

**GOVERNMENT OF MAHARASHTRA**

**COLLECTOR OFFICE, RAIGAD**

**TENDER FORM  
FOR**

**INSTALLATION OF INTEGRATED  
CITIZEN FACILITATION CENTRE  
(SETU)  
ON**

**BUILD-OPERATE-TRANSFER BASIS**

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# Tender Form for Raigad District

COMPETITIVE BIDDING FOR  
INSTALLATION OF INTEGRATED CITIZEN FACILITATION CENTRES  
(SETU)  
ON BUILD-OPERATE-TRANSFER BASIS.

## TENDER DOCUMENT

Tender No. : Setu

COLLECTOR OFFICE,

Raigad

Name of the Organization: District Setu Samiti, Raigad.

Bid taken for: Alibaug Taluka

Name and designation of receiver:

Address:

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Telephone: Office: 02141 - 222118

Resi. :

Mobile:

Fax:

e-mail:

Receipt Number: \_\_\_\_\_ Date and Time: \_\_\_\_\_ Place

Name and designation of issuing authority : **The Collector, Raigad**

Name and Signature of the authorized person receiving the blank tender document.

**COMPETITIVE BIDDING FOR  
INSTALLATION OF INTEGRATED CITIZEN  
FACILITATION CENTRE (SETU)  
ON BUILD -OPERATE - TRANSFER BASIS  
DISTRICT RAIGAD  
INVITATION FOR BIDS  
SECTION - I**

The District Setu Samiti, Raigad invites sealed bids from eligible bidders for installation of Integrated Citizen Facilitation Centre (SETU) at **Alibaug Tahsil office.**

1. Interested eligible bidders may obtain the Tender documents from the office of the Collector, Raigad.
2. A complete set of Tender documents may be purchased by any interested eligible bidder on the submission of a written application to the above office and upon payment of a non-refundable fee as indicated below in cash or through a Demand Draft drawn in favor of the "**Collector & Chairman, SETU Samiti, Raigad**", payable at Raigad.

|  |  |
|--|--|
| Price of blank Tender Document                             | Rs. 500/- (Rupees Five hundred only)                               |
| Period for issue of Blank Tender form                      | from 22/07/2010 to 12/08/2010 during working hours on working days |
| Pre bid meeting  | 5/08/2010 at 11.00 am in Collector Office, Raigad                  |
| Last date, time and Place for submission of sealed tenders | till 13/08/2010 up to 01-00 p.m. at Collector office, Raigad       |
| Time and date of Opening of technical bid                  | 13/08/2010 at 4.00 p.m.  |
| Time and date of opening of financial bid                  | After evaluation of technical bids                                 |
| Place of opening of Tenders                                | Collector office, Raigad   |
| Address for communication                                  | Collector office, Alibag, Raigad.                                  |
| Contact Person   | Resident Dy. Collector   |
| Earnest Money Deposit                                      | Rs. 100000 (Rupees One Lakhs only)                                 |
| Validity of Tender   | 60 days  |

3. Bids will be opened in the presence of Members of District Setu Samiti whoever are present as well as Bidders or their authorised representatives who choose to attend on the specified date and time. The District Setu Samiti has been empowered to take the final decision regarding the Tender.
4. In the event of the date specified for receipt and / or opening of bids being declared as a holiday, the due date for submission and /or opening of bids will be the following working day at the appointed time.
5. The tendering authority reserves the right to revise or amend this notice and /or bid documents fully or partly, prior to the last date noticed for submission of offers or on any subsequent date.

## SECTION II: INSTRUCTIONS TO BIDDERS

### A. Scope of Work

The following will be the scope of work for the BOT Operator proposed to be appointed as a result of this Tender process.

- 1 The operator shall install the required hardware, software and other equipment and maintain the same for a period of five years from the date of its acceptance, as per the conditions prescribed in this document, and in the time frame prescribed at his own cost. Refer annex 10 for details.
- 2 The Operator will provide hardware for a help desk at each location. Such help desk will consist of an automatic token dispenser, one or more enquiry counters to give out information and application forms as well as application writing facilities.
- 3 The Operator will provide the front- end furniture. The counters will have a system for electronic token display system.
- 4 The ALIBAG TALUKA SETU centers was being run by different agency. The previous SETU operator would handover the front-end furniture, hardware and other fixtures to the Collector Raigad in as-it-is condition. The selected vendor / operator would be at the liberty either to use the same hardware / furniture / fixtures with necessary modification / alteration / upgradation, as may be necessary, or to set up a new system. However the service levels and performance requirements, as mentioned in this document, have to be fulfilled irrespective of the decision of the operator in this regard.
- 5 The Operator will be responsible for providing the necessary environment required for the proper upkeep and maintenance of the premises.
- 6 The Operator shall operate the front-end and help desk counters of the SETU Center for the entire contract period at his expenses. The scope of the word 'operate' shall be construed to mean manning the counters with suitably trained, well-behaved and polite staff to handle front-end transactions but not the back-end operation of the centers. The operations would include data entry, scanning, sorting, indexing, printing, and delivery of output in various media including paper, pre - printed stationery, etc.
- 7 The back-end of the centers will be manned by the staff of the respective Government Department. The operator will be required to issue the final orders, certificates, permits, extracts, licenses, etc. after they have been approved and signed (where required) by the back-end government staff.
- 8 The Operator will provide training of personnel of the implementing Authority in running of the applications. The Operator shall arrange training workshops for improving the skills of the back-end Government staff in proper day-to-day usage of the software. The workshops shall cover all the staff at least once in six months and on a need basis whenever

required. The first batch of such workshops shall be conducted at least 14 days before the commencement of the SETU Center.

- 9 The timings of the centers will be from 10:00 am to 6:30 pm on all the working days. However the District SETU Society may extend the working hours and ask the operator to work on government holidays also, if so desired, in order to provide timely service to the public. However, the operator would have to provide all the services at the approved rates during these extended hours / days.
- 10 The Operator will be responsible for maintaining the service levels regarding the response-time to access the servers and provisions of counter services throughout the period of the contract.
- 11 The Operator shall provide trained manpower to maintain the hardware, networking equipment and software. Maintaining the required uptime of all the systems to ensure the provisions of quality services to the citizens are the main ingredients of the work. The Operator shall ensure a system uptime of 98% and 100% power availability during the specified time.
- 12 The Operator will be responsible for the supply of consumables, stationery and media, and any other material required essentially to provide services. Operator shall meet the cost of power and telecommunications at the SETU Centers during the entire period of operation.
- 13 The Operator will be responsible for providing a reliable connectivity between SETU Center and the district control room or such other center where the data is consolidated for the State as a whole.
- 14 The Operator will install and maintain Air-conditioning equipment covering the switch room and server area.
- 15 The Operator shall organize wide publicity for SETU through all media, at his own expense.
- 16 The Operator shall provide and maintain the electrical fittings of all types at the SETU center in good working condition.
- 17 The Operator shall provide display boards giving general information and facilities available at SETU to the Citizens. These boards shall be of standard type.
- 18 It is expected that SETU should be run in a professional manner and Operator should try to obtain relevant ISO certification for SETU within the period of two years from the date of award of the contract.
- 19 The SETU center would be run in a hall that is already identified for this purpose. This hall would be made available to the operator during the contract period free of rentals and shall be made vacant immediately on termination of the contract.

20 A brief overview of the possible details of the works the *BOT Operator* is expected to provide is given below:

|   |   |
|---|---|
| Estimated annual turnover of the Taluka SETU Center | As per annex.9, increasing @20% per annum         |
| Amount of Security Deposit                          | Rs.2.00 lakh                                      |
| Amount of Earnest Money Deposit                     | Rs. 100000/-                                      |
| Period for completion of the project                | One month from the date of award of the contract. |

- 20.1 Necessary civil & electrical work in the hall / structure at the Taluka SETU.
- 20.2 Preparing the office space as per the functional requirements of SETU.
- 20.3 Necessary civil & electrical work, including networking, in the backup & processing room in the concerned Government Office
- 20.4 Internal woodwork required for setting up of the counters as per the layout plan.
- 20.5 Provision of necessary hardware & peripherals.
- 20.6 Networking as per the requirements of SETU.
- 20.7 Developing a web site for working of Rural Information Kiosks for remote access / operation / information dissemination about SETU. The successful bidder will have to develop / procure necessary hardware / software with the approval of the District SETU society.
- 20.8 Processing of all applications for generation of computerized certificates using application software either developed by the successful bidder, conditional to the approval of the tendering authority, or using such software as provided by or approved by the government. The cost of development of the application software has to be borne by the successful bidder. Annexure 1B provides an illustrative list of certificates to be processed along with the processing and delivery schedule. This list is not exhaustive and some more certificate/license etc. can be added to this list in due course. However the rates applicable for the newly added items would be the same as quoted for the items in existing list.
- 20.9 Providing manpower to run the SETU (for manning the counters and processing the applications) and also for data entry & updation of land records. Please refer Annexure 1C - Manpower Deployment Plan for details.
- 20.10 Providing consumables as per requirement.
- 20.11 Maintenance of the hardware supplied as also the civil, wood and electrical work of the SETU Centre & of the backup and processing room.

- 20.12 Providing computer training to the Talathis, Circle Officers, Clerks and Awwal Karkuns to the minimum level of proficiency necessary for performing the necessary back-end operations related to the SETU. 3 persons from the staff would also be given the advance level of training. Refer Annexure 1D for details.
- 20.13 Providing data warehousing facilities.
- 20.14 Preparation of various MIS reports of land records & SETU activities as per directions of the Collector.
- 20.15 To provide a toll free interactive /operator assisted help line so that the applicant can know the status of their application as well as to provide information about the process and the document necessary for a particular license /certificate.
- 20.16 To update the land record database of the concerned Taluka on account of mutation and crop inspection under the supervision of the Tahsildar concerned.

## **B. INSTRUCTION TO BIDDERS:**

### **1. Prequalification of Bidders**

- 1.1 The invitation for bids is open to all firms/ Entrepreneurs who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding except those who have been declared by any agency of the Government of India or the Government of Maharashtra to be ineligible to participate for corrupt fraudulent, or any other unethical business practices during the period for which such ineligibility is declared.
- 1.2 In addition, Entrepreneurs desirous for bidding for the project shall have the following qualification:
  - 1.2.1 The bidder shall have experience in implementing Information Technology Projects of comparable size and complexity in the area of I.T. - enabled customer services.
  - 1.2.2 The turnover of the bidder in installation and maintenance of hardware, development of software, installation and maintenance of complex LAN / Wide Area Network and / or providing I.T. - enabled customer services, shall exceed Rupees ten Lakhs in each of the preceding two years (FY 2008-09 & 2009 - 10) (C.A certificate is necessary).
  - 1.2.3 The bidder should have employed at least one I.T Professional as on 31-12-2010. For this purpose, the term 'IT professional' means a person with a graduate degree or a higher qualification in computer or communication areas from a recognized university. Refer annexure 2.
  - 1.2.4 The Bidder should have the capacity to make a minimum investment of Rs. 10 lakhs for Alibag SETU Centre. This should be supported by Bankers

or Chartered Accountant's Certificate, which shall show the capacity of the bidder to make immediate investments for the SETU Centre. The Bankers certificate for funds available for immediate investment will be in the Performa given in Annexure -6

- 1.2.5 The Bidder shall have to submit a copy of latest Return/challan of the Sales Tax .
- 1.2.6 The Bidder can partner with another person (firm or company) subject to the following conditions.
  - a) A maximum of one partner will be allowed for each bidder, otherwise called the principal bidder.
  - b) The principal bidder shall disclose full particulars of the partner in the prescribed format while submitting the tender and enclose with it a copy of the agreement between them in relation to this tender.
  - c) The contractual agreement of SETU will be with the successful principal bidder(s) and their partner(s). The bidder and the partner are jointly and severally responsible for discharging the contractual obligations.
  - d) The minimum turnover of only the principle bidder shall be at least Rs. 10 lakhs. Balance sheet, Profit & Loss turnover and the cash-flow statement are to be attached.
- 1.2.7 The bidder has to attach attested copies of Sales Tax Registration Certificate and Income Tax PAN / TAN.
- 1.2.8 The bidder has to submit the Earnest Money Deposit of the requisite amount.

## 2. **Support Criteria**

- 2.1 Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority in accordance with Para 9 of section F Award of work.
- 2.2 The criteria mentioned in the Para 1 above will constitute the preliminary scrutiny and only those bids satisfying the above conditions will be short-listed for the opening of financial bid.

## 3. **Cost of Bidding**

The Bidders shall bear all the costs associated with the preparations and submission of its bid and the Tendering Authority in no case will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

## 4. **Bidding Document**

The Bidder is expected to examine all instructions to bidders' forms, terms/ annexure and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents

in every respect will be at the Bidders risk and may result in rejection of the bid. The bidders are encouraged to visit the facilities of Taluka SETU Center and attend the pre-bid meeting to understand the scope of work, before submitting in bid.

**5. Clarification of Bidding Documents**

A prospective Bidder requiring any clarification of the bidding documents may notify the Tendering Authority in writing at the address indicated in the Invitation for Bids. The Tendering Authority will respond in writing to any request for the clarification of any bidding documents which it receives three days prior to deadline for submission of bids.

**6. Amendment of Bidding Documents**

At any time prior to the deadline for submission of bids, the Collector may for any reason, whether on his own initiative or in response to the clarification requested by a prospective bidder, modify, change, incorporate or delete certain conditions in the bidding document. All prospective bidders who have received the bidding documents will be notified of the amendment in writing, or by e-mail and such amendments will be binding on them.

**C. PREPARATION OF BIDS**

**1. Language of Bid**

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

**2. Bid Form**

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

**3. How to Quote Price**

The District Setu Society will decide the cost of issuing various certificates. The bidder should quote the transaction cost of certificates per copy. The citizens will be charged at the rate of transaction cost quoted by the successful bidder plus standard minimum cost of certificate decided by the District Setu Society. In order to get an idea about the number of transactions, the number of certificates issued by the Alibag SETU centre is enclosed at Annexure 9. These figures are, however, only for the reference purpose and the District SETU society does not take any responsibility about the actual number of transactions over a period of time, as it is dependent upon a number of factors. The bidder may independently assess likely number of transaction at the District SETU. The District society based on number of transactions and the rates agreed, will pay the successful

Bidder on monthly basis. However, the district SETU Society will have powers to charge different rates for various categories of the certificates to be issued through SETU to the citizens.

If required, the Tendering Authority may at a later stage (i.e. after the finalization of contract or at the time of agreement) ask for a component wise break up of the price. No enhancement of the rates quoted will be allowed during the period of the agreement.

Those affidavits which are made as compulsory /unavoidable documentary evidence for the issuance of various certificates shall be treated as a part of the original application and therefore shall not be charged separately. Only those affidavits which are made separately with no connection to other work shall be charged separately.

In view of the above the Bidders are requested to quote for the per transaction cost strictly as per Bid Form. The rates quoted shall be inclusive of all taxes, duties (including service tax) and statutory payments.

**4. Bid Prices:**

4.1 The Bidder should quote the price per copy for issuing 7/12, Property Cards, prescribed certificates and affidavits.

4.2 District Setu Society can revise minimum standard rates at any point of time. This revision will however have no impact on the rates quoted by the successful bidder.

**5. Bid Currency**

Prices shall be quoted in Indian Rupees only.

**6. Documents Establishing Bidders Eligibility and Qualification**

The Bidder shall furnish, as part of its bid documents, his capability to perform the Contract if his Bid is accepted. (Refer Annexure 8)

**7. Documents Establishing Goods Eligibility and Conformity to Bidding Documents.**

7.1 The Bidder shall furnish, as part of its bid documents establishing the eligibility and conformity to the bidding documents of all goods and services which the Bidder proposes to supply under the contract.(Refer annexure 8)

7.2 The documentary evidence of conformity of goods and services to the bidding documents may be in the form of literature, drawing and data, and shall consist of a detailed description of the essential technical and performance characteristics of the goods.

7.3 The Bidder shall note that standards for workmanship, material and equipment, and references to International brand names or catalogue numbers designated by the Tendering Authority in its Technical Specifications are intended to be descriptive only not restrictive.

## 8. **Earnest Money deposit**

8.1 The Bidder shall furnish as part of its bid, an Earnest Money Deposit of Rs. 1,00,000 in the form of a Demand Draft drawn in the favor of **“Collector and Chairman, District SETU Society, Raigad”**.

8.2 Unsuccessful bidder’s Earnest Money Deposit will be discharged /refunded as promptly as possible after the decision of the commercial bid is taken.

8.3 The successful bidder’s Earnest Money Deposit will be discharged only after the completion of the contract papers.

8.4 The Earnest Money Deposit shall be forfeited,

- a. If a Bidder withdraws his bid during the period of Bid validity specified by the Bidder on the Bid Form;
- b. In case of a successful Bidder, if the Bidder either fails to sign the Contract or to furnish the performance security.

8.5 No exemption for submitting the Earnest Money Deposit will be given to any agency.

## 9. **Period of Validity of Bids.**

9.1 Bids shall be valid for **60** days after the date of Bid opening. A Bid valid for a shorter period shall be rejected by the Tendering Authority as non responsive.

9.2 In exceptional circumstances the Tendering Authority may solicit the Bidders consent to an extension of the period of validity. The request and the responses thereto shall be of made in writing.

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

## 10. **Contents of Envelopes**

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

### 10.1 **Technical Envelope -**

First envelope shall be marked as **Envelope No.1 Technical Envelope** which contains

- a. Demand Draft for Earnest Money Deposit
- b. Turnover certificate as per *Clause 1.2.2*
- c. Technical Specifications for Hardware

- d. Copy of the latest return/challan of the Sales Tax .
- e. Balance Sheet, Profit & Loss Account for the year 2008-09 and 2009-10.
- f. Company's Registration Certificate or Partnership Deed in case of firms
- g. Hardware deployment plan
- h. Crisis Management Plan
- i. Schedule for stationing of manpower at the prescribed location.
- j. Proof of having Investible funds of Rs. 10 lakhs.(Annexure 6)
- k. Details of work experience and past performance of the Bidder and equipments offered for the past three years. (Suggested Proforma in Annexure-4(a) of volume of Business handled.
- l. Experience Certificate in terms of documents handled in proforma (4b)
- m. Certificate that pricing is as per the specifications and all components and requirements have been incorporated in the pricing. Annexure (8)
- n. Bidders Authorization Certificate (Annexure 3)
- o. Capability Statement (Annexure 2)
- p. Self Declaration – Annexure 7.
- q. Certificate of conformity – Annexure –8

## **10.2 Commercial Envelope -**

Second envelope shall be marked as envelope No. 2. "Commercial Envelope" which contains only price schedule in the prescribed proforma in Annexure 1.

## **11. Signing of Bids -**

The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The latter's authorization shall be supported by written power of attorney accompanying the bid. All pages of the bid shall be initialed by the person or persons signing the bid. Any interlineations erasures or overwriting shall be valid only if they are signed by the person or persons signing the bid. The bid will be summarily rejected if all the documents mentioned in clause 10.1 are not enclosed in technical bid.

## **D. SUBMISSION OF BIDS**

### **A. Sealing and Marking of Bids.**

1. The Bidders shall seal the envelope No.1 "Technical envelope" and envelope No. 2 "Commercial envelope" in separate inner envelopes duly marking the envelopes as "Envelope no 1" " Technical Envelope" and "Envelope no. 2" "Commercial Envelope". He shall then place these two envelopes in an outer envelope. The outer envelope should be addressed to **The Collector Raigad**. The inner and outer envelopes should be properly sealed.
2. The inner and outer envelopes shall:
  - a. be addressed to "The Collector, Raigad".
  - b. bear the words "Invitation for Bids for Installation of at Alibaug Taluka SETU on BOT basis.
3. Both the inner envelopes shall indicate the name and address of the Bidder to be returned unopened in case it is received "late"
4. If the outer envelope is not sealed and marked. "THE TENDERING AUTHORITY" will assume no responsibility for the Bid's misplacement or premature opening.
5. Telex, cable facsimile bids will be rejected.

### **B. Deadline for Submission of Bids**

Bids must be received by "THE TENDERING AUTHORITY" at the address, not later than the time and date specified in the invitation for Bids (Section 1). In the event of the specified date for the submission of Bids being declared as a holiday for "TENDERING AUTHORITY", the bids will be received up to the appointed time on the next working day.

### **C. Late Bids**

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

### **D. Withdrawal of Bids**

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

In case the Bidder wants to withdraw the bid. the Bidder's withdrawal notice shall be prepared, sealed, marked and dispatched to the "THE TENDERING AUTHORITY" in original. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity. Withdrawal of bid during this interval shall result in the Bidders forfeiture of its earnest money deposit.

## **E. BID OPENING AND EVALUATION:**

### **1. Opening of Bids by the "THE TENDERING AUTHORITY"**

- 1.1 "THE TENDERING AUTHORITY" will open all bids as per schedule mentioned in Clause 2 of Section I
- 1.2 If all the documents mentioned in clause 10.1 of "preparation of bids" are not enclosed in technical envelope the tender will summarily rejected.
- 1.3 After the opening of the technical envelopes the "THE TENDERING AUTHORITY" may go in for site inspection to have a look at the references cited by the bidder.
- 1.4 If on site inspection (when ever done) & technical scrutiny it is found that the documents submitted by the bidder are not compatible with the actual situation at site or if the document(s) supplied by the bidder are found to be fraudulent or misrepresenting the facts then, it will render the bidder ineligible for participating in the tender process.
- 1.5 The decision of the Tender Committee In this regard is final and binding on the bidder and cannot be challenged.
- 1.6 The Bidders representatives who are present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the Tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.
- 1.7 The Bidders names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite earnest money deposit and such other details as "THE TENDERING AUTHORITY" at his discretion, may consider appropriate, will be announced at the time of openings, except for late bids, which shall be returned unopened to the bidders.
- 1.8 Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.
- 1.9 Bids will be opened in the presence of Committee Members whoever are present as well as Bidders or their representative who choose to attend on the specified date and time.

### **2. Clarification of Bids.**

During evaluation of bids, "THE TENDERING AUTHORITY" may at its discretion, ask the bidder for a clarification of its bid. The request for a

clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

### **3. Contacting "THE TENDERING AUTHORITY"**

No Bidder shall contact "THE TENDERING AUTHORITY" on any matter relating to its bid, except for the clarification of bids mentioned above, from the time of the bid opening to the time the contract is awarded. If he wishes to bring additional information to the notice of "THE TENDERING AUTHORITY" he should do so in writing. "THE TENDERING AUTHORITY" reserves the right as to whether such additional information should be considered or otherwise. Any effort by a Bidder to influence "THE TENDERING AUTHORITY" in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the bid and also forfeiture of his earnest money deposit.

## **F. AWARD OF WORK:**

### **1. Tender Committee**

The finalization of tender will be done by the Evaluation Committee which shall consist of

- a. The Collector, Raigad.
- b. Chief Executive Officer, Zilla Parishad, Raigad.
- c. Superintendent of Police , Raigad.
- d. Dy. Collector ( Resident), Raigad.
- e. Superintendent of Sate Excise Raigad.
- f. Dy. Regional Transport Officer, Raigad.
- g. Special District Social Welfare Officer Raigad.
- h. District Superintendent Agriculture, Raigad.
- i. Superintendent of Land Records Raigad.
- j. District Treasury Officer, Raigad.
- k. G.M. Telephone Alibag / Panvel.
- l. President, Lion's Club, Alibaug.
- m. National Informatics Officer Raigad.

### **2. Award Criteria**

The Tendering Authority will award the contract to the successful Bidder whose bid has been determined as the lowest evaluated bid, provided further that the bidder is found to be qualified to perform the contract satisfactorily.

### **3. Area of operation**

The bid is applicable for Alibag taluka Level SETU as chosen by the bidder.

### **4. Tendering Authority's Right to Vary Quantities at Times of Awards.**

The Tendering Authority reserves the right to increase or decrease by up to 20% of quantity of goods and services originally specified in the schedule of Requirements (rounded off to the next whole number) without change in other terms and conditions, during the term of the Contract.

### **5. Tendering Authority's Right to accept/ Reject any or all bids**

"THE TENDERING AUTHORITY" reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to the award of contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Tendering Authority's action.

### **6. Notification of Awards**

Prior to the expiry of the period of the validity, "THE TENDERING AUTHORITY" will notify the successful bidder in writing.

### **7. Signing of Contract**

At the same time as "THE TENDERING AUTHORITY" notifies the successful Bidder that its bid has been accepted, the Tendering Authority will send the bidder the Agreement Form.

Within 7 days of receipt of the Contract Form, the successful bidder shall sign the agreement and return it to the "THE TENDERING AUTHORITY".

### **8. Extension of Contract**

- a. The contract period is for 5 years.
- b. after the term of this contract the "THE TENDERING AUTHORITY" may consider, granting an extension to the same agency or let the contract and call for fresh Tenders.
- c. At the end of the regular or extended period of the contract, expire the agency will be responsible for transferring all the data from existing machines to the new set of machines or to any other suitable storage media.

### **9. Corrupt or Fraudulent Practices:**

The Tendering Authority requires that the bidders/ Operators/ contractors under this tender, observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, "THE TENDERING AUTHORITY" defines for the purposes of this provision, the terms set forth as follows:

a. "Corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of any public official in the procurement process or in contract execution, and

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

The Tendering authority:

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

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

The past performance of the bidder will be crosschecked if necessary. If the facts are proven to be dubious the bidder/ bidder will be ineligible for further processing.

#### **10. Performance Security /Security Deposit & signing of Contract:-**

Within fifteen (15) days of the receipt of notification of award from the Tendering Authority, the successful bidder shall furnish the security deposit of Rs. Two Lakh (2 lakh) in the form provided in the bidding documents, or in another form acceptable to the Tendering Authority.

The Security Deposit shall be denominated in Indian Rupees and shall be in the form of a Bank guarantee or an irrevocable letter of credit issued by a nationalized / scheduled bank located in India acceptable to the implementing / Tendering Authority in the form provided in the bidding documents (Annexure 5), or a cashier's cheque or banker's certified cheque or crossed Demand Draft or Pay Order drawn in favor of "Collector and Chairman, Setu Samiti, Raigad.

The security Deposit will be valid during the period of contract. Failure of the successful bidder to sign the contract, proposed in this document (Conditions of Contract) and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the earnest money deposit, in which event the Tendering Authority may make the award to another bidder or call for new bids.

#### **11. Interpretation of the clauses In the Tender Document / Contract document**

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, "Tendering Authority's" interpretation of the clauses shall be final and binding on all parties.

The decision taken by the District Setu Samiti in the process of Tender evaluation will be final. The Samiti is authorized to work as competent and final decision making authority as far as the Tender for Build-Operate-Transfer is concerned.

## **12. BINDING CLAUSE**

All decisions taken by the Tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

The Tendering Authority, reserves the right -

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above or
- To reject any or all the tenders without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without there by incurring any liability to the affected bidder (s) or any obligation to inform the affected bidder (s) of the grounds for such decision.

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

**13.** SETU Operator Should provide two full - time technically competent and efficient computer professionals as " SETU Centre Manager " to overall manage the SETU centre. They will be responsible for smooth functioning of Alibag Tahasil SETU Centre in all respects.

**14.** SETU Operator Should have preferably prior experience of running SETU Center in any District / Tahasil of Maharashtra State.

### SECTION III: GENERAL CONDITIONS OF CONTRACT

#### 1. Definitions

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

a) "The Contract" means the agreement entered into between the Tendering Authority and the Bidder/Operator, as recorded in the contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein; and invariably include all the documents in the tender and those supplied by the Bidder at the time of preferring tender.

b) "Bidder" means any agency who is participating in the tender process.

c) "Operator" or "Successful Bidder" means any agency to whom the contract has been awarded.

d) "The Contract Price" means the price payable to the Operator under the contract for the full & proper performance of its contractual obligations.

e) "The Goods" means all the equipment, machinery and /or other materials which the Operator is required to install at the project site.

f) "Services" means services ancillary to the supply of goods, such as transportation and insurance and any other incidental services such as installation, commissioning, provision of technical assistance, training and other obligations of the Operator covered under the contract and "Scope of work" in the tender form.

g) "The Project Site" means the place at District Collector Office.

h) "Day" means a working day.

i) "Unit" means SETU centre where the entire set up has to be provided.

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

i. Preparation of site for Integrated Citizen Facilitation Center (SETU) as per tender authority's instructions

ii. Hardware is supplied, installed and commissioned

iii. Requisite hardware for computerization of 7/12 is in place.

iv. Connectivity in set up is established.

v. Requisite safety and security features as put in place.

vi. The entire setup as defined in scope of work has become functional & the transactions can be done on computers.

k) "Maintenance" means

- i. Taking care of the computers and peripherals
- ii. Changing the spares whenever required
- iii. Locate, remove and repair technical faults.
- iv. Identify Software related problems such as run time error viruses etc. & reload the machines with Software, if necessary.
- v. Maintaining the system up-time (including all services) of at least 98% during working hours, calculated over a period of one month.
- vi. Housekeeping of all hardware including photocopy machine and lamination facilities etc.
- vii. Ensuring continuous power supply to all machines during working hours.
- viii. Any other task to be performed to keep the system functional.
- ix. Software maintenance & installations of upgraded versions whenever required.

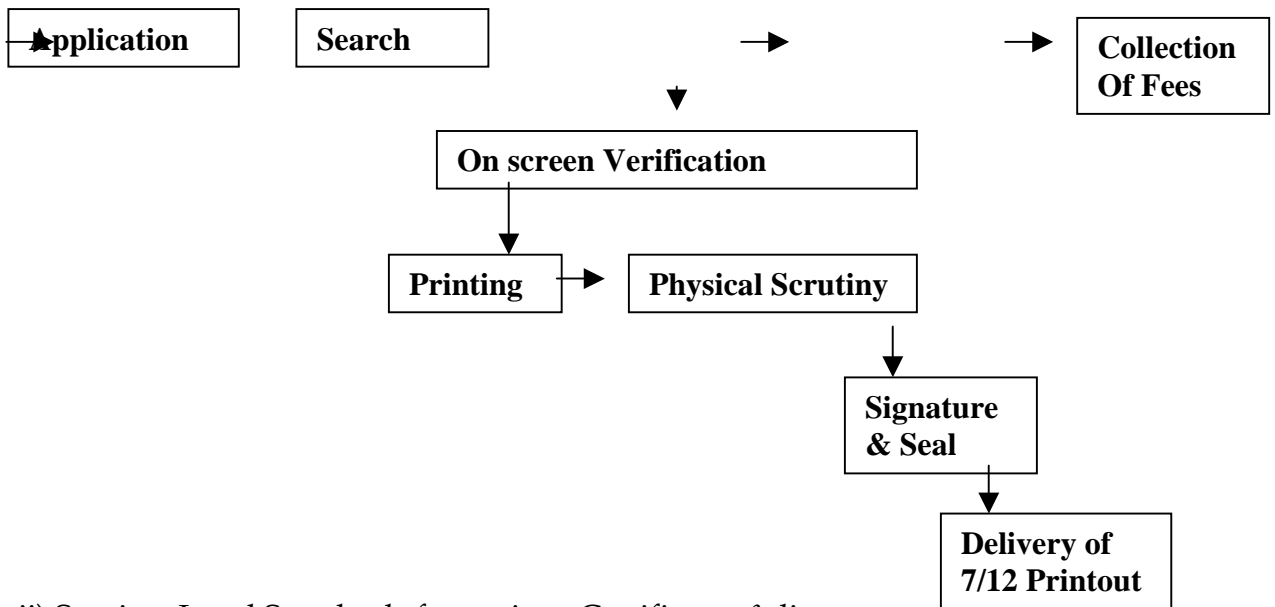
**2. Performance Standards**

This factor incorporates the maintenance standards, the upgradation standards and service level standards

- i) Service Level Standards for 7/12, 8-A & Property cards:

The agency has to meet the service level norms of 10 minutes for issuing 7/12 & property card.

**Process Flow: for 7/12 & Property Cards: - Total time - 10minutes**



- ii) Services Level Standards for various Certificates & licenses:

The agency has to meet the service level norms vis-a vis for issuing Certificates, The turnaround time for receiving the application (as per the flow diagram indicated below) will be 10 minutes

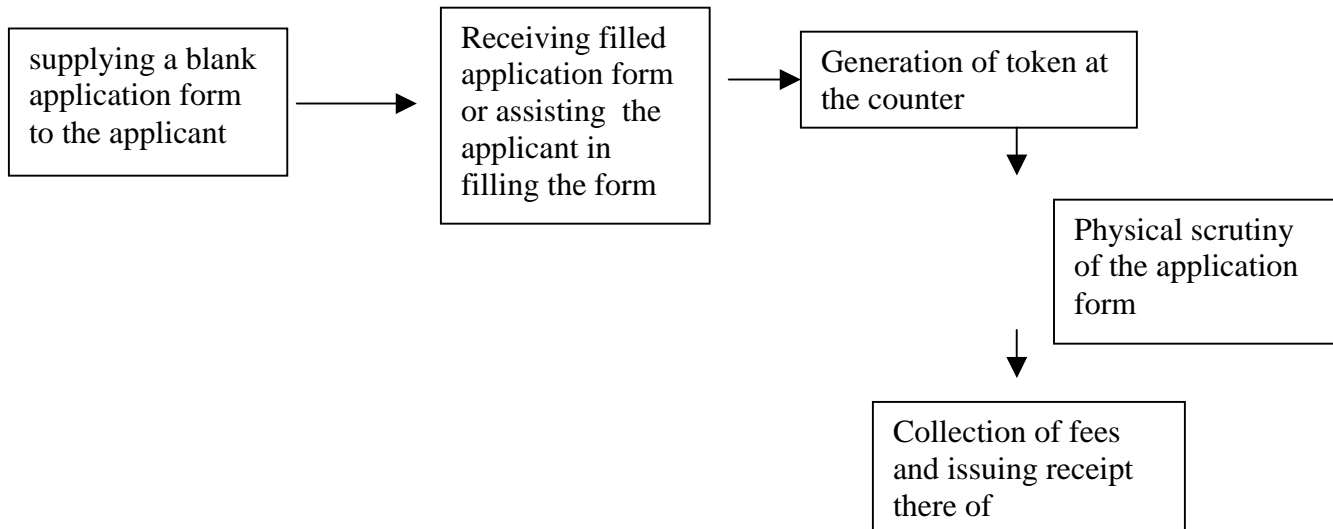
The turnaround time for processing the application will be such that at least two batches are submitted daily to the concerned authority and no application remain to be processed at the end of the day.

The turnaround time for issuing the certificate / license( as per the flow diagram indicated below) would be 10 minutes.

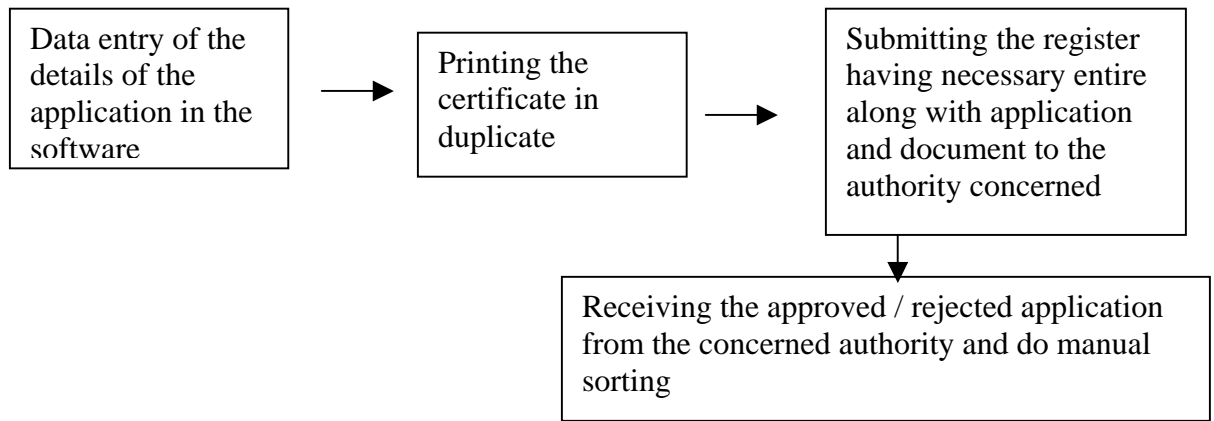
iii) Service level for system uptime- The entire setup must be available fully functional and at 100 % capacity at least up to 98% time during the working hours. The electrical power has to be available 100 % of the time during working hours. The operator should arrange necessary back up keeping load shedding in mind.

### Process Flow: for various Certificate & Licenses

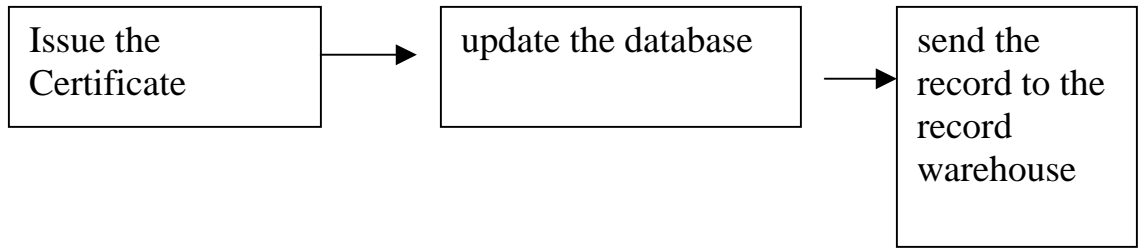
#### i) Receiving the application



#### ii) Processing the application



### iii) Issuing the Certificate / License



### iv) ELECTRONIC DISPLAY AND TOKEN SYSTEM

An electronic display and token issue system is to be provided at each SETU Center to regulate the entry and queue of citizens at the center. It shall have to generate minimum 1000 tokens per day. The system should be transparent and self - operating.

### v) SUPPLY OF CONSUMABLES

Making available all at the consumables and any other good or articles required from time to time for functional operations of SETU Centers will be the responsibility of the Operator. This will include

- i) Ribbons for Dot Matrix Printers
- ii) Cartridges for Laser- printers
- iii) Pre-printed computer stationery required for various applications and certificates. The stationery used for all statutory certificates shall be security paper( A-4, Bond, 75gsm, with hall mark) to prevent duplication.
- iv) Plain paper, files, folders and other stationery articles.

If any doubt arises, whether any item or article can be categorized as required for functional operations or not, or with regard to the quantities used, the decision of the Tendering Authority shall be final.

The operator shall maintain an inventory adequate for one month's operations at the SETU Center, at any point of time.

### Vi) MAINTENANCE SERVICES

The maintenance and upkeep of all the equipment as well as the physical security of the Center during the entire period of the contract shall be the responsibility of the Operator. The maintenance services of systems shall include following activities as per requirement

- a) Carrying out the necessary repair and fitting of replacement parts wherever applicable. The operator should normally maintain adequate redundancy (10%) of hardware items.
- b) Preventive maintenance to keep the system functional at all times. Preventive maintenance shall not be scheduled during SETU's working hours.
- c) Load and reload (whenever necessary) software on desktop OS like Win 98/2000/XP, Linux, NT, Office 2000/XP, Lotus Smart Suite, Star Office, IE etc.
- d) Installation and reload Support for Server OS like Windows NT Server, SCO UNIX etc.
- e) Installation and reload Support for Application Software.
- f) Rectification of System software problems due to crashing or compatibility issues in the OS, RDBMS or front-end, within the time limits prescribed.
- g) Installation of upgrades of system software namely, OS, RDBMS or front-end.
- h) Guarding the system against virus / worm infections using the latest anti-virus tools.
- i) To support and maintain the proprietary applications of different departments on the mutually agreed terms.
- j) To use necessary security features like firewalls, incorruption accurate contact etc. to ensures that the internet site is not hacked/tampered.
- k) To ensure integrity of data and adequate backup.

### **3. SAFETY REQUIREMENTS**

- a) The Operator will abide by the job safety measures prevalent in India and will indemnify the Tendering Authority from all demands or responsibilities arising from accidents or loss of life, the cause of which pertains to the Operator's working and negligence. The Operator will pay all indemnities arising from such incidents and will not hold the implementing / Tendering Authority responsible or obligated.
- b) For the safety purpose operator has to insure the property and movables of Setu against with the risk of fire, flood, theft and other risks at his own cost.

### **4. COMMISSIONING OF THE CENTERS**

The center will be considered to be commissioned when the center is complete in all respects i.e.

- Hardware is supplied, installed and commissioned.
- Requisite Software is installed.
- Requisite Application Software is installed.
- Connectivity is established.
- The entire setup as defined in "Scope of work" has become functional & the transactions can be done on computers.
- The operations and maintenance manuals together with drawings of the goods and services have been provided by the operator. In case during the trial period of seven days the society finds his service as not satisfactory then the vendor will be communicated such requirements and in such case the process mentioned above will be repeated.

## **5. Use of Contract Documents and information's**

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

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

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

5.4 The information submitted by the public in the form of documents or accompanying documents shall not be disclosed by the operator to any third party. The security and integrity of database shall be ensured at all items.

## **6. Performance Security**

6.1 The proceeds of the performance security shall be payable to the Tendering Authority as compensations for any loss resulting form the Operator's failure to complete its obligations under the Contract

6.2 The performance Security shall be denominated in Indian Rupees

6.3 The performance guarantee shall be issued by a nationalized / scheduled bank located in the form of bank guarantee in the form provided in the bidding documents (Annexure-5)

- 6.4 Within 15 days of the receipt of notification of award from “ The TENDERING AUTHORITY” the successful bidder shall furnish the performance security in accordance with the Conditions of the Contract .
- 6.5 The validity of the performance security will be for 5 years & six months.
- 6.6 In the event of any contract amendment, the Operator shall, within 21 days of receipt of such amendment furnish the amendment to the Performance Security.
- 6.7 The Performance Security either in part or in full will be forfeitable for non-performance and the amount forfeited needs to be compensated for remaining period of contract within a period of seven days from the data of such eventuality.
- 7. Inspection and Tests.**
- 7.1 Before opening Commercial bids the Tendering Authority or his representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract Specifications at no extra cost to the Tendering Authority.
- 7.2 The inspections and tests may be conducted on the premises of the Operator, at the point of the delivery and/or at the goods final destination. If conducted on the premises of the Operator, all reasonable facilities and assistance, including access to drawings and production data shall be furnished to the inspectors at no extra charge to the Tendering Authority.
- 7.3 Should any inspected or tested goods, fail to conform to the specifications, the Tendering Authority may reject the goods and the Operator shall either replace the rejected Goods or make alternations necessary to meet specifications requirements free of costs to the Tendering Authority.
- 7.4 The Tendering Authority’s right to inspect, test and, where necessary, reject the goods after the goods arrival at Project Site shall in no way be limited or waived by reason of the goods having previously been inspected, tested & passed by the Tendering Authority or its representative prior to the Goods shipment.
- 7.5 The Tendering Authority and/or his representative reserve the right of inspection and testing of the goods prior to delivery and after delivery at the site.
- 7.6 The Tendering Authority reserves the right to carry out inspections after the technical scrutiny & before opening of the commercial bid if necessary. The physical verification will be at the bidder’s site. Such visit will be at the cost of the bidder.
- 7.7 If site visit shows unconformity with documents submitted by the bidder then he will be deemed to be ineligible for participating in the bid.

## **8. Delivery and Documents.**

Delivery of the Goods shall be made by the Operator in accordance with the terms specified by the Tendering Authority in the notification of Award.

## **9. Transportation.**

Where the Operator is required under the contract to transport the goods to Project Site, transport to such place of destination including insurance's as shall be specified in the contract, shall be arranged by the Operator.

## **10. Incidental Services.**

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

- 10.1 Performance or supervision of the on-site assembly and/ or start-up of the supplied goods.
- 10.2 Furnishing of tools required for assembly and/or maintenance of the supplied Goods.
- 10.3 Furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods.
- 10.4 Performance or supervision or maintenance and/or repair of the supplied goods for the period of the time mentioned in the Tender notification.

## **11. Payment**

The payments will be done to the agency once in a month.

Payment will be worked out on the basis of copies of 7/12, Property Cards and prescribed Certificates / Affidavits issued.

Any penalties imposed on the agency for nonperformance will be deducted from the payments.

Work contract tax service tax, income tax and other taxes/duties as notified by the Central/State Government will be deducted at source as per the prevalent rules & regulations at the time of making Payments to the Bidder during the billing cycles.

Payment will be made within a month time from the date of receipt of bill, provided there is no dispute.

The fee collected from the public by the operator shall be deposited in the bank on the the next working day.

The monthly bills will be submitted by the operator to the office of the Tahsildar Alibaug.

It is binding on the operator to whom the work will be allotted to complete the process of all types of documents as per the turnaround time mentioned in clause 2. for the purpose of monitoring the turnaround time

for various process, the tendering authority will conduct at least 5 random test every month. In case of delay the operator will be penalized proportionately on the basis of average delay. This delay would be assured to have occurred for all the transactions for that month.

The amount of penalty will be adjusted against the amount payable to the agency per month and the net payment will be made to the agency. For example if the average delay is 10% then 10% would be deducted from the billed amount.

## **12. Change Orders.**

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

- a) Drawings, designs or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Tendering Authority.
- b) The place of delivery: and/or
- c) The services to be provided by the Operator.
- d) The quantity of goods to be supplied & or the locations of the supply.

12.2 If any change causes an increase or decrease the cost of or the time required for the Operator's performances of any provisions under the Contract, an equitable adjustments shall be made in the contract Price or delivery schedule, or both and the Contract shall accordingly be amended. Any claims by the Operator for adjustment under this clause must be asserted within thirty (30) days from the date of Operator's receipt of the Tendering Authority's change order.

## **13. Delays in the Operator's Performance**

13.1 Delivery of the Goods and performance of the services shall be made by the Operator in accordance with the time schedule specified by the Tendering Authority.

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

- 13.3 The bidders shall read & understand the requirements thoroughly & shall adhere to the schedule strictly.
- 13.4 The supply, installation & commissioning of Hardware & software and commencement of full fudged operations shall be completed within 30 days from the date of signing the agreement.

#### **14. Penalty Clause**

If the Operator is not executing the contract to the prescribed rates/standards then the tendering authority may

a) Forfeit the performance Guarantee amount. wholly or partially  
AND / OR

b) Impose a penalty of Rs 10000/- (Rupees ten thousand only) for every instance of non-performance/ under performance regarding system availability (uptime), supply of consumables, safety and security issues or any of the requirement mentioned in the contract or tender document.

#### **15. Termination for Default.**

The Tendering Authority may, without prejudice to any other remedy for breach of contract, by 7 days written notice of default sent to the Operator, terminate the Contract in whole or part.

- a. If the Operator fails to deliver any or all of the Goods as commence operations within the period(s) specified in the Contract,
- b. If the Operator fails to perform as per the performance standards
- c. If the Operator, is found to have engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

In circumstances mentioned in a, b, c, above the Tendering Authority may ask the agency to leave the Hardware/Software and furniture in the offices of the Tahsildar and terminate the Contract.

Proprietary rights in software and hardware remains with the Government. The operator should get evicted as soon as the contract comes to end and handover peaceful possession of the premises.

#### **16 Force Majeure**

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

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

## **17 Termination for Insolvency**

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

## **18 Resolution of Disputes:**

The matter regarding any dispute shall first be sorted out at the level of Tahsildar / Sub Divisional Officer. If the dispute persists to remain unresolved then it will be entertained, heard and finalized by The Collector, Raigad.

## **19 Taxes and Duties**

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes & duties as applicable including service tax up to the completion of job. Any increase in the rates will not be allowed, during the contract period.

## **20 Binding Clause**

All decisions taken by the "The Tendering Authority" regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

## **21 Support manpower:**

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

21.2 All salaries and statutory benefits to the manpower employed will have to be borne by the operator as per minimum wages Act & no payments will be made by this office, on whatsoever account.

21.3 In case of absence of any of his employee the agency should provide alternative person immediately on the next day.

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

21.5 The agency should submit the affidavit stating that any employee would not claim for employment in Government in the proforma which will be provided by this office at the time of signing the contract.

**22 Maintenance of Record**

22.1 Operator will have to maintain necessary record as suggested by District Authority.

22.2 All the registers, forms and other documents are the absolute property of the District Authority and will be in custody of him or his representative.

22.3 Operator has to keep the registers forms or other records in format given by the District Authority and subject to changes made their in from time to time.

22.4 Record will be kept with the Tahasildar. It cannot be removed to any other place without prior permission of District Authority.

**SECTION IV. SPECIAL CONDITIONS OF CONTRACT**

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

1. Notices

All notices by the operator shall be sent on the following address of the Tendering Authority.

The Collector, Alibaug, Raigad.. 402201.

All notices by The Tendering Authority to the operator shall be sent on the following address or on changed address if informed in witting by the Operator to the Tendering Authority.

Agency\*

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(\*To be filled in at the time of contract signature)

2. Operator's Integrity

The Operator is responsible for and obliged to conduct all contracted activities as defined in scope of work in accordance with the contract.

### 3. Operator's Obligations

The Operator is obliged to work closely with the Tendering Authority's staff, act within its own authority and abide by directives issued by the Tendering Authority.

The Operator will abide by the job safety measures prevalent in India and will indemnify working and or the Tendering Authority from all demands or responsibilities arising from accidents or loss of life the cause of which is the Operator's negligence. The Operator will pay all indemnities arising from incidents and will not hold the Tendering Authority responsible or obligated.

The Operator is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanor.

The Operator will treat as confidential all data and information about the Tendering Authority, obtained in the execution of his responsibilities, in strict confidence and will not reveal any information to any other party without the prior written approval of the Tendering Authority.

### 4. Site Preparation and Installation

The Successful Bidder shall prepare the sites in compliance with the standard technical and environmental specification.

### 5. Hardware Installation

The successful Bidder is responsible for all deliveries, unpacking, assemblies, wiring, installation, cabling between hardware units and connecting to power supplies. The successful Bidder will test all hardware operation and accomplish all adjustments necessary for successful and continuous operation of the hardware at installation site.

### 6. OPERATION AND MAINTENANCE MANUALS

The Operator shall provide complete and technical documentation of hardware, firmware, all subsystems, operating systems, compiler, system software and the other software. These shall be in such details as will enable the implementing Authority to operate, maintain, adjust and repair all parts of the equipment and software as stated in the specifications. The manuals and drawings shall be in English and in Marathi. At least one set of the manuals should be supplied for each installation sites.

### 7. TRAINING OF SETU PERSONNEL

Personnel belonging to Government departments/organizations will be providing the back-end services relating to the departments and agencies of the Government. The operator shall train such personnel free of cost on running the applications and providing citizen services. The training schedule will be agreed to by both parties during the performance of the Contract. The training shall be for a minimum period of 1 week and maybe extended for a further period as

may be required to impart the required degree of proficiency to the satisfaction of the implementing Authority.

The operator shall also be responsible for retraining the Government staff whenever changes are made in the software and at least once every six months.

#### 8. MANPOWER

The operator is responsible for providing well trained adequate staff for manning the front-end counters at the SETU Center. The Staff should be trained, must be dressed in decent manner, should be polite and offer the services with a smile.

#### 9. CONNECTIVITY

The Government of Maharashtra has set up a VSAT and a leased line network connecting all the districts with the state headquarters. This network is connected to a data center which is to be the repository of all the data at the district level. This data is backed up in the state level from time to time to enable suitable monitoring, providing disaster recovery, and also to be put on the Government of Maharashtra's official web site.

The operator is expected to back up all the district level data from the SETU Center into this district data center from time to time and certainly at the end of the day. This data is backed up in the state level from time to time to enable suitable monitoring, providing disaster recovery, and also to be put on the Government of Maharashtra's official web site.

#### 10. SECURITY OF THE SYSTEMS & DATA

The software solution shall contain all suitable security features and Firewalls using the latest features to protect and secure the databases used by the proposed system, data in transit etc.

All databases which are required to be accessed and updated on a continuous basis shall be mirrored at the cost of the operator. The operator shall also be responsible for overall consistency and integrity of such mirrored databases. A penalty of Rs. 1,000 will be levied for each day when any inconsistency is noticed till the same is rectified to the satisfaction of the Collector.

The operator shall maintain a log of the transactions at each center in a database as per the existing practice at the project.

#### 11. ACCESS CONTROLS

On the servers set up in the District control room/ Data center access Controls shall be provided to ensure that the departmental databases are not tampered/ altered/ modified/ by the counter - operators, except updating the records as a part of the system. part of the transaction with a citizen. Periodic surprise checks will be conducted by the SETU officials to ensure the security and reliability

All the technical people associated with the center shall be allotted passwords to monitor any modifications to the database, application software and changes to the departmental master data.

The counter operators shall be allotted login user-id and password to fix up accountability for transactions carried out from a counter.

Arrangements shall be made to prevent any unauthorized access to servers, hardware and the network equipment.

## 12. INTELLECTUAL PROPERTY RIGHTS

The source code of the application Software is to be handed over to the Tendering Authority. The intellectual Property Rights will belong to the Tendering Authority.

The operator will be permitted to offer the same or similar solution to any Government other than Maharashtra or a Public Authority outside Maharashtra after obtaining an approval of the Tendering Authority.

### PATENT RIGHTS

The Operator shall provide licenses for all software products, whether developed by it or acquired from others in the name of Collector Raigad.

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

In the event of any claim asserted by a third party for software piracy, the Operator shall act expeditiously to extinguish such claim. If the Operator fails to comply and the Tendering Authority is required to pay compensation to a third party resulting from such a claim, the Operator shall be responsible for compensation including all expenses, court costs and lawyer fees. The Tendering Authority will give notice to the Operator of such claim if it is made, and the operator shall reimburse the same to the Tendering Authority without delay.

## 13. OWNERSHIP OF DATA

While the operator is responsible for the functioning and operation of the citizen centers, the backend databases will be owned and maintained by the departments themselves. The operator can be given special read only rights by the society in specific cases.

Government will be the owner of all data, transactions in any form kept at the centers either in electronic form or physical form such as paper etc.

## 14. PERFORMANCE LEVEL IN TERMS OF AVAILABILITY OF SYSTEMS

Since the CITIZEN services cannot be stopped during specified service hours, the solution should consider reliability, redundancy in hardware configuration and fail safe design. No data loss is permitted and any recovery procedures should take into consideration this factor.

Uptime: The overall uptime of the systems shall be 98% computed on a monthly basis for each SLOX aggregated for the Schedule. The uptime shall be computed as per the following procedure

- The working shall be based on actual working days per month
- The uptime shall be computed in terms of the available working days (minus) the days of downtime using the following formula.

$$\frac{\text{Uptime in terms of working days during the month}}{\text{Working days}} \times 100$$

Downtime: A downtime exceeding 1 hour in total on a working day shall be counted as a full day down time for the purpose of computation.

## **15. RESPONSIBILITIES OF TENDERING / IMPLEMENTING AUTHORITY**

Tendering Authority will assist in securing permissions required for providing the SETU systems access to the databases of the associated departments as needed in consultation with the departments. The responsibility of additional networking required to connect the computer systems will be that of the Operator.

Operator shall be responsible for the completion of civil works including general electoral work required at all the SETU Centers. The Operator may furnish a design of cable network required so that an arrangement can be made by the Implementing Agency for providing ducts for all such cables while executing the civil works.

The installation, Commissioning and maintenance of the SETU Center shall be under the administrative Supervision of the Implementing Authority. For the center there will be one Supervisory Officer appointed by the implementing Authority.

## **16. PERIOD OF CONTRACT**

The period of the contract will be five years from the date of commissioning.

## **17. EXIT PROTOCOL**

The Government reserves the option of taking over all the assets, hardware, software, furniture etc at a nominal cost of Rs. 1 at the end of five years termination. The operator has to handover all the data/ backup and physical record at the end of the contract.

## **18. Installation, Commissioning & testing after delivery.**

The bidder / Operator shall be responsible for:-

- a. Supply and installation of servers.
- b. Supply and installation of clients Pre-loaded with Windows 2000 Professional./win.XP or suitable O.S.
- c. Preparation of site implementation document
- d. Installation of the following Network Components;
  - \* Installation of hubs/Switch
  - \* Configuration of modems
  - \* Providing for patch cords of required length.
  - \* Providing Bio-Metric Devices
- e. Installation and configuration of Linux DB2 Red Hat 7.2 (O.S.) & Universal Database.
- f. Installation and Configuration Anti Virus Software on servers and clients.
- h. Installation of Multilingual Software (upgraded and latest version of ISM
- i. The vendor has to integrate all the installed software on server and / or on all the clients.
- j. Vendor shall provide a list of their approved technical support staff, together with their working experience.
- k. Vendor shall provide at least one support Analyst as the focal point of contact between Department and vendor and an alternative person in his absence.
- l. On-site System administration and LAN maintenance
- m. Database Installation & Administration
- n. Implementation of Data and Network Security
- o. Backup and Recovery of Data
- p. Installation of application Software
- q. Maintain adequate redundancy (10%) of hardware items.
7. All electricity bills will be borne by the Operator.
8. The agency will arrange the telephone connection. The agency will have to bear all the cost towards payment of the telephone bills.



I/we undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

If our bid is accepted, we will furnish the Performance Guarantee of Rs Two lakh for the due performance of the Contract, in the form prescribed by the Tendering Authority.

I/We agree to abide by this bid for a period of 60 (Sixty only) days after the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

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

We understand that you are not bound to accept the lowest or any bid you may receive.

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

Dated this \_\_\_\_\_ day of \_\_\_\_\_

---

Signature

(in the capacity of)

Duly authorized to sign Bid for and on behalf of

---

## **Annexure 1A**

### **PLACES WHERE CFC/SETU TO BE INSTALLED AND OPERATED**

| <b>Sr.No.</b> | <b>PLACE</b>                        |
|---------------|-------------------------------------|
| 1             | <b>At Tahasildar office Alibaug</b> |

## Annexure 1B

### List of Certificates etc to be processed at SETU

| अ.क्र. | दाखल्याचे नांव  | सेतु प्रक्रिया कालावधी दिवस | कार्यालयीन प्रक्रिया कालावधी दिवस | एकूण कालावधी |
|--------|---|-----------------------------|-----------------------------------|--------------|
| १.     | जन्म - मृत्यु दाखला                                       | १ दिवस                      | ६ दिवस                            | ७ दिवस       |
| २.     | ऐपतीचा दाखला  | १ दिवस                      | ६ दिवस                            | ७ दिवस       |
| ३.     | उत्पन्नाचा दाखला  | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| ४.     | अधिवासाचा दाखला   | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| ५.     | जेष्ठ नागरीकत्वाचा दाखला                                  | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| ६.     | हॉटेल परवाना  | १ दिवस                      | ९ दिवस                            | १० दिवस      |
| ७.     | हॉटेल परवाना नुतनीकरण                                     | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| ८.     | सांस्कृतीक कार्यक्रम परवाना                               | १ दिवस                      | ६ दिवस                            | ७ दिवस       |
| ९.     | शेतकरी असल्याचा दाखला                                     | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| १०.    | प्रॉपर्टी कार्ड   | १० मिनीट                    | ५ मिनीट--                         | १५ मिनीट     |
| ११.    | ७-१२ / ८ अ उतारा  | १० मिनीट                    | ५ मिनीट--                         | १५ मिनीट     |
| १२.    | डोंगरी भागात असल्याचा दाखला                               | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| १३.    | शेत मजूर असल्याचा दाखला                                   | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| १४.    | बिनशेती परवानगी   | १ दिवस                      | ८९ दिवस                           | ९० दिवस      |
| १५.    | फिरते चित्रपटगृह  | १ दिवस                      | ६ दिवस                            | ७ दिवस       |
| १६.    | वाळू / माती / दगड परवाना                                  | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| १७.    | विटभटटयासाठी तात्पुरती बिनशेती परवानगी                    | १ दिवस                      | १४ दिवस                           | १५ दिवस      |
| १८.    | नवीन शिधापत्रिका देणे                                     | १ दिवस                      | १४ दिवस                           | १५ दिवस      |
| १९.    | शिधापत्रिका युनिट कमी करणे / वाढविणे                      | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| २०.    | नक्कल देणे  | ० दिवस                      | ३ दिवस                            | ३ दिवस       |
| २१.    | राष्ट्रीय सामाजिक अर्थसहाय्य कार्यक्रम कुटुंब अर्थ सहाय्य | १ दिवस                      | ९ दिवस                            | १० दिवस      |
| २२.    | प्रसुतीकालीन अर्थसहाय्य योजना                             | १ दिवस                      | ९ दिवस                            | १० दिवस      |
| २३.    | संजय गांधी निराधार अनुदान योजना                           | १ दिवस                      | २९ दिवस                           | ३० दिवस      |
| २४.    | संजय गांधी स्वावलंबन योजना                                | १ दिवस                      | २९ दिवस                           | ३० दिवस      |
| २५.    | इंदिरा गांधी भूमिहिन शेतमजूर सहाय्य योजना                 | १ दिवस                      | २९ दिवस                           | ३० दिवस      |
| २६.    | वृध्दापकाळ निवृत्ती वेतन योजना                            | १ दिवस                      | २९ दिवस                           | ३० दिवस      |
| २७.    | गॅप सर्टिफिकेट प्रतिज्ञापत्र                              | १० मिनीट                    | ५ मिनीट--                         | १० मिनीट     |
| २८.    | जात प्रमाणपत्र मिळणेबाबत                                  | १ दिवस                      | ६ दिवस                            | ७ दिवस       |
| २९.    | विविध प्रतिज्ञापत्र                                       | १० मिनीट                    | ५ मिनीट--                         | १० मिनीट     |
| ३०.    | अभिलेखातून नक्कल मिळणे                                    | १ दिवस                      | ६ दिवस                            | ७ दिवस       |

|     |  |          |           |          |
|-----|--|----------|-----------|----------|
| ३१. | वारस दाखला   | १ दिवस   | ९ दिवस    | १० दिवस  |
| ३२. | स्वयं रोजगार दाखला                                       | ० दिवस   | ३ दिवस    | ३ दिवस   |
| ३३. | गा.न.नं.६ चालू संगणकीकृत फेरफार नक्कल                    | १० मिनीट | ५ मिनीट-- | १० मिनीट |
| ३४. | पाईप लाईन परवानगी कलम ४९ अन्वये                          | १ दिवस   | २९ दिवस   | ३० दिवस  |
| ३५. | अधिकार अभिलेख चुक दुरुस्ती कलम १५५ अन्वये दुरुस्ती करणे. | १ दिवस   | २९ दिवस   | ३० दिवस  |
| ३६. | कलम ८५ अन्वये खाते वाटप                                  | १ दिवस   | ४४ दिवस   | ४५ दिवस  |
| ३७. | कलम १४३ प्रमाणे रस्ता मागणी                              | १ दिवस   | ४४ दिवस   | ४५ दिवस  |
| ३८. | पाणी उचलण्याची परवानगी                                   | १ दिवस   | ९ दिवस    | १० दिवस  |

**नोट :-** ० दिवस म्हणजे अर्ज मिळाल्याच्या दिवशी सायंकाळी ६ वाजेपर्यन्तचा कालावधी.

१ दिवस म्हणजे अर्ज मिळाल्याच्या दुस-या दिवशी सायंकाळी ५ वाजेपर्यन्त.

वर नमुद केलेल्या कामाव्यतिरिक्त महसुल विभागाच्या तसेच राज्य शासनाच्या अन्य विभागाच्या सेवांचा सामावेश भविष्यात सेतू मधील कामकाजामध्ये होवू शकतो.

## Annexure 1C

### **Manpower Deployment Plan**

#### **A) SETU:**

|  |   |   |
|--|---|---|
| SETU Manager                           | : | 1 |
| system administrator (IT personal)     |   |   |
| SETU Counter staff                     | : |   |
| = Form selling                         | : | 1 |
| Form Writing                           | : | 1 |
| Form Acceptance                        | : | 2 |
| Delivery                               | : | 1 |
| Property card/ 8A / 7/12-extract issue | : | 1 |
| Affidavits                             | : | 1 |
| Xerox & Lamination &PCO                | : | 1 |
| Certificate Processing                 | : | 2 |
| Land record data updation              | : | 2 |

The above plan is indicative. The actual manpower requirement may be higher during peak period. The operator has to make suitable arrangements for providing extra manpower as and when necessary.

## **Annexure 1D**

### **Level of Proficiency for Mandal Adhikari, Talathis and Clerks**

- Basic computer concepts
- Office automation
- Devnagri Typing
- 7/12 software training
- Internet basics
- Final tests - ( Test paper will be prepared by the SETU SAMITI )

### **For Advance users (Three persons per taluka to be selected by the SETU SAMITI on their performance in the basic training programme)**

- Basic networking training
- Backup and recovery techniques.
- Security measures.
- Basic trouble shooting.
- Internet basics

### **Note :**

Sub contracting for the training will be permitted. However, the sub contractor should be fixed in consultation with and approval of the SETU SAMITI. The training should be imparted in the concern tahsil offices itself.

**ANNEXURE – 2**

**CAPABILITY STATEMENT**

1. Name & Address of the Bidder

Phone :

Mobile :

Fax :

|  |  |
|--|--|
| Number of equipment serviced by the bidder in the last 2 years   |  |
| Value of minimum stock of spares available at all the service centers in respective currency.  |  |
| The storage space available for spare parts (sq. mtrs)   |  |
| List of special repair/workshop facilities available   |  |
| No.of Administrative Employees   |  |
| No. of Engineering employees<br>Name and educational qualification of the I.T. professional (refer para 1.2.3 in instruction to bidders) |  |
| No. Of Unskilled employees   |  |
| No. of Skilled employees   |  |
| Year of Establishment  |  |
| Nearest service station with address & Phones  |  |
| Location   |  |

**ANNEXURE 3**

**BIDDERS AUTHORIZATION CERTIFICATE**

To,  
The Collector,  
Raigad.

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

Thanking You,

Authorised Signatory

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

(Seal)

**ANNEXURE 4 (a)**

**WORK EXPERIENCE CERTIFICATE FOR VOLUME OF SUPPLY AND  
SERVICING HANDLED**

Name of the firm

Period from 01 -04-2010

to 31 -03-2015.

| Order Number and date | Order Placed by (full contact address of such agencies) | Description & Quantity of ordered equipment | Services provided | Date of completion of delivery |        | Remarks indicating reasons for delay in delivery if any | Has the equipment been satisfactorily functioning |
|-----------------------|---|---|-------------------|--------------------------------|--------|---|---|
|                       |   |   |                   | As per contract                | Actual |   |   |
|                       |   |   |                   |                                |        |   |   |
|                       |   |   |                   |                                |        |   |   |
|                       |   |   |                   |                                |        |   |   |
|                       |   |   |                   |                                |        |   |   |

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

Place : \_\_\_\_\_

**ANNEXURE 4(b)**

**WORK EXPERIENCE CERTIFICATE FOR NUMBER OF DOCUMENTS  
HANDLED**

Period from 1/04/2005 to 31/03/2010

Name of the firm \_\_\_\_\_

| Order Number and Date | Order Placed by (full contact address of such agencies) | No. of Documents handled and the type of transactions | Date of completion of delivery |        | Remarks indicating reasons for delay in delivery if any |
|-----------------------|---|---|--------------------------------|--------|---|
|                       |   |   | As per Contract                | Actual |   |
|                       |   |   |                                |        |   |
|                       |   |   |                                |        |   |
|                       |   |   |                                |        |   |
|                       |   |   |                                |        |   |

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

Place : \_\_\_\_\_

**ANNEXURE-5**

**PROFORMA OF PERFORMANCE SECURITY FORM**

Ref.: \_\_\_\_\_

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

To,

Bank Guarantee No.: \_\_\_\_\_

The Collector,.

Raigad.

1. Against Contract vide Advance Acceptance of the Tender No. \_\_\_\_\_

Dated \_\_\_\_\_ of the Collector Office Raigad.

(here in after called The Department)

covering the

( Herein after called “The Said Contract”) entered into between the client and

\_\_\_\_\_ Herein after called the “Tendering Authority:). This is to

Certify that at the request of the Tendering Authority we Bank are holding in trust in

favour of the client, the amount Rs. 2 Lakhs (Two lakhs Only) to idemnify and keep

idemnified the department against any loss or damage that may be caused to or suffered

by the tendering authority by reason of the said contract and / or in the performance

thereof. We agree that the decision of the tendering authority, whether any breach of any

of the terms and conditions of the said contract and/or in the performance thereof has

been committed by the client and the amount of loss or damage has been caused or

suffered by the tendering authority shall be final and binding on us and the amount of the

said loss or damage shall be paid by us forthwith on demand and without demur to the

tendering authority.

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

It is fully understood that this guarantee is effective from the date of the said Contract & valid for five and a half years and that we \_\_\_\_\_ Bank undertake not to revoke this guarantee during its currency without the consent in writing of the tendering authority.

We undertake to pay the tendering authority any money so demanded notwithstanding any dispute or disputes raised by the Tendering Authority in any suit or proceedings pending before any Court or Tribunal relation thereto our liability under this present bond being absolute and unequivocal.

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

We \_\_\_\_\_ Bank further agree that the tendering authority shall have the fullest liberty, without affecting in any manner our obligation

hereunder to vary any of the terms and conditions of that said Contract or to extend time of performance by the Tendering Authority from time to time or to postpone for any time or from time to time any of the powers exercisable by the tendering authority against the said Tender and to forbear or enforce any of the terms and conditions relating to the said Contract and We \_\_\_\_\_ Bank shall not be released from our liability under these guarantee by reason of any such variations or extension being granted to the said forbearance and / or omission on the part of tendering authority or any other matter or thing whatsoever, which under the law relating to sureties, would but for this provisions have the effect of so releasing us from our liability under this guarantee.

The guarantee is for an amount of Rs.Two lakh ( In figures Rs 2,00,000/-)

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

Date :

Place :

Signature :

Witness :

Printed Name :

( Bankers Common Seal )

**ANNEXURE 6**

**Chartered Accountant's / Bankers Certificate for Investible Funds**

Ref. : \_\_\_\_\_ Date : \_\_\_\_\_

To,  
The Collector,  
Raigad.

In response to the Tender No. \_\_\_\_\_ dt. \_\_\_\_\_

\_\_\_\_\_ Of the Collector office, \_\_\_\_\_ for Installation of Integrated Citizen Facilitation Center (SETU) on Build-Operate-Transfer basis, this is to certify that \_\_\_\_\_ (Name of bidder ) is having balance of Rs. \_\_\_\_\_ in their account & are capable of investing funds to the extent of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ ) for the said project.

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

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

Name :

(Bank's Common Seal) / ( Chartered Accountant's Seal)

**ANNEXURE 7**

Self - Declaration

Ref. : \_\_\_\_\_ Date : \_\_\_\_\_

\_\_\_\_\_

To,  
The Collector,  
Raigad.

In response to the Tender No. \_\_\_\_\_ dt. \_\_\_\_\_

\_\_\_\_\_ Of Ref. \_\_\_\_\_ as a

owner/partner/director of \_\_\_\_\_ I / We hereby

declare that our Agency \_\_\_\_\_ is having unblemished past  
record and was not declare ineligible for corrupt and fraudulent practices either  
indefinitely or for a particular period of time.

Name of the Bidder :

Signature :

(Seal of Organization )

**ANNEXURE 8**

**Certificate of Conformity**

To,  
The Collector,  
Raigad.

**CERTIFICATE**

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

I further certify that I have read and understood the tender conditions and contract conditions properly and that my bid completely conforms to the tender requirements. I undertake to abide by and perform as per the tender requirements

I also certify that the price I have quoted per document is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in clause 1.1 (I) of General Condition of Contract.

Name :

Designation :

Seal :

## ANNEXURE - 10

### Minimum Specifications for Hardware

#### **SERVER MACHINE CONFIGURATION**

Server motherboard having Intel Processor having integrated 256 KB L2 cache, support for dual processor, PCI bus with minimum 6 PCI slots. At least 1 slot in PCI slot should be free The system shall be with :

- Intel Server Ste III LE RCC chipset
- 1 GB or higher RAM
- Integrated PCI 32 bit Ultra 3 SCSI controller with maximum data transfer rate of 160 MB/sec
- Integrated PCI 32 bit 10/100 Mbps Ethernet controller auto sense and full duplex with UTP Connector.
- Integrated PCI 32 bit card with SVGA video controller with & 2 MB VRAM
- Integrated PCI EIDE controller
- 3 x 9 GB Ultra 3 SCSI hard drive (max. Data transfer capable 160 MB/sec 10 KRPM) or higher
- 16 X or higher speed IDE DVD ROM drive
- 12/24 GB SCSI CTD Tape drive cartridge
- 15" SVGA color monitor 0.28 dot pitch non-interlaced MPR II complaint or LCD monitor (15 inches)
- 1.44 MB FDD
- One Centronics printer port ECP/EPP at least one fast serial port and 2 USB Ports
- DVD Writer
- Integrated Management port
- 104 Keys Keyboard (cherry type ) (Bilingual etched keys with Devnagari Script.)
- MS Mouse optical and driver software
- Anti Virus software to take care of all and latest viruses

The chassis should be ATX complaint and

- A. with ATX Power supply of at least 300 watts
- B. Support for redundant power supply
- C. At least 3 Fans (monitorable via management software )
- E. Chassis intrusion (monitorable )

## **WORK STATION CONFIGURATION**

Intel Pentium IV Processor 256 KB L2 cache, PCI bus with minimum 5 PCI slots and 1 AGP port. . At least 1 slot PCI should be free.

- Intel Chipset with integrated Direct AGP and at least 64 MB dedicated display cache.
- 512 MB or higher RAM
- 80 GB or higher hard disk.
- 1.44 MB FDD
- Integrated dual channel IDE interface with ATA 100 controller
- optical mouse
- 1 PS/2 KBD port
- One Centronics printer port ECP/EPP at least Two serial port and 2 USB Ports
- 104 Keys Keyboard (cherry type ) (Bilingual etched keys with Devnagari Script.)
- 15" LCD monitor
- 16 X or higher speed DVDROM drive
- On board 10/100 Mbps PCI 32 bit Ethernet card with UTP port with WOL support
- Desktop Management Interface (DMI) implementation
- Diagnostic software (latest version) in media
- Anti Virus software to take care of all and latest viruses (in CD media)
- Pre-loaded Windows XP or Vista with recovery CD Media and the hard copy user manual.
- ISM software for Devnagari.

## Other Peripherals

|  | <b>Specifications</b>  |
|--|--|
| Dot matrix Printer                                   | 24pin, 80 columns with power card & connector cable  |
| Laser Printer  | A/4 size, 2ppm or more. At least one should be networkable & dual page printer.  |
| MODEM  | DSL / ADSL   |
| UPS  | Rating - Minimum 5KVA<br>Technology - Line Interactive<br>Make - ISO Certified Company<br>Battery backup - 6 hours<br>Input Voltage Range - 170 Volts to 270 Volts<br>Output Voltage - 230V +/- 6% on Mains<br>Output Voltage - 230V +/- 1% on Inverter<br>Built in EMI and RFI Filter<br>Built in spike and surge Protection<br>Single phase input and Single Phase output<br>Batteries - Tubular |
| HUB For Setu   | 16 Port HUB 10/100 Base TX   |
| HUB For 7/12 Extract                                 | 8 Port HUB 10/100 Base TX  |
| Finger Print Recognition System (Bio- Metric Device) | SecuGen Make with USB Port   |
| Scanner  | A4 Size Flat Bed Optical Minimum Resolution 1200X600 DPI. HP or Umax Make  |
| Lamination Machine                                   | To ensure lamination of at least A4 size documents   |
| Digital Web Camera                                   | Dual mode digital camera image resolution 640 x 480 pixels 24 bit colours.   |

Note: The Software should be purchased in the name of DISTRICT SETU SAMITI RAIGAD.