The format, content, periodicity and other information related to reports shall be discussed and finalized with the successful bidder before the commencement of the project.

M. Infrastructure

- **The successful bidder will use its own infrastructure. This shall include, but is not limited to, Hardware components like PCs/laptops, High End Book Scanners, lights, UPS, storage, chairs, tables, almirah, etc. that shall be required for the implementation of the project shall be brought by the successful bidder and he can take these back after the completion of Scanning activities.**
- The space for setting up the infrastructure as well as the power connections will be provided by Department authority.
- The successful bidder would deploy its own human resource for all the aforementioned activities. The successful bidder shall deploy adequately skilled manpower resources to complete the job within the specified time.

N. Loss of data

- **Bidder should take good care of all Government records and will be responsible for security of the record from time of receipt to time of delivery.**
- **Penalty for per record will be charged against the loss or damage of record.**

O. General

- Working time will be normal office hours at the premise of Town Hall Library.
- The volumes / books / documents will not be allowed to be removed from premises allocated to successful bidder. Suitable hardware infrastructure/facilities have to be established onsite at the premises that shall be allocated to do the digitization work.

- Under no circumstances shall the documents be changed, mutilated, destroyed or replaced by some other documents.
- The firm shall at its own cost provide the necessary consumables, including paper, ink and spares required for maintaining and operating its machinery/equipment smooth execution of scanning/digitization of records. The firm shall make its own arrangements for safety/security of the equipment and also keep them incurred against theft, fire and damages.

5. **Amendment of Invitation**

WBEIDCL - reserves the right to waive specific terms and conditions contained in this tender document. It shall be understood by the Bidders that the proposal is predicated upon acceptance of all terms and conditions contained in this tender, unless the Bidder has obtained such a waiver in writing or through corrigenda uploaded in the website, prior to submission of the proposal. Such waivers, if granted, will be granted to all prospective Bidders.

Besides the Corrigenda/Addenda that may be issued by WBEIDCL – WML Division in response to the queries submitted by the Bidders, at any time prior to the deadline for submission of proposals, WBEIDCL- WML Division reserves the right to add/modify/delete any portion of this tender document by issuance of Corrigenda/Addenda, or even cancel the tender which will be published on the website. All prospective bidders should keep track of any publication of such corrigenda/addenda. Such modification once published in our website will be binding on all prospective Bidders and will form part of the bid documents (Techno-Commercial as well as Price Bid).

6. **Earnest Money Deposit (EMD)**

The Bidder shall submit online an EMD of Rs. 35,000/- (Rs Thirty Five Thousand Only). In the event of e-filing, intending bidders may download the tender documents from the website <https://wbtenders.gov.in> directly. Necessary EMD has to be remitted through Net banking or through RTGS. NEFT through the <https://wbtenders.gov.in> //portal as per G.O 3975-F(Y) dated 28th July, 2016 issued by Finance department Govt. of West Bengal.

Earnest money will be refunded to the unsuccessful bidders after receiving application from them on completion of tender process. In case of successful bidders Earnest Money will be retained till security deposit of 3% of the total value of the job is deposited in the form of Bank Guarantee (format given) for a validity period of 1 year.

7. **Forfeiture of Earnest Money**

The EMD may be forfeited either in full or in part, at the discretion of WBEIDCL, on

account of one or more of the following reasons: -

- The Bidder withdraws their bid during the period of bid validity specified by him on the Bid Form.
- The Bidder fails to co-operate in the bid evaluation process.
- If the bid or its submission is not in conformity with the instructions mentioned herein
- If the Bidder violates any of the provisions of the terms and conditions of this tender
- The successful Bidder fails to (i) accept award of work, (ii) sign the Contract Agreement with WBEIDC-WML after acceptance of communication on placement of award, (iii) furnish performance security, (iv) sign the Contract Agreement in time, (v) comply with any important conditions of this tender document.
- If any Bidder indulges on any such activities as would jeopardize the interest of WBEIDC Limited or Department of IT/ KMC or would prevent timely finalization of this tender.

The decision of WBEIDC-WML regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the bidder by Webel.

Earnest money of the Bidder is also liable to be forfeited in case of any false submission/statement. In case of any refusal to abide by terms and conditions of our LOI/PO or refusal to enter into a written agreement as per prefixed terms and conditions, the authority is at liberty to forfeit earnest money and take lawful actions.

8. Clarification Regarding Tender Document / Corrigendum

A prospective Bidder requiring any clarification about the tender document and scope of work against the Tender may write to General Manager (Commercial), WBEIDC Limited –through e-mail: pratul.show@webel-india.com and Advisor, WML –Division through email- arup.bhattacharya@webel-india.com . For such queries the prospective Bidders will submit through email, the proof of payment of the Tender Document Fee. All the queries are to be sent before the last date of submission of queries as mentioned earlier. Based on the queries, clarification and corrigendum, if required will be published.

9. Criteria for Evaluation

- i. First the Bidders will have to be eligible as per Pre-Qualification Criteria. Then Technical Proposals of the Bidders that meet the Pre-Qualification Criteria will be evaluated. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will not be opened.
- ii. Technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks out of total 100

in the technical evaluation would be eligible for the next stage, i.e. opening of Commercial Bid.

- iii. Proposals of the bidders would be evaluated as per Technical Evaluation Criteria. Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the required criteria, in absence of which their proposals will be rejected summarily at the qualification stage itself.

9.1 Pre-Qualification Criteria: Mentioned in serial no 2 of the RFP.

9.2 Technical Evaluation Criteria

- Technical proposal of the only that bidders will be evaluated who meets all the prequalification criteria.
- The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

Sl no	Criteria / Sub Criteria	Description	Point System	Max Criteria / Sub Criteria Marks	Form to be used / Supporting Documents to be submitted by Bidder(s)
1 Past Experience of the Bidder / Organization				40	
a	Scanning and Digitization Turnover	Average Annual Turnover from Scanning, Digitization and Image Editing related business in last 3 financial years	<ul style="list-style-type: none"> • \geq Rs 5 Cr - 10 Point • $>$Rs 3 Cr - 6 Point • $>$Rs 1 Cr - 2 Point 	10	A certified document by the Chartered Accountant stating the Scanning and Digitization Turnover of the Bidder has to be submitted.
b	Scanning Volume	Aggregate scanning volume of the completed projects with certification in Government / Public	<ul style="list-style-type: none"> • \geq 30 lakhs images - 5 Point 	5	Completion certificate issued by Customer

		Sector organizations in last 2 years till date	<ul style="list-style-type: none"> • > 15 lakhs images - 3 Point • > 7 lakhs images - 1 Point 		
c	Scanning of old records	Scanning of very old, Brittle records and Archival documents	<ul style="list-style-type: none"> • Document age > 200 years - 10 Marks • > 100 years - 6 Point • Else 0 Point 	10	Evidences / self-declaration to be submitted (based on customer certificate stating documents age or document age reflected in PO or completion certificate).
d	Implementation of DSpace Software / Library Management Software/any DMS	Successfully implemented search and retrieval software	<ul style="list-style-type: none"> • DSpace done - 10 point • Any other DMS/Lib Mgmt Appln - 5 point 	10	Copy of Declaration or Completion certificate issued by the customer stating the same
e	Digitization of Archival Records/ Library Books	Successfully digitized Archival Records of State Archives / National Archives or Library Books	<ul style="list-style-type: none"> • Done for State / National Archives - 5 • Done for any other Govt Library - 3 	5	Copy of work order / invoice / completion certificate to be submitted to this effect

2	Solution proposed for scanning and image editing. Work Plan approach and proposed methodology		30	
a	Proposed Solution : Requirements addressed as mentioned in different parts of the RFP and quality of the solution	<ul style="list-style-type: none"> • Understanding of the project requirements • Solution conceptualized for this project • Quality control procedure • No of Manpower to be deployed • No of Scanners deployed • Plan for meeting the SLA norms • Redundancy and failover options • Associated risk / problem and plans for mitigation and technical approach to address them • Submitted Sample .JPEG files of any old and brittle document, as per required specification 	15	Detailed write up mentioning point sl no 3, 4 and 5 of Instruction to Bidder; Also submit 2 or 3 pages of final edited jpeg files as per required specification of any old and brittle original document
b	Proposed Approach and methodology: Project Management and detailed work plan	<ul style="list-style-type: none"> • The overall project management approach adopted by the bidder to implement the project to meet the timeline. • Evaluation will be based on the detailed Project plan including day wise, week wise activities with work breakdown structures, project estimates and milestones etc. 		
c	Resource Deployment	<ul style="list-style-type: none"> • Qualification / relevant certification and experience of the People involved • Scanners Type, Make, model, specification, speed and output quality 	15	
3	• Organizational Strength		30	

a	Turn Over	<ul style="list-style-type: none"> Bidder average turnover in the 3 last financial years 	<ul style="list-style-type: none"> > Rs 10 Crore – 10 Marks, Between 10 to 5 crore – 6 Point, < Rs 5 Crore – 3 point 	10	A certified document by the Chartered Accountant stating the annual Turnover of the Bidder has to be submitted.
b	ISO 9001 / ISO 27001 Certificate	Bidder ISO 9001 or ISO 27001 certified and valid on date of submission.	<ul style="list-style-type: none"> Yes – 5 point, else 0 	5	Copy of ISO certificate
c	Office in West Bengal	Operations in West Bengal as on 31.03.2021	<ul style="list-style-type: none"> >5 Years- 5 Point, >3 Years- 3 Point, < 3 Years- 1 Point 	5	Certificate of Incorporation
d	Ownership of High End Book Scanners	Bidder having High End Books Scanners (not hired) as their own capital equipment	>Total no. of scanners of desired specification to be deployed as per write up, = 10 points, else proportionate marks	10	Self Declaration to be submitted, mention quantity, year of purchase, make and model no. of equipment

Note:

1. For sl no 1, the Completion Certificate of the projects need to be provided (issued to the responding Bidder by the respective customers).
2. For sl no 2, Evaluation based on Write up and supporting documents in the Technical Proposal
3. For sl no 1, The value / quantity of pages of the projects considered in the above criterion would be based on the Purchase Order issued to the responding firm. In absence of the supporting documents, the projects would not be considered for evaluation.

9.3 Technical Bid Evaluation

- As part of the Technical Evaluation, in the first step, the Technical Bids will be examined to ascertain responsiveness of the Technical bids with the General Terms and

Conditions of the Contract and Technical Requirements & Scope of Work as defined in the RFP.

- In the second step, the Technical Evaluation of the responses of the Bidders will be evaluated, based on Technical criteria set in this Bid Document.
- The Technical evaluation shall involve:
 - Document-based evaluation of the Technical Bids
- Based on the 'Evaluation Parameters' as tabulated above, the bidder's technical proposal shall be evaluated. For the purpose of detailed technical evaluation, technical marks shall be awarded based on the detailed evaluation criteria. The technical marks shall then be converted into Technical Score (ST) in percentage. 1 Technical mark corresponds to 1 Technical Score in percentage. Technical Score (ST) in percentage shall be computed for each bid. It is mandatory for Bidders to secure minimum qualifying score of 70% (70 points out of 100), out of the maximum Technical Score in order to be shortlisted as a Technically Qualified Bidder (TQB) and for further evaluation in subsequent stages, namely, commercial bid evaluation.

9.4 Opening of Commercial Bids

The Purchaser will open the Commercial Bids of only Technically Qualified Bidders (TQB).

9.5 Commercial Bid Evaluation

- The Financial Bids of technically qualified bidders (i.e. above 70 marks) will be opened on the prescribed date in the presence of bidder representatives.
- The commercial evaluation would be based on L1, i.e. the bidder with the least commercial quote shall be eligible for award of contract. **However, WBEIDC reserves the right to award the job contract to more than one eligible party at L1 rate.** The distribution of quantities will be, if two parties are awarded, then at the ratio of 70:30 (70% quantity to L1 bidder), If L2 bidder does not accept L1 rate then L3 bidder will be asked, so on.
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price considered should be 'excluding' taxes. GST to be charged as applicable at the time of the Invoice.
- Any conditional bid would be rejected.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price

shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

- If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- The Total Bid Price, as computed by the Purchaser shall be used for the purpose of commercial evaluation of bids.
- In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the “Best responsive bid” for award of the Project.

Note:

a. A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, WML rights or the Bidder's obligations for, performance of the project and the rectification of which deviation would affect unfairly the competitive position of other bidders presenting substantially responsive Bids.

WBEIDCL- WML Division may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation

b. If the quoted price is abnormally low and is considered for placement of order then the party will be asked to justify the rates quoted and will have to give performance guarantee in addition to security deposit. Amount will be decided by the purchaser at the time of placement of order

Unpriced Bill of Material

Sl. No.	Description of Main Activity	Unit	Quantity	Detailed Description (to be provided by the bidder)	Remarks
1	Scanning (Greyscale / Colour) and Digitization using High End Book Scanners of A3/ A4 / Legal size pages, image editing, Metadata Indexing, creation of pdf files	Per image	7,50,000		
2	Installation, configuration and implementation of DSpace Document Management System Application for Search and Retrieval	Lumpsum	1		

	of books/documents including support and maintenance for three years				
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9.6 Awarding of Contract

a. Award Criteria

- WBEIDCL –will award the Contract to the successful bidder(s) whose bid has been determined to be substantially responsive and has been determined as the Best Valued Bid after evaluation (refer to the evaluation process section for details).
- WBEIDCL- reserves the right not to accept the Lowest Price bid without assigning any reason whatsoever and the Bidder will not challenge such decision in any forum whatsoever. WML also reserves the right to place order for part quantity of item, purchase in phased manner and/or drop any line item.
- WML reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.

b. WBEIDCL- WML Division’s Right to Accept any Bid and to Reject any or All Bids

WBEIDCL – WML Division reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for WBEIDCL-WML Division’s action.

c. Notification of Award

Prior to the expiration of the period of bid validity, WML will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted.

The notification of award will constitute the formation of the contract. Upon the successful Bidder's furnishing of Performance Security, WML will promptly notify each unsuccessful Bidder.

d. Signing of Contract

WBEIDCL- WML Division shall enter into a separate contract with the successful Bidder(s). Terms and Conditions specified in the RFP document shall become the part and parcel of the contract document.

The successful Bidder(s) will have to provide a security deposit of 10% of the value of the LOI awarded to them, in the form of a Bank Guarantee within 7 working days for a period of 1 year. After receiving the PBG, firm P.O. will be issued.

9.7 Failure to Agree with the Terms and Conditions of the RFP

a. Failure of the successful bidder (for single party) to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event WBEIDC may award the contract to the next best value bidder or call for new proposals from the interested bidders.

b. In such a case, WBEIDC shall invoke the PBG of the most responsive bidder.

10. Amendment of Proposals

In order to afford prospective Bidder reasonable time to make amendment in their proposals, WBEIDCL – WML Division may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on WBEIDCL- WML Division.

11. Language of Proposal & Correspondence

The proposal submitted by the Bidder should be in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English.

12. Proposal Currency

Prices shall be quoted in **Indian Rupees**, inclusive of all prevailing taxes, levies, duties, etc. Tax break up is to be shown in the Price Bid.

13. Period of Validity of Proposals

The quoted offer and/or rates must be valid for a minimum period of **three years** from the date of opening the Techno-Commercial bids. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the qualified Bidder(s).

Acceptance of such request during actual offer is however optional to the Bidder.

14. Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned in '**Instructions to Bidders**' stated in Section – 'A' before tendering the bids.

15. **Conditional / Incomplete tender will not be accepted under any circumstances.**

16. **The intending bidders are required to quote the rate online.**

17. If there be any objection regarding qualifying the Agency that should be lodged online to WBEIDCL- WML Division within 2 (two) days from the date of publication of list of

qualified agencies and beyond that time schedule no objection will be entertained.

18. Before issuance of the WORK ORDER, the tender inviting authority may verify the credential and other documents of the lowest tenderer if found necessary. After verification, if it is found that the document submitted by the lowest tenderer is either manufactured or false in that case work order will not be issued in favour of the said tenderer under any circumstances.
19. If any discrepancy arises between two similar clauses on different notification, the clause as stated in later notification will supersede former one in following sequence:
 - N.I.T.
 - Special Terms & Conditions
 - Technical Bid
 - Financial Bid

20. Qualification criteria:

The tender inviting and Accepting Authority through “Tender Evaluation Committee” will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria regarding:

- Financial Capacity
- Technical Capability comprising of personnel & equipment capability
- Experience / Credential

The eligibility of a bidder will be ascertained on the basis of the document(s) in support of the minimum criteria as mentioned above. If any document submitted by a bidder is either manufactured or false, in such cases the eligibility of the bidder / tenderer will be rejected at any stage without any prejudice.

General Manager (Commercial)
WBEIDC LIMITED
Webel Bhavan, Block-EP & GP, Sector-V,
Salt Lake, Bidhan Nagar, and Kolkata:-700091

SECTION - A
INSTRUCTION TO BIDDERS

General guidance for e-Tendering:

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the Bidders to participate in e-Tendering.

i. Registration of Bidder:

Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System, through logging on to <https://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.

ii. Digital Signature Certificate (DSC):

Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated in Clause A.1. Above. DSC is given as a USB e-Token.

iii. The Bidder can search & download N.I.T. & Tender Document(s) electronically from computer once he logs on to the website mentioned in Clause A.1 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

iv. Participation in more than one bid:

If a prospective bidder / partner applies more than one bid in a single tender all his bids will be rejected for that job.

v. Submission of Tenders:

Tenders are to be submitted through online to the website stated in Clause A.(i). in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

Technical Proposal:

The Technical proposal should contain scanned copies of the following in two covers (folders).

a) Statutory Cover containing the following documents:**1) Prequalification doc:**

- Prequalification Application (Bid Form) details in Section-B, Form – I.
- Structure & Organization details as per Section-B, Form – II.
- Experience Profile as per Section-B, Form – IV.
- All relevant documents mentioned in Sl no 2 of RFP to be submitted.

2) Technical Doc:

- Un-priced B.O.Q. is to be submitted in company letterhead mentioning of all the items, strictly as per our BOQ.
- **All relevant documents mentioned in form V must be uploaded.**

3) TENDER DOCUMENT

- Upload the Tender Document Dully Signed with seal on each page (Do not fill the details). In case of any corrigendum published the same also will have to be uploaded with seal and signature.

b) Non-statutory Cover Containing the following documents:

- i. Professional Tax (PT) deposit receipt challan for the financial year 2019-20, PAN Card, IT Return for the Assessment year 2019-20, GST Registration Certificate and challans for all for the financial year 2019-2020
- ii. Registration Certificate under Company Act. (If any).
- iii. Registered Deed of partnership Firm / Article of Association & Memorandum.
- iv. Power of Attorney (For Partnership Firm / Private Limited Company, if any).
- v. Audited Balance Sheet & Profit & Loss A/c. for the last 3 (three) years

N.B.: Failure to submit any of the above mentioned documents as stated will render the tenderer liable to be rejected for both statutory & non statutory cover.

THE ABOVE STATED NON-STATUTORY/TECHNICAL DOCUMENTS SHOULD BE ARRANGED IN THE FOLLOWING MANNER:

Click the check boxes beside the necessary documents in the My Document list and then click the tab “Submit Non Statutory Documents’ to send the selected documents to Non-Statutory folder.

Next Click the tab “Click to Encrypt and upload” and then click the “Technical” Folder to upload the Technical Documents.

Sl. No.	Category Name	Sub-Category Description	Detail(s)
A.	Certificate(s)	Certificate(s)	<ul style="list-style-type: none"> - GST Registration Certificate and Acknowledgement - PAN , PF & ESI Certificate - Professional Tax (Challan) , - Latest IT Receipt. - IT-Return for Assessment year 2019-20. - Balance Sheet & Profit & Loss A/c. Statement - Non-Ban certificate - Factory or Shop & Establishment Certificate - Return for PAN, GST, PF & ESI
B.	Company Detail(s)	Company Details - 1	<ul style="list-style-type: none"> - Proprietorship Firm (<i>Trade License</i>) - Partnership Firm (<i>Partnership Deed, Trade License</i>) - Ltd. Company (<i>Incorporation Certificate, Trade License</i>) - Power of Attorney.
C.	All Credentials	Credential – 1 Credential – 2 Credential -n	<ul style="list-style-type: none"> - Similar nature of work done & completion Certificate Which is applicable for eligibility in this tender.
D	FINANCIAL INFO	P/L & BALANCE SHEET 2019-20	P/L & BALANCE SHEET 2019-20

		P/L & BALANCE SHEET 2018-19	P/L & BALANCE SHEET 2018-19
		P/L & BALANCE SHEET 2017-18	P/L & BALANCE SHEET 2017-18

1. Tender Evaluation Committee (TEC)

- i. WBEIDCL - WML Division Tender Evaluation Committee will function as Evaluation Committee for selection of technically qualified bidders.
- ii. Opening & evaluation of tender: Opening of Technical Proposal: Technical proposals will be opened by the WML Tender Committee electronically from the website using their Digital Signature Certificate (DSC).
- iii. Cover (folder) for Statutory Documents (Ref. Sl. No. A. (v). (a)) will be opened first and if found in order, cover (folder) for Non-Statutory Documents (Ref. Sl. No. A.5. (b).) Will be opened. If there is any deficiency in the Statutory Documents the bid will be treated as non-responsive and Tender Committee will have the right to decide accordingly.
- iv. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded & handed over to the Tender Evaluation Committee.
- v. Summary list of technically qualified tenders will be uploaded online.
- viii. Pursuant to scrutiny & decision of the Tender Evaluation Committee the summary list of eligible tenders & the serial number of work for which their proposal will be considered will be uploaded in the web portals.
- ix. During evaluation the committee may summon of the tenders & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

2. Financial Proposal

- i. The financial proposal should contain all items mentioned in the Price Bid. The Bidder is to quote the rate online through computer in the space marked for quoting rate in the Price Bid.
- ii. Only downloaded copies of the above documents are to be uploaded virus scanned &

Digitally Signed by the Bidder. Financial capacity of a bidder will be judged on the basis of information furnished.

iii. **Penalty for suppression / distortion of facts**

If any tenderer fails to produce the original hard copies of the documents like Completion Certificates and any other documents on demand of the Tender Evaluation Committee within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies, it may be treated as submission of false documents by the tenderer and action may be referred to the appropriate authority for prosecution as per relevant IT Act.

iv. **Rejection of Bid**

Employer reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Employer's action.

v. **Award of Contract**

The Bidder(s) who's Bid has been accepted will be notified by the Tender Inviting & Accepting Authority through acceptance letter / Letter of Acceptance. The notification of award will constitute the formation of the Contract. All the tender documents including N.I.T. & B.O.Q. will be the part of the contract documents. After receipt of Letter of Intent, the successful bidder shall have to submit a PBG from a scheduled bank amounting to 3% of LOI value (format attached with this tender document)

vi. WBEIDCL-WML Division reserves the right to splitting of the Contract and Curtailment & Increment of Work

3. Profile of Key People

Bidder(s) should attach the profiles of the key people who would be involved during the course of this project. The profile shall necessarily include the following details in the format mentioned below

a) Proposed Position:

b) Name of Firm and Years with the Firm [Insert name of firm proposing the staff]:

c) Name of Staff [Insert full name]:

d) Date of Birth: Nationality:

e) Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

f) Membership of Professional Associations:

g) Other Training [Indicate significant training since degrees the have already been mentioned under e]:

h) Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

i) Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: To [Year]:

Employer:

Positions held:

<p>j) Detailed Tasks Assigned [List all tasks to be performed under this assignment]</p>	<p>k) Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point k.] Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:</p>
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l) Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year Full name of authorized representative

4. Proposed Resource Deployment

Sl no	Resource Level	Responsibility	Brief Description of Qualification - Certifications, Technical Degree/Diploma	No. of Resources deployed at the proposed level

Bidder should provide details for each Core Project Team Member and Image editing expert in following format:

Sl no	Item	Details
	Name	
	Specify role to be played by him/her	
	Current job title	
	Experience in years.	
	Number of years with the organization	
	Current job responsibilities	
	Summary of Professional /Domain experience	
	Skill sets	
	Highlights of assignments handled and significant accomplishments	
	Educational Background, Training/Certifications	

Sl no	Resource / Equipment's / Scanners	Name and Make / Model	Brief Description	No. of equipment that will be deployed
1	Book Scanners			
2	Laptop/PC's			
3	UPS			
4	External HDD			
5.	etc			

5. Project details and methodology

The Bidder is required to submit the proposed technical solution in detail. Following should be captured in the explanation:

- a. Understanding of the requirements
- b. Clear description of the proposed solution
- c. Project Management Methodology (Initial phase of scanning, editing and indexing with Metadata tagging)
- d. Risk Management Methodology proposed
- e. Extent of compliance to technical requirements specified in the scope of work
- f. Strength of the Bidder to provide services including examples or case-studies of similar solutions deployed for other clients
- g. Quality Assurance and Control Process details which must include (but not limited to) detailing on Metrics, Reviews, Problem Reporting and Corrective action etc.
- h. Timeline week by week

Note:

- a. All the pages (documentary proofs and other documents that may be attached) should contain page numbers and would have to be serially numbered.**
- b. Inadequate information will lead to disqualification of the bid.**

6) Timelines

The project duration is 3 months from the date of contract signing.

7) Project Implementation Schedule

Sl. No.	Project Mile Stone	Timeline (Calendar days)
1.	Issue of Letter of Intent (LoI) to successful Bidder	T
2.	Submission of PBG	T + 7 days
3.	Deployment of resources to Start Scanning work	T + 10 days
4.	Scanning& Editing of one fourth of awarded quantity	T + 30 days
5.	Scanning& Editing of half of awarded quantity	T + 50 days
6.	Scanning& Editing of three fourth of awarded quantity	T + 70 days
7.	Completion of the awarded quantity	T + 90 days

8) Responsibility Statement:

Sl. No.	Particulars	Responsibility

1	Face up Scanners / Skilled Manpower / Licensed Scanning software / Licensed Image Editing Software / Licensed Quality Check Software / PCs / Anti-Virus Software / Licensed Operating System etc	Successful bidder
2	Working space / Electricity / Furniture / Documents / Quality approval	KMC

- Bidder(s) should ensure that Scanners / Manpower are deployed to the maximum capacity in the space provided by customer to complete the project as per timelines.
- Bidder(s) should follow the guidelines / instructions of the client's officials for day to day digitization activity.
- Bidder(s) should ensure scanners, desktop, manpower are made available on priority on request raised by KMC officials.

General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan, Block-EP & GP, Sector-V,
Salt Lake, Bidhan Nagar, and Kolkata:-700091

SECTION - B

FORM - I

BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, fill in the entire form and submit on their respective Letterheads)

Ref. No :(Mandatory)

Date: (Mandatory)

To,
The General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan, Block-EP & GP, Sector-V,
Salt Lake, Bidhan Nagar, and Kolkata:-700091

Dear Sir,

Having examined the tender documents together with the corrigenda, subsequently issued, we, the undersigned, offer to undertake the job of "Digitization & Image Editing of Documents for Kolkata Municipal Corporation, Town Hall Library" as per the **Tender no: WEBEL/EOT/COM/21-22/00026 Dated 30-07-2021**

We agree to abide by this bid for a period of three years from the date fixed for Techno-Commercial bid opening and it shall remain binding upon us for acceptance at any time before the expiry of this period.

This bid, together with your written acceptance thereof and your order (PO) / notification of award (LOI), shall constitute a binding contract between us.

We understand that WBEIDCL – WML Division reserves the right to accept in full / part quantity, all items / selected items or reject any or all the bids received or split the order among the successful Bidders without any explanation to Bidders and its decision on the subject will be final and binding on Bidders. We also understand that WBEIDCL- WML Division is not bound to accept the lowest bid for placement of order.

We have given an EMD of Rs. 35, 000/- (dated _____ issued by -----) along with our Techno-Commercial bid.

In the event that we are awarded the LOI, we shall provide a bank Guarantee of 10 % of the job value as Performance Bank Guarantee valid for 12 months.

Dated, this day of (Month), 20.....

Signature

..... (In
the capacity of)
Duly authorized to sign the bid for and on
behalf of (Name and Address of the Bidding
Company)

(Affix Official Seal/Stamp)

FORM - II

STRUCTURE AND ORGANISATION

Sr. No.	Details Required	Details of the bidder against the Tender
1	Name of Applicant	
2	Office Address	
3	Telephone No.	
4	Fax No.	
5	Email id & website details	
6	Contact person name & contact No.	
7	Name and Address of Bank	
8	Attach an organization chart showing the structure of the company with names Of Key personnel and technical staff with Bio-data.	
9	Resource Deployment	
10	Make, Model no. Quantity and Specification of Scanners which will be used in the project	
11	Project details and	

	methodology	
12	Image Editing Software Names	

FORM - III
EXPERIENCE PROFILE

Name of the Firm:

List of projects completed that are similar in nature to the works executed during the last 3 (three) years, i.e., (2017-18), (2018-19) and (2019-20) till date.

Sl. No.	Customer's Name	PO No. and Date	Value in Rs.	Date of Successful Completion of the job	Completion Certificate Date issued by Customer

Note:

- i. Certificate from the Customers to be attached
- ii. Non-disclosure of any information in the Schedule will result in disqualification of the firm

Signature of applicant including
title and
Capacity in which application is
made.

Form - IV
Compliance Sheet for Technical Proposal

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

Sl no	Specific requirements	Documents Required	Compliance	Amount / Volume / Quantity	Reference / Pdf File name & Page Numbers / Page Range
1	Average Company Turn Over	Annual Reports, last three financial reports	Yes/No		
2	Scanning and Digitization Turnover	A certified document by the Chartered Accountant stating the Scanning and Digitization Turnover of the Bidder has to be submitted.	Yes/No		
3	Scanning Volume	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR	Yes/No		

		Work Order + Phase Completion Certificate (for ongoing projects) from the client Yes			
4	Scanning of old and fragile archival records	Evidences / self-declaration to be submitted (based on customer certificate stating documents age or document age reflected in PO or completion certificate).	Yes/No		
5	Image Enhancement Work	Copy of Declaration or Completion certificate issued by the customer stating image enhancement work carried out by the Bidder.	Yes/No		
6	Project Methodology, Support and Documentation	Brief write up mentioning point sl no 3 (a), 3 (b) and 3 (c) of sl no 9.2 of the RFP and sl no 5 of Instruction to bidder of RFP & additional notes / document for support & documentation	Yes/No		
7	Profile of proposed team members and Resource Deployment	As per Sl no 3 and 4 of Instruction to bidder of RFP	Yes/No		

8	Turn Over	A certified document by the Chartered Accountant stating the annual Turnover of the Bidder has to be submitted.	Yes/No		
9	ISO 9000 Certificate	Copy of ISO certificate	Yes/No		
10	Office in West Bengal	Certificate of Incorporation and / or Trade License	Yes/No		

PERFORMANCE SECURITY GUARANTEE BOND

In consideration of the Unit Head, West Bengal Electronics Industry Development Corporation Limited -WML DIVISION (hereinafter called 'WBEIDCL-WML DIVISION') having agreed to exempt M/s -----(hereinafter called 'the said contractor(s)') from the demand under the terms and conditions of an agreement / Advance Purchase Order / LOI No. Ref: -----dated ----- made between WBEIDC LIMITED – WML DIVISION and M/s ----- for the work titled ----- (hereinafter called "the said agreement"), of security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said Agreement / Order, on production of the Bank guarantee for 12 months from final acceptance of the system/work by the end customer i.e. ----- + 60 days. We, _____ (name of the bank) presently located at _____, where claims are to be lodged and are payable (hereinafter refer to as "the bank") which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), at the request of ----- (contractor(s)) do hereby undertake to pay to WBEIDC LIMITED – WML DIVISION an amount not exceeding Rs. ----- (Rupees ----- only) - against any loss or damage caused to or suffered or would be caused to or suffered by WBEIDC LIMITED – WML DIVISION by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We _____ (name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the WML by reason of breach by the said contractor(s)' of any of the terms or conditions contained in the said Agreement or by reason of the contractors(s)' failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of WML in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. ----- (Rupees -----)

3. We under take to pay to WBEIDC LIMITED – WML DIVISION any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.

4. We _____ (name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for

the performance of the said agreement and that it shall continue to be enforceable till all the dues of the WML under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till ----- (office/Department) WBEIDC LIMITED – WML DIVISION certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee or till the expiry date i.e. ----- . Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of claim date, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (name of the bank) _____ further agree with WBEIDC LIMITED – WML DIVISION that WBEIDC LIMITED – WML DIVISION shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by WBEIDC LIMITED – WML DIVISION against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of WBEIDC LIMITED – WML DIVISION or any indulgence by WBEIDC LIMITED – WML DIVISION to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s).

7. We (name of the bank) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of WBEIDC LIMITED – WML DIVISION in writing.

Dated the _____ day of ____ For

(Indicate the name of bank)

SECTION – C

SPECIAL TERMS AND CONDITIONS

1. Interpretation of documents

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction / clarification or interpretation before 7 days of opening of the bid.

2. Withdrawal from Tender

Any Bidder may withdraw his bid by written request at any time prior to the scheduled closing time for receipt of bids and not thereafter. If any Bidder(s), however, withdraw their bids before acceptance or refusal within a reasonable time without giving any satisfactory explanation for their withdrawal, they may be disqualified from participation in any tender of this organization for a minimum period of 2 (two) years.

3. Opening of Tender

The bids shall be opened at the time set forth in the document. Bidders or their authorized representatives are invited to be present and to put their signatures on the records of tender opening as each tender is opened.

4. Tax Registration Certificate

Bidders submitting their bids shall produce up to date VAT, Service Tax, Income Tax and Professional Tax registration as well as copy of latest returns submitted in the standard form from the Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the date of opening of Techno-Commercial bids and copies thereof submitted should be attested by a gazette officer. In case if it is not possible for attestation, the original certificates have to be produced before the evaluation committee during evaluation, otherwise the bid will be treated as non-responsive and in that case the Tender Committee will have the right to decide accordingly.

5. Canvassing

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any Bidder doing so will be liable to penalties, which may include removal of this name from the register of approved Vendors.

6. Invoice and Payment Terms

Invoice:

- Invoice shall be drawn by the Bidder(s) every month provided End to End activity is completed by the Bidder(s) for each file which includes (Numbering / Scanning / Image Editing / QC / Handing over in HDD).
- Each completed file handed over will be checked by KMC authorized representatives for correctness. Post approval from the KMC Representatives, Invoice can be raised by the party for the activity carried out in previous month.
- The total bill amount shall include GST at applicable rates.
- Invoice should be accompanied by completion certificate consisting of number of pages scanned and edited for each paper size (A3 / Legal / A4).
- In absence of completion certificate issued by KMC authorized representatives Invoice will be not be honored.

Payment:

- The payment will be made after Completion of scanning, image editing, indexing, storage, handing over and verification of all submitted data / documents to the Department, and on back – to -back basis i.e., on receipt of corresponding payment by WBEIDC LIMITED – WML DIVISION from the end customer. Payments shall be processed for number of images scanned completely and image editing done that have been verified and approved by the authority.
- The verification of the documents scanned and entered into the system shall be done by the nodal officer (KMC official) concerned.
Scanning of blank pages, page separators etc. shall not be counted for payment.
- **Payment = [Number of images (pages) correctly scanned in a department * rate per image (page) as quoted in the commercial bid – applicable penalty for the images scanned in that department]**
- Deduction of all statutory and necessary taxes from each bill will be made as per Government Rules prevailing at the time of payment. WBEIDC LIMITED – WML DIVISION will issue necessary tax deduction certificate in due course of time.
- All payments will be made by A/C payee cheque only.

Note: Invoice is to be raised as per actual pages scanned. However, quantity mentioned in this RFP document are indicative. Total no images may increase / decrease, however the unit rate remains unchanged

7. Service Level

7.1 Service level objectives

a. The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful bidder to WBEIDC LIMITED – WML DIVISION for the duration of this contract. SLA defines the terms of the successful bidder’s responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators which will be considered by WBEIDC LIMITED – WML DIVISION in the Service Level Agreement with Successful bidder.

b. The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.

c. Note: Penalties shall not be levied on the successful bidder in the following cases:

- The non-compliance to the SLA has been solely due to reasons beyond the control of the bidder
- There is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder

7.2 SLA definition, measurement and monitoring

a. Penalty for delay in project execution

For any delay in completion of activities of the project (as mentioned in the timelines), WBEIDC LIMITED – WML DIVISION will charge penalty of Rs. 40,000 per week subject to a maximum of 10% of the project value. WBEIDC LIMITED – WML DIVISION reserves the right to terminate the contract (wholly or partly) and will get the job completed by any other competent party.

b. SLA for scanning services

Images scanned and edited shall be verified by KMC project in-charge concerned / authorized official. The scanned image shall be compared with reference to the original document.

- For every image improperly scanned (which shall be decided by the officers mentioned above), there shall be a penalty of 50% of the per image quote mentioned by the bidder.

- For every image not scanned (missed out from the original document), there shall be a penalty of 50% of the per image quote mentioned by the bidder.

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

There shall again be a comparison of such images by the authority concerned and nonconformance found would be levied to penalty as mentioned above and the rescanning would have to be done free of cost by the successful bidder.

c. SLA for Scanning Volumes

As envisaged, there shall be a total of about around 7.00 lakhs images in this phase that would have to be scanned, edited and indexed with Metadata Tags. To ensure timely completion of project, the SLA for the scanning volume has been set as at least one third of total documents in a month. i.e., documents should have been scanned, edited and indexed; at the end of the second month at least two third documents should have been scanned and indexed and so on and so forth. **However, progress will be monitored / penalty applied based on pro rata weekly performance.**

Based on actual weekly performance, if found below as required, WBEIDCL-WML Division reserves the right to cancel the order or reduce quantity awarded to that party.

d. Penalties

- a. The Penalty shall be calculated and deducted from the immediate payment due.
- b. All mentioned penalties are exclusive to each other

*The successful bidder will have to maintain strict privacy and confidentiality of all the data its staff gets access to. Adequate provisions to be made not to allow unrestricted access to the data to people in the organization who have not signed the NDA. Successful Bidder cannot sell or part with any data in any form. Penalty of minimum Rs. 1,00,000/- to a summary termination of contract and forfeiture of PBG would be imposed on the successful bidder upon default of this service condition. The exact penalty will be decided by WBEIDC LIMITED – WML DIVISION based upon severity of the default.

* The successful bidder should provide adequate tools for capturing data required for measuring SLAs at no extra cost to WBEIDC LIMITED – WML DIVISION. This should be part of the solution design and the BOM proposed should include the necessary tools for the same.

*Accuracy of less than 90% will be considered as the Breach of the Agreement and Purchaser reserves the Right to terminate the agreement.

* In all such cases, where the accuracy is below 100%, the Agency will be responsible to carry out corrections with no additional cost to Purchaser.

*The maximum penalty at any point of time and for any period should not exceed 10% of awarded contract value as per the Commercial Bid submitted by the successful bidder. If the penalty exceeds this amount, WML reserves the right to terminate the contract.

8. Security Deposit

Successful Bidder(s) will have to submit a performance bank guarantee (PBG) within 7 working days of issuance of LOI, amounting **3% of ordered value (inclusive of all taxes) for a validity period of 1 year.**

Failure to submit the said PBG will result in termination of any claim of the Bidder(s) and forfeiture of earnest money. The LOI placed on the Bidder will then automatically be cancelled and the Bidder will be debarred from taking part in any tender of WBEIDCL- WML Division for two years from the date of issuance of LOI.

9. Acceptance of Tender

The acceptance of the bids will rest with the accepting authority who is not bound to accept the lowest bid and reserves the right to reject in part or in full any or all bids(s) received and to split the work among participants without assigning any reason thereof.

10. Non escalation of Price

The price offers shall remain firm for the period of **three years** and no escalation of price will be allowed. Successful Bidder(s) agree to undertake the same work at the same rate for three years.

11. Quantity or Place variation

The Vendor may be asked to provide the same services at the same rate at different places and / or at the same places within this price validity period, which they are bound to accept.

12. Price

1. Price should be quoted in the Price Bid format (On -Line) only.
2. No deviation in any form in the Price Bid sheet is acceptable.
3. Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.
4. Percentage / specified amount of taxes & duties should be clearly mentioned in “Unpriced BOQ” otherwise WBEIDC LIMITED – WML DIVISION reserves the right to reject such vague offer.
5. The total cost of the entire job should be inclusive of all prices as mentioned in the enclosed Price Bid format. No extra cost, other than that mentioned in Price Bid would be taken into account.

13. Discrepancies and Adjustment thereof

Discrepancy between description in words and figures, the rate, which corresponds to the words quoted by the Bidder, shall be taken as correct.

Discrepancy in the amount quoted by the Bidder due to calculation mistake of the unit rate, the unit rate shall be regarded as firm.

Discrepancy in totaling or carrying forward the amount quoted by the Bidder shall be corrected.

14. Disputes and Arbitrations

In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of Unit Head of WML or in his absence, any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties.

In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Unit Head of WML shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The Vendor will have no objection in such case.

The adjudication of such arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof. The arbitration shall be held in Kolkata only.

15. Governing Laws

This Tender Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract.

16. Force Majeure Condition

If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of nature, then WBEIDCL - WML Division may allow such additional time by extending the project execution time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by WBEIDCL – WML Division, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.