

South Delhi Municipal Corporation

Request for Proposal
For
"Land Record Management"
" In South Delhi Municipal Corporation".

South Delhi Municipal Corporation
(Land & Estate Department)
7th floor, Civic Centre, Minto Road,
New Delhi- 110002
website: www.mcdonline.gov.in



Administrative Officer, (Land & Estate)
South Delhi Municipal Corporation

Tender Notice

South Delhi Municipal Corporation invites sealed quotations in two bid systems for the work of " Collection of Manual Land Records, Survey, Scanning & Digitization, Establishment of Physical Storage Area & Record Room Renovation, Record keeping (Including 5 Year upkeeping) " in South Delhi Municipal Corporation from interested and eligible bidders.

Sealed quotations prepared in accordance with the procedures enumerated in this document should be submitted to the Office of the ADC (L&E), South Delhi Municipal Corporation, E-1 Block, 7th floor, Dr. S P M Civic Centre, Minto Road, New Delhi-110002 before the specified date/Time as given in the data sheet.

The Tender reference number, description of work, earnest money deposit and time limit to complete the work are as given below:

Tender Reference	Description of work	EMD (Rs)	Tender Fee (Rs)	Time limit for completing of work
	As mentioned above	Rs. 5,50,000/- (Rs. Five lac fifty thousand rupees only) In the form of Demand Draft only drawn in favour of Commissioner, SDMC payable at Delhi.	Rs. 5000/- (Rs Five thousand only) In the form of Cash, Demand Draft/Banker's Pay Order from a nationalized bank, drawn in favour of Commissioner, SDMC payable at Delhi.	Six (06) Months from the date of issue of Work Order. Details provided in the Tender Document.

The above tender may be purchased from this office or downloaded from our website www.mcdonline.gov.in. The last date and time for submission of sealed offers, deposit of EMD, dates for opening of technical offers are given in the data sheet.


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ADC/L&E
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Abbreviations Used

SDMC	South Delhi Municipal Corporation
BIS	Bureau of Indian Standards
BS	British Standards
DC	Deputy Commissioner
COTS	Commercially Off-The-Shelf
DIN	Deutsches Institut für Normung
DMS	Document Management System
EMD	Earnest Money Deposit
HRD	Human Resources Department
JV	Joint Venture
ISO	International Organization for Standardization
IT	Information Technology
LAN	Local Area Network
NA	Not Applicable
NDA	Non Disclosure Agreement
PBG	Performance Bank Guarantee
RFP	Request For Proposal
UPS	Uninterrupted Power Supply
dpi	Dots per inch


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Data Sheet

Tender Document No	
Tender Name	Collection of Manual Land Records, Survey of Sites, Scanning & Digitization, Establishment of Physical Storage Area & Record Room Renovation, Record keeping (Including 5 Year Upkeeping)
Name of the Organization	South Delhi Municipal Corporation
Cost of the Tender (Non refundable)	Tender Document may be purchased from Land & Estate Department of SDMC for Rs.5000/- payable through Cash, Demand Draft/Banker's Pay Order from a nationalized bank, drawn in favour of Commissioner, SDMC payable at Delhi. The tender can also be downloaded from the department website www.mcdonline.gov.in (however, in that case fees of Tender document i.e Rs. 5000/- may be submitted alongwith Tender Document in addition to EMD.
Earnest Money Deposit	Rs 5,50,000/- (Rs. Five lac fifty thousand rupees only) in the form of Demand Draft from any nationalized/scheduled bank in favour of Commissioner, SDMC, payable at Delhi.
Date of issue	11-10-2017
Date for Pre-Bid Conference	17-10-2017 at 03:00 PM
Venue of Pre-Bid Conference	Conference Hall E-1 Block, 24 th floor, Civic Centre, Minto Road, New Delhi 110002
Last Date and Time for Receipt of Bids	01-11-2017 at 03:00 PM
Date and Time of Opening of Technical Bids	01-11-2017 at 03:30 PM


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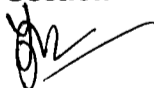
Place of Opening of Bids	Conference Hall E-1 Block, 24 th floor, Civic Centre, Minto Road, New Delhi-110002
Technical Presentation by bidders, if required	To be decided later
Declaration of bidders qualified for opening Financial Bid	To be declared later
Opening of Financial Bids	To be declared later
Address for all communications	Land & Estate Deptt., SDMC 7 th floor, Dr. S P M Civic Centre, Minto Road, New Delhi -110002



Administration
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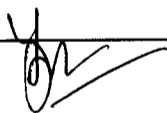
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SECTION 1: INTRODUCTION



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1.1 Preface

South Delhi Municipal Corporation has entrusted the L&E Department with the responsibility of work of Collection of Manual Land Records, Survey of Sites, Scanning & Digitization, Establishment of Physical Storage Area & Record Room Renovation, Record keeping (Including 5 Year Upkeeping)


As part of its initiatives for converting the current activities of the departments in to an e-System, SDMC wishes to outsource the work to preserve the original hard & soft copies of the documents.

SDMC also wishes to outsource the task of scanning, and indexing of all of its documents pertaining to land records, preserving the data in digital image format as well as implementation of document management software.

1.2 Organization of the Request for Proposal (RFP)

This RFP has been divided in to the following sections for easy and effective reference:

Section	Topic
Section 1	Introduction
Section 2	Qualifications of The Bidder
Section 3	Instructions to Bidders
Section 4	Terms and Conditions of The Tender
Section 5	Scope of work
Section 6	Technical Requirements
Section 7	Service Level Agreements
Annexure I	Format for Technical Bid
Annexure II	Format for Financial Bid
Annexure III	Compliance Matrix
Annexure IV	Format for Bank Guarantee


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1.3 Objectives of the project:

Broad scope of the project is as follows:

- 1.3.1 Collection of Manual Land Records from Different SDMC/MCD office locations & other Govt. Departments. This includes all transportation, loading and unloading of manual records. Vendor has to ensure proper availability of transportation vehicle and man power for this purpose. Vendor also has to liason with the concerned departments for smooth handover of manual records.
- 1.3.2 Survey of the properties alongwith L&E officials, photographs of the sites, Map preparation alongwith (Lat & Long) with physical location (alongwith landmark) to identify easily.
- 1.3.3 For Data Scanning and Data Entry of all manual land records vendor shall provide all required Computer/Laptop, Scanner, Hard Drives and any other accessories including hardware and data entry software.
- 1.3.4 Setting up of a Physical Storage Area within the Modern Record Room for physical storage of maps and records. This includes all civil work involved for renovating the existing record room, electrification, procurement and installation of interiors, furniture/Almirah/Rack, access control system, pest/insects repellent systems and all other infrastructure required for establishment of the proposed Record Room.
 - 1.3.3.1.1 Supply and installation of Compactors of adequate strength for storage of hard copy records sizing A4/A3/etc.
 - 1.3.3.2 Supply and installation of Map Cabinets of adequate strength for storage of hard copy maps sizing A1 etc.
 - 1.3.3.3 Supply and installation of Racks of adequate strength for storage of hard copy records sizing A4 and A3 etc.
- 1.3.5 Setting up of an Operational Area within the Record Room
 - 1.3.4.1 Supply, implementation, commissioning and maintenance of Document Management software to facilitate easy management of the storage, easy retrieval of the records.
 - 1.3.4.2 Perform Indexing of records.
 - 1.3.4.3 Perform Scanning of records and Digital Storage for easy retrieval, printing etc.
 - 1.3.4.4 Perform Lamination of Documents as per instruction of SDMC, Whereever required.
 - 1.3.4.5 Perform Data entry of important documents in the database


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format prescribed by the department, as per instruction of SDMC.

1.3.4.6 Procurement, installation and configuration of servers, desktops, networking and all other IT infrastructure required for implementation and running of document management software.

1.3.6 Setting up a office area within the Modern Record Room .

1.3.7 Adequate Training to the department staff in all aspects of management, operation and maintenance of the supplied solution .

The detailed scope is given in the Section 5 - "Scope of Work" .

The software solution and infrastructure provided for running the solution should comply with the technical requirements mentioned under "Section 6: Technical Requirements" .

The minimum specification for the components of the solution is given in "Annexure III: Compliance Matrix" . The supplied solution should comply with all of its clauses.



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SECTION 2: QUALIFICATIONS OF THE BIDDER



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2.1 Eligibility and Pre-qualification criteria

- 2.1.1 The bidder should be a single company/firm. Joint ventures/consortiums companies are not allowed. Any company/firm can submit only one bid.
- 2.1.2 The bidder in case of single company should have an average turnover of Rs. 2 Crores in the field of Geo spatial services/software development services/computerization/digitization of records in the last 3 financial years (2014-15, 2015-16, 2016-17) and it should have made profit at least in the last two financial years.
- 2.1.3 The bidder should have executed project in Data Digitization/ Data Management of atleast one lac data/records in each of last 3 financial years in any Govt.Organization/PSU/Local Bodies.
- 2.1.4 The bidder should have executed at least one IT based record management project/work in each of last 3 financial years in any Govt.Organization/PSU/Local Bodies of amount atleast 05 lacs.
- 2.1.5 Valid character certificate from DM/DC/SSP/SP for the chairman/MD/proprietor or for all members.
- 2.1.6 GST registration certificate alongwith copy of the return of last 3 financial years.
- 2.1.7 Copy of PAN Card.
- 2.1.8 Copy of I.S.O. Certificate.
- 2.1.9 Solvency Certificate of 50 lacs from nationalized bank/Scheduled bank
- 2.1.10 Copy of EPF & ESI registration/Certificate alongwith copy of the return of atleast one month of each last 3 financial years.
- 2.1.11 Atleast One Experience of establishment /upkeep/mtce./renovation of Record Room/Library/similar setup in any Govt. Deptt /PSU/Govt. Educational Institute/Local Bodies in last 3 financial years.
- 2.1.12 Atleast one work of Experience of primary Data Collection/GIS based site Survey in any Govt Deptt./PSU/Local Bodies in each of last 3 financial years.


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2.2 Earnest Money Deposit

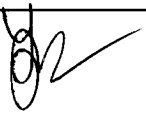
2.2.1 Vendors are required to give an Earnest Money Deposit (EMD) for Rs **5,50,000/-** (Rupees Five Lakh fifty thousand rupees only) in the form of Demand Draft of a Nationalized/Scheduled Bank payable at Delhi drawn in favour of Commissioner, SDMC, Delhi valid for a period of 120 days from the due date of the tender.

2.2.2 The EMD shall be refundable to unsuccessful vendors.

2.2.3 The successful bidder's EMD shall be adjusted in the Performance Bank Guarantee.


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SECTION 3: INSTRUCTIONS TO BIDDERS


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3.1 Advice to the bidders

Bidders are advised to go through the entire body of the RFP to understand the requirement as well as the tender evaluation procedures. It is assumed that the bidder is preparing the proposed solution after carefully going through every clause of the RFP in detail. There are formats specified for most of the documentations expected from the bidder. Attach certificates or other documents to prove the claims, wherever mentioned.

3.2 Transferability of the RFP document

This RFP document is not transferable.

3.3 Misplacement of the RFP document

SDMC shall not be responsible for any delay in submission or non delivery of proposal due to any reasons like postal delay.

3.4 Cost of Bidding

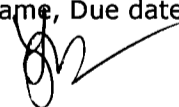
The bidder shall bear all the cost incurred for preparing the proposal including expenses of travel and lodging that may be required including collecting information from the department and other communication required with the department regardless of the outcome of the bidding process.

3.5 Two Bid System

The tender process shall follow the two bid system namely (1) Technical Bid and (2) Financial Bid.

3.6 Packaging the offers

The offer should be enclosed in a duly sealed/cello taped envelope super scribed with RFP reference number, Work Name, Due date and Vendor Name. The envelope should contain two separate envelopes for Technical Bid and Financial Bid. Both Technical Bid and Financial Bid are to be duly sealed and they should be super scribed with Type of offer (Technical Offer or Commercial Offer) apart from RFP reference number, Work Name, Due date and Vendor Name.


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3.6.1 Envelope-I Technical Bid

The technical bid should contain all technical information on the solutions proposed along with all supporting documents to qualify in the qualification criteria: Bidders should attach all self attested documents as per clause no. 2.1 to make them eligible for the tender. The technical offer should be as per the format given in "**Annexure I: Format for Technical Bid**".

The Technical Bid should not contain any commercial offer. If any commercial offer is found in the technical bid, the whole offer shall be rejected outright.

3.6.2 Envelope-II Financial Bid

The Financial Bid should contain the total price inclusive of all tax (except service tax) in the format given in "**Annexure II: Format for Financial Bid**".

3.7 Authentication of Bid

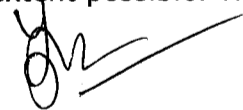
3.7.1 The Bid Document shall be computer laser printouts and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The authorized person or persons signing the Bid Document shall sign all pages of the Bid Document. However, amounts in the Financial Bid can be either computer laser print or may be filled by hand legibly.

3.8 Last date and time for receiving sealed offers

The sealed offers should reach the address mentioned in the data sheet on or before the date and time mentioned in the data sheet

3.9 Pre-bid Meeting (PBM)

SDMC shall make best efforts to respond to any request for clarification for the Tender Document to the prospective bidders. Such requests are to be made in writing and are to be received on the Pre-Bid Meeting as per the date and time mentioned in the data sheet. The clarification shall be made in writing to the extent possible. The format for request for clarification is given below.


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Vendor Name and Address			
Date:	Tender Reference No:		
Sr.No.	Section Reference Number (SRN) and Description		Clarification Sought
	SRN	Description	
1	2	3	4


SDMC shall not be responsible for any delay in receiving the clarification document .

3.10 Amendment of RFP Document

At any time before the deadline for submission of bids, if the prospective bidder/s requests for any modification in the Tender document with proper justifications to the SDMC then if deemed necessary, SDMC reserves the right to modify the Tender Document by amending, modifying and/or supplementing the same. All such amendments shall be binding on all the bidders without any further act or deed on SDMC part.

SDMC reserves the right to extend the deadline for the submission of the bids.

Original RFP, all amendments, extension of deadlines and all clarifications shall be posted on the department website www.mcdonline.gov.in under "Tender" option.


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3.11 Technical Qualification

3.11.1 Detailed evaluation of the technical offers shall be performed only after scrutinizing whether each bid is:

3.11.1.1 Complete in all respects as per the format given in **Annexure I: Format for Technical Bid** .

3.11.1.2 Accompanied by all documents required to prove claims against prequalification mentioned in **Section 2 - "Qualification of the Bidder"**.

3.11.1.3 Accompanied by the EMD as mentioned under **Clause 2.2 - "Earnest Money Deposit"** .

Those bids failing to clear the above criteria shall be rejected and will not be scrutinized further.


Bidders adhering to the completeness of the technical proposal may be given chance to give a technical presentation before the Evaluation Committee.

3.12 Evaluation of Proposals

3.12.1 Tender Evaluation Committee

The evaluation of both technical and commercial proposals shall be done by a "Tender Evaluation Committee" duly constituted by the South Delhi Municipal Corporation.

The Tender Evaluation Committee may choose to request for clarification from the bidder related to their products / services offering, approach, methodology or any other information as part of the technical evaluation. The decision of the Evaluation Committee in the evaluation of the Technical and Financial Bids shall be final and binding on all the parties. No correspondence will be entertained outside the process of negotiation/ discussion with the Tender Evaluation Committee.


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Any effort by a bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.

3.13.2 Qualification in Technical Evaluation

Financial Bid will be opened only for those bidders, who have been technically qualified. The evaluation done by the Tender Evaluation Committee in this regard shall be final and binding on the bidder. Recent experience certificate/documents issued after the duration as mentioned in the table & before the date of NIT will also be considered.


3.13.3 Financial Bid Evaluation

3.13.3.1 L1 shall be the bidder, who has quoted the lowest total cost as per the Financial Bid in the format given in "**Annexure II - Format for Financial Bid**".

3.13.3.4 The lowest bid rate for each individual item among all the bidders shall be considered as the **L1 Rate List** for the respective item. The project shall be executed as per the rates mentioned in the L1 Rate List.

3.13.3 Selection of winning bidder

Vendor with **L-1** rate will be winner.


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3.14 Quantity of Records:-

Interested bidders are requested to visit the department for the physical inspection of current Record Room and availability of Land Records in SDMC and other departments by the meaning of quantity, availability and condition of records. Many records are available in other departments of SDMC due to which collection is required on the cost of vendor only. There are approximately 4500 municipal properties.



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SECTION 4: TERMS AND CONDITIONS OF THE TENDER



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