



2024

## RajCOMP Info Services Limited (RISL)

**RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year**



**Table of Contents**

CHAPTER -1 PROJECT PROFILE & BACKGROUND INFORMATION ..... 11

CHAPTER-2: PRE-QUALIFICATION/ ELIGIBILITY CRITERIA..... 12

CHAPTER -3: SCOPE OF WORK, DELIVERABLES & TIMELINES ..... 15

3.1 Scope of Work ..... 15

3.2 Supply and Installation..... 15

3.3 Technical Support ..... 15

3.4 Maintenance Support ..... 15

3.5 Project Deliverables, Milestones & Time Schedule: ..... 16

CHAPTER -4: INSTRUCTION TO BIDDER (ITB) ..... 17

4.1. Bid Security..... 17

4.2. Sale of Bidding/Tender Documents ..... 18

4.3. Changes in the Bidding Document ..... 18

4.4. Period of Validity of Bid ..... 19

4.5. Format and Signing of Bid..... 19

4.6. Cost & Language of Bidding..... 21

4.7. Alternative/ Multiple Bids..... 21

4.8. Deadline for the submission of Bids..... 21

4.9. Withdrawal and Re-submission (Substitution) of Bids ..... 21

4.10. Opening of Bids..... 22

4.11. Clarification of Bids..... 22

4.12. Selection Method ..... 23

4.13. Evaluation & Tabulation of Technical Bids..... 23

4.14. Evaluation & Tabulation of Financial Bids..... 24

4.15. Correction of Arithmetic Errors in Financial Bids ..... 25

4.16. Price/ purchase preference in evaluation..... 26

4.17. Negotiations ..... 26

4.18. Price/ purchase preference in evaluation..... 26

4.19. Exclusion of Bids/ Disqualification..... 27

4.20. Lack of Competition ..... 27

4.21. Procuring entity’s right to accept or reject any or all Bids ..... 28

4.22. Right to vary quantity ..... 28

4.23. Acceptance of successful bid and award of contract..... 28

4.24. Performance Security ..... 29



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

4.25.	Execution of agreement .....	31
4.26.	Confidentiality.....	31
4.27.	Cancellation of procurement process.....	32
4.28.	Code of Integrity for Bidders.....	33
4.29.	Interference with Procurement Process .....	34
4.30.	Appeals.....	34
4.31.	Stay of procurement proceedings.....	36
4.32.	Vexatious Appeals & Complaints .....	36
4.33.	Offenses by Firms/ Companies .....	36
4.34.	Debarment from Bidding.....	37
4.35.	Monitoring of Contract.....	37
4.36.	Verification of Eligibility Documents by RISL.....	38
4.37.	Conflict of Interest:.....	38
4.38.	Stamp Duty .....	39
CHAPTER -5: GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT .....		40
5.1	Definitions.....	40
5.2	Contract Documents .....	41
5.3	Interpretation .....	41
5.4	Language .....	42
5.5	Joint Venture, Consortium or Association.....	42
5.6	Eligible Goods and Related Services .....	42
5.7	Notices .....	42
5.8	Scope of Supply.....	43
5.9	Delivery & Installation.....	43
5.10	Supplier's/ Selected Bidder/Authorized Partner's Responsibilities .....	43
5.11	Purchaser's Responsibilities .....	43
5.12	Contract Price .....	44
5.13	Recoveries from Supplier/ Selected Bidder/Authorised partner .....	44
5.14	Taxes & Duties .....	44
5.15	Copyright.....	45
5.16	Confidential Information.....	45
5.17	Specifications and Standards .....	46
5.18	Packing and Documents .....	46
5.19	Insurance.....	47



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

5.20	Transportation:.....	47
5.21	Rejection .....	47
5.22	Freight.....	47
5.23	Payments.....	48
5.24	Liquidated Damages (LD).....	48
5.25	Bidder must make their own arrangements to obtain import licence, if necessary.....	50
5.26	Settlement of Disputes .....	50
5.27	Warranty.....	50
5.28	Patent Indemnity.....	51
5.29	Limitation of Liability.....	52
5.30	Force Majeure.....	52
5.31	Change Orders and Contract Amendments .....	53
5.32	Termination.....	53
5.33	Exit Management .....	55
CHAPTER -6: SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT .....		60
6.1	Payment Terms and Schedule.....	60
6.2	Service Level Standards/ Requirements/ Agreement .....	61
ANNEXURE-1: BILL OF MATERIAL (BOM) .....		67
ANNEXURE-2: TENDER FORM .....		68
ANNEXURE-3: BIDDER'S AUTHORIZATION CERTIFICATE.....		69
ANNEXURE-4: SELF-DECLARATION .....		70
ANNEXURE-5: CERTIFICATE OF CONFORMITY/ NO DEVIATION.....		71
ANNEXURE-6: FINANCIAL BID COVER LETTER & FORMAT .....		72
ANNEXURE-7: FINANCIAL BID FORMAT .....		73
ANNEXURE-8: DRAFT AGREEMENT FORMAT.....		74
ANNEXURE-9: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012 .....		77
ANNEXURE-10: MANUFACTURER'S AUTHORIZATION FORM (MAF) .....		78
ANNEXURE-11: BID SECURING DECLARATION .....		79
ANNEXURE-12: BANK GUARANTEE FORMAT.....		80
ANNEXURE-13: CERTIFICATE FOR PRIOR REGISTRATION FOR PUBLIC PROCUREMENTS .....		87
ANNEXURE-14: INDICATIVE CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT .....		88



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

**RFP for procurement of one-year complete Annual Technical Support(ATS) of  
OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite  
DMS Support Resource of OEM for one year**

Reference NIB No. F4.3(599)/RISL/Tech/2024/1847

Dated 07/06/2024

Unique Bid No: RIS2425SLOB00017

<b>Mode of Bid Submission</b>	Online though e-Procurement/ e-Tendering system at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>		
<b>Procuring Authority</b>	Managing Director, RISL, First Floor, B-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)		
<b>Start Date &amp; Time of Submission of Bid</b>	14.06.2024 at 5:00 PM		
<b>End Date &amp; Time of Submission of Bid</b>	02.07.2024 at 4:00 PM		
<b>Date &amp; Time of Opening of Technical Bid</b>	02.07.2024 at 4:30 PM		
<b>Name of the Bidding Company/ Firm:</b>			
<b>Contact Person (Authorised Bid Signatory):</b>			
<b>Correspondence Address:</b>			
<b>Mobile No.</b>		<b>Telephone &amp; Fax Nos.:</b>	
<b>Website &amp; E-Mail:</b>			

**RajCOMP Info Services Limited (RISL)**

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur (Rajasthan)

Phone: 0141- 5103902 Fax: 0141-2228701

Web: <http://risl.rajasthan.gov.in> , Email: [vikramsingh.doit@rajasthan.gov.in](mailto:vikramsingh.doit@rajasthan.gov.in)

**ABBREVIATIONS & DEFINITIONS**

<b>Act</b>	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto including subsequent amendments, if any, and as applicable
<b>Authorized Signatory</b>	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
<b>Bid/ e-Bid</b>	A formal offer made in pursuance of an invitation by a procuring entity and includes a proposal and/ or quotation.
<b>Bid Security</b>	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents. Also called as EMD.
<b>Bidder</b>	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
<b>Bidding Document</b>	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
<b>Estimated Bid Value</b>	Value of subject matter of procurement mention in bidding documents by the Procuring Entity
<b>Unbalanced Bid</b>	Any bid below more than fifteen percent of Estimated Bid Value
<b>Unbalanced Bid Amount</b>	Positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder
<b>CMC</b>	Contract Monitoring Committee
<b>Competent Authority</b>	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. Managing Director, RISL and Govt. of Rajasthan in this bidding document.
<b>Day</b>	A calendar day as per GoR/ Gol.
<b>FOR/ FOB</b>	Free on Board or Freight on Board
<b>Gol/ GoR</b>	Govt. of India/ Govt. of Rajasthan

<b>IFB</b>	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
<b>INR</b>	Indian National Rupee
<b>ISI</b>	Indian Standards Institution
<b>ISO</b>	International Organisation for Standardisation
<b>ITB</b>	Instruction to Bidders
<b>LD</b>	Liquidated Damages
<b>LoI</b>	Letter of Intent
<b>NIB</b>	Notice Inviting Bid
<b>Notification</b>	A notification published in the Official Gazette
<b>PAN</b>	Permanent Account Number
<b>PC</b>	Procurement/ Purchase Committee
<b>Performance Security Deposit (PSD)</b>	Performance Security Deposit is the security which is submitted by the bidder against the work order received.
<b>Additional Performance Security</b>	Additional Performance Security is the additional PSD which is submitted by the bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount.
<b>PQ</b>	Pre-Qualification
<b>Procurement Process</b>	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
<b>Procurement/ Public Procurement</b>	The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and 'procure' or 'procured' shall be construed accordingly
<b>Project Site</b>	Wherever applicable, means the designated place or places.
<b>Purchaser/ Procuring Entity</b>	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL, GoR in this RFP document.

<b>RFP/ Bidding Document</b>	Request for Proposal (Bidding document), an early stage in procurement process, issuing an invitation for suppliers, through a bidding process, to submit a proposal on a specific commodity or service.
<b>RISL</b>	RajCOMP Info Services Limited
<b>GST</b>	Goods and Services Tax
<b>Services</b>	Any subject matter of procurement other than goods or works and includes physical, warranty, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
<b>SLA</b>	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
<b>State Government</b>	Government of Rajasthan (GoR)
<b>State Public Procurement</b>	<a href="http://sppp.rajasthan.gov.in">http://sppp.rajasthan.gov.in</a>
<b>Portal</b>	
<b>Subject Matter of Procurement</b>	Any item of procurement whether in the form of goods, services or works
<b>TIN</b>	Tax Identification Number
<b>TPA</b>	Third Party Auditors
<b>WO/ PO</b>	Work Order/ Purchase Order
<b>DMS</b>	Newgen's Document Management System
<b>ReAMS</b>	Rajasthan e-Archival Management System



## INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)

Reference No. : F4.3(599)/RISL/Tech/2024/1847

Dated 07/06/2024

Unique Bid No. : RIS2425SLOB00017

RISL invites bids for Procurement of one-year complete Annual Technical Support (ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

<b>Name &amp; Address of the Procuring Entity</b>	<ul style="list-style-type: none"> <li>Name: RajCOMP Info Services Limited (RISL)</li> <li>Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)</li> </ul>	
<b>Name &amp; Address of the Project Officer In-charge (POIC)</b>	<ul style="list-style-type: none"> <li>Name: Sh. Vikram Singh</li> <li>Designation: Additional Director, DoIT&amp;C</li> <li>Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)</li> <li>Email: vikramsingh.doit@rajasthan.gov.in</li> </ul>	
<b>Subject Matter of Procurement</b>	Procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year	
<b>Bid Procedure</b>	Single-stage: Two part (envelop) open competitive bidding (e-Proc.) e-Bid procedure at <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a>	
<b>Bid Evaluation Criteria (Selection Method)</b>	Least Cost Based Selection (LCBS) – L1	
<b>Websites for downloading Bidding Document, Corrigendum's, Addendums, etc.</b>	<a href="http://sppp.rajasthan.gov.in">http://sppp.rajasthan.gov.in</a> , <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a> <a href="http://risl.rajasthan.gov.in">http://risl.rajasthan.gov.in</a> , <a href="http://doitc.rajasthan.gov.in">http://doitc.rajasthan.gov.in</a>	
<b>Estimated Procurement Cost</b>	<ul style="list-style-type: none"> <li><b>58.00 Lakhs incl. GST</b></li> </ul>	
<b>Fees</b>	<b>Bidding Document Fee / Tender Fee</b>	<ul style="list-style-type: none"> <li><b>Bidding Document Fee: Rs. 1000/-</b> (Rupees One Thousand Only) in Banker's Cheque/ Demand Draft of a Scheduled Bank in favour of "Managing Director, RISL" payable at "Jaipur".</li> </ul>
	<b>RISL Processing Fee</b>	<ul style="list-style-type: none"> <li><b>RISL Processing Fee: Rs. 1500/-</b> (Rupees One Thousand Five Hundred only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".</li> </ul>
	<b>Bid Security (EMD)</b>	<p><b>Rs. 1,16,000.00</b> (2% of Estimated Procurement Cost)</p> <p>Bid Security Amount:</p> <ul style="list-style-type: none"> <li>2% of the estimated procurement cost, 0.5% for S.S.I. of Rajasthan, 1% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial &amp; Financial Reconstruction.</li> <li>Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee (in specified format in Annexure-12: Bid Security Format), of a Scheduled Bank</li> <li>Bid Security shall be in favour of "Managing Director, RISL" payable at "Jaipur"</li> </ul>

<b>Start/End Date for the sale of Bid document</b>	<ul style="list-style-type: none"> <li>Start Date: 07-06-2024 at 05:00 PM</li> <li>End Date: 02-07-2024 at 03:00 PM</li> </ul>
<b>Start Date &amp; Time of Submission of Bid</b>	<ul style="list-style-type: none"> <li>14-06-2024 at 05:00 PM</li> </ul>
<b>End date &amp; time of submission of bid</b>	<ul style="list-style-type: none"> <li>02-07-2024 at 04:00 PM</li> </ul>
<b>Submission of Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and Processing Fee*</b>	<ul style="list-style-type: none"> <li>Up to 02-07-2024 at 04:00 PM</li> </ul> <p>(To be submitted by-hand before the end date and time of the bid submission at RISL, Jaipur)</p>
<b>Date/ Time/ Place of Technical Bid Opening</b>	<ul style="list-style-type: none"> <li>Date: 02-07-2024</li> <li>Time: 04:30 PM</li> <li>Place: RISL, Board Room, First Floor, Yojana Bhawan, C-Block, TilakMarg, C-Scheme, Jaipur-302005 (Rajasthan)</li> </ul>
<b>Date/ Time/ Place of Financial Bid Opening</b>	Will be intimated later to the technically qualified bidders
<b>Bid Validity</b>	90 days from the bid submission deadline
<p>Note:</p> <ol style="list-style-type: none"> <li><i>Bidder (the authorized signatory) shall submit their offer online in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees, and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.</i></li> <li><i>* In case, any of the bidders fail to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fees mention in NIT/NIB, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of 'Managing Director, RajCOMP Info Services Ltd.' payable at 'Jaipur' from any Scheduled Commercial Bank.</i></li> <li><i>To participate in the online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e., TCS, Safe crypt, Ncode, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a> (bidders already registered on <a href="http://eproc.rajasthan.gov.in">http://eproc.rajasthan.gov.in</a> before 30-09-2011 must register again).</i></li> <li><i>RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11<sup>th</sup>-hour issues like slow speed; choking of the website due to heavy load or any other unforeseen problems.</i></li> <li><i>Bidders are also advised to refer 'Bidders Manual Kit' available at e-Procurement website for further details about the e-Tendering process.</i></li> <li><i>Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by RISL, on a regular basis. Bidders interested for training may contact e-Procurement Cell, RISL for booking the training slot. Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)e-mail: <a href="mailto:eproc@rajasthan.gov.in">eproc@rajasthan.gov.in</a> Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur</i></li> <li><i>The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.</i></li> <li><i>No contractual obligation whatsoever shall arise from the bidding document/bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.</i></li> <li><i>Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid - proposal.</i></li> <li><i>The provisions of RTPPA Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the latter shall prevail.</i></li> </ol>	

Date : 07-06-2024

-sd-  
Additional Director, DoIT&C

## CHAPTER -1 PROJECT PROFILE & BACKGROUND INFORMATION

- a. Government of Rajasthan aims to utilize the benefits of Information Technology to bring about radical changes in the way various processes are carried out presently to improve the Accountability, Transparency & Effectiveness in Government administration. The ultimate objective is to arm the Government with IT enabled systems to assist them in carrying out their day-to-day functions to help deliver G2G, G2B and G2E services.
- b. RajCOMP Info Services Ltd. is the State level implementing agency for many of the projects in the State of Rajasthan which includes Integrated Raj e-Office, e-Mitra, e-Courts etc. One of the key component in all these major initiatives is create document repository in structured manner.
- c. The RajCOMP is looking for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year. The System is required to capture/create documents (various formats) under different applications and need to store in central repository. There is requirement of efficient storing and high speed retrieval of the documents on need basis from anywhere anytime. This will help departments to transform the current for archival/retrieval of documents to a strong and robust document repository with 24 hours secured access to the user.
- d. Existing Newgen's DMS Solution has main components like OmniDocs 11.0, OmniScan Web 5.0 and FTS. The validity of existing Product Warranty Support/ATS was till 13-05-2023. The services of existing one onsite DMS Support Resource of OEM was completed on 29-05-2023.
- e. Existing Newgen's DMS Solution are being used by Rajasthan e-Archival Management System(ReAMS) portal of DoIT&C/RISL and more than 25 lakhs main documents have been archived. In future, more e-governance applications shall be integrated with existing Newgen's DMS Solution.
- f. The Bidder shall supply one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year as per SoW in Chapter-3.

**CHAPTER-2: PRE-QUALIFICATION/ ELIGIBILITY CRITERIA**

1. A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The bidder should be a company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932 OR A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 OR A Proprietorship firm registered under the Rajasthan Shops & Commercial Establishments Act, 1958 or a similar Act of any other State/ Union, as applicable	Copy of Certificates of incorporation / Certificate of Registration
2.	Financial: Turnover from IT/ ITeS	Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2020-21 to 2022-23) as per the last published audited balance sheets), should be at least Rs. 25 Lakhs	CA Certificate with CA's Registration Number/ Seal
3.	Financial: Net Worth	The net worth of the bidder as per the last published balance sheet on 31-03-2023 should be Positive.	CA Certificate with CA's Registration Number/ Seal
4.	Technical Capability	<u>OEM/Authorized Partner</u> The bidder should be OEM (i.e. M/s Newgen Software Technologies Limited) or its authorized partner.	In case of authorized partner the bidder has to provide MAF from OEM as per Annexure-10

5.	Tax registration and clearance	<p>The bidder should have a registered number of</p> <ol style="list-style-type: none"> <li>1. GST where his business is located</li> <li>2. Income Tax / PAN Number</li> </ol>	<ul style="list-style-type: none"> <li>• Copies of PAN</li> <li>• GST registration Certificate/ Number</li> </ul>
6.	Mandatory Undertaking	<p>Bidder should: -</p> <ol style="list-style-type: none"> <li>a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;</li> <li>b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</li> <li>c) not have a conflict of interest in the procurement in question as specified in the bidding document.</li> <li>d) Comply with the code of integrity as specified in the bidding document.</li> </ol>	A Self Certified letter as per Annexure-4: Self-Declaration



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

7.	Other	The bidders with beneficial ownership from countries sharing land border with India, for participation in any public procurement in the State, shall only be allowed after prior registration with the Industries Department of the Government of Rajasthan as per Rule 13 of RTPP Rules and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021.	Annexure-13
----	-------	---	-------------

## **CHAPTER -3: SCOPE OF WORK, DELIVERABLES & TIMELINES**

### **3.1 Scope of Work**

Scope of work involves supply of one-year complete Annual Technical Support (ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year. The bidder needs to provide one-year complete Annual Technical Support(ATS) including product upgrades, updates, patches, fixes, licenses renewal keys etc. and deploy onsite resource for one year on T&M basis and the expected activities of the resource will be providing training, technical support including updates, patches & upgrades as well as to provide technical support for integration of existing DMS solution for Rajasthan e-Archival Management System(ReAMS) Portal and e-governance applications of Rajasthan Govt. Department as decided by DoIT&C/RISL. In that respect, bidder's responsibility will be to deploy respective resource and project management, status monitoring of the activities done by the resource will be RISL's responsibility

### **3.2 Supply and Installation**

- a) Supply items/services as per the details provided in Annexure-1 (Bill of Material).
- b) Install the product upgrades, updates, patches, fixes, licenses renewal keys etc. under complete Annual Technical Support(ATS) at the Bhamashah State Data Canter, IT building, Jaipur and obtain certificates for it from the nodal/designated officer.

### **3.3 Technical Support**

- a) Bidder shall provide application technical support for one year.
- b) Bidder shall provide the Implementation support and shall be responsible for providing updates, patches on existing Newgen's DMS Solution and obtain necessary certificate(s) for it from the nodal/designated officer.
- c) Bidder shall provide technical support for integration of existing Newgen's DMS Solution DMS solution with for Rajasthan e-Archival Management System(ReAMS) Portal and e-governance applications of Rajasthan Govt. Department as decided by DoIT&C/RISL. Bidder shall provide additional technical support on T&M basis in integrating the DMS with other Rajasthan Government Department's e-Governance Application on demand. And it will be decided on mutual consent, as the case may be.

### **3.4 Maintenance Support**

Bidder shall provide maintenance support for a period of one year for existing Newgen's DMS Solution. The Bidder shall deploy a full time onsite resource at RISL/DoIT&C. The deployed resource will be responsible for the maintenance, trouble shooting, integration, etc. as per directions of RISL/DoIT&C. The details of qualification and experience for the resource are as

follows:

- a) The onsite resource should be on OEM payroll.
- b) The onsite resource should have minimum 2 years of experience in the field of DMS Support.
- c) The resource should have the Educational Qualification of BE(ComputerScience / IT)/ B. Tech (Computer Science / IT)/ MCA.

### 3.5 Project Deliverables, Milestones & Time Schedule:

S. No.	Project Activity/Scope of Work	Deliverables (Reports/Docs./Infra.)	Timelines
1.	Supply of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution from the date of work order	ATS Validity Certificate	Tw+10 days
2.	Deployment of One Onsite DMS Support Resource of OEM for a period of one year	Deployment of Resource	Tw+30 days
3.	Quarterly Reports i. Annual Technical Support(ATS)  ii. One Onsite DMS Support Resource of OEM	i. SLA Compliance and Satisfactory performance report Quarterly signed by technical team of RISL/DoIT&C in supervision of Group Head/Project OIC  ii. Support & SLA compliance Reports Quarterly satisfactory monthly performance report signed by technical team of RISL/DoIT&C in supervision of Group Head/Project OIC	i. Quarterly (for the period of 12 months)  ii. Quarterly (for the period of 12 months)

**Note:** T<sub>w</sub>= Date of issue of work order



## CHAPTER -4: INSTRUCTION TO BIDDER (ITB)

### 4.1. Bid Security

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- a) In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.
- b) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- c) Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- d) The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- e) The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- f) Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
- g) The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- i) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
  - i. when the bidder withdraws or modifies its bid after opening of bids;
  - ii. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;

- iii. when the bidder fails to commence the supply of the service or execute work as per supply/ work order within the time specified;
  - iv. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
  - v. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- j) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.
- k) No interest shall be payable on the bid security.
- l) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security of the contract for the contract period, or refunded if the successful bidder furnishes the full amount of performance security of the contract for the contract period.
- m) The procuring entity shall promptly return the bid security after the earliest of the following events, namely: -
- i. the expiry of validity of bid security;
  - ii. the execution of agreement for procurement and performance security is furnished by the successful bidder;
  - iii. the cancellation of the procurement process; or
  - iv. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

#### **4.2. Sale of Bidding/Tender Documents**

- a) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB). The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- b) The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
- c) Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents / marketing agents / distributors/ sub-distributors and authorised dealers or vice versa.

#### **4.3. Changes in the Bidding Document**

- a) At any time, prior to the deadline for submission of Bid, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by the bidder, modify the bidding documents by issuing an addendum in accordance

RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year with the provisions below.

- b) In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- c) In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bid, extend such time limit in order to allow the bidder sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bid.
- d) The bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bid, when changes are made to the bidding document by the procuring entity:

Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

#### **4.4. Period of Validity of Bid**

- a) Bid submitted by the bidder shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- b) Prior to the expiry of the period of validity of Bid, the procuring entity, in exceptional circumstances, may request the bidder to extend the bid validity period for an additional specified period of time. The bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c) Bidders that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

#### **4.5. Format and Signing of Bid**

- a) The Bidder must submit their bid online at e-procurement portal i.e. <http://eproc.rajasthan.gov.in> before the last submission date and time.
- b) All the documents submitted should be digitally signed with the DSC of authorized signatory.
- c) The Single Stage two part envelop/cover system shall be followed for the e-bid: -
  - a. Technical Bid, including fee details, eligibility & technical documents

RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

b. Financial Bid

d) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
<b>Fee Details</b>		
1.	Bidding document Fee (Tender Fee)	Instrument/ Proof of submission (PDF)
2.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)
3.	Bid Security	Instrument/ Proof of submission (PDF)
<b>Eligibility Documents</b>		
4.	Bidder's Authorization Certificate	As per Annexure-3 (PDF) and copy of PoA/ Board resolution stating that Auth. Signatory (DSC holder) can sign the bid/ contract on behalf of the firm.
5.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)
<b>Technical Documents</b>		
6.	Bidder's Authorization Certificate	As per Annexure-3 (PDF)
7.	Self-Declaration	As per Annexure-4 (PDF)
8.	Certificate of Conformity/ No Deviation	As per Annexure-5 (PDF)
9.	Tender Form	As per Annexure-2 (PDF)
10.	Manufacturer's Authorization Form	As per Annexure-10 (MAF)
11.	Certificate for prior Registration for Public Procurements	As per Annexure-13 (PDF)

e) Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
a.	Financial Bid – Cover Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-6 (PDF)
b.	Financial Bid – Format	As per BoQ (.XLS) format available on e-procurement portal (as per Annexure-7)

f) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non- submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- g) RISL is not in favour of seeking additional documents and/or clarifications from the bidders after the last date of bid submission. Hence, bidder is advised to prepare and submit the bid accordingly and ensure that all the required documents are in place and in desired order.

#### **4.6. Cost & Language of Bidding**

- a) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

#### **4.7. Alternative/ Multiple Bids**

- a) Alternative/ Multiple bids shall not be considered at all.

#### **4.8. Deadline for the submission of Bids**

- a) Bids shall be received online and up to the time and date specified in the NIB.
- b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received & opened on the date and time mentioned in NIB.

#### **4.9. Withdrawal and Re-submission (Substitution) of Bids**

- a) If permitted on e-procurement portal, a Bidder may withdraw its Bid or re-submit its Bid as per the instructions/ procedure mentioned in bid document.
- b) Bids withdrawn shall not be opened and processes further.

- c) No bid shall be withdrawn, substituted, or modified after the last time and date fixed for receipt of Bid.

#### **4.10. Opening of Bids**

- a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
- e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the:-
  - i. bid is accompanied by bidding document and processing fee (if applicable);
  - ii. bid is valid for the period, specified in the bidding document;
  - iii. bid is unconditional and the bidder has agreed to give the required performance security; and
  - iv. other conditions, as specified in the bidding document are fulfilled.
  - v. any other information which the committee may consider appropriate.
- f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee.
- g) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

#### **4.11. Clarification of Bids**

- a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- b) Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- c) No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- d) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.
- e) All communications generated under this rule shall be included in the record of the procurement proceedings.

#### **4.12. Selection Method**

Selection method shall be least cost based selection (LCBS)

#### **4.13. Evaluation & Tabulation of Technical Bids**

##### **a) Determination of Responsiveness**

- 1) The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- 2) A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -
  - i. "deviation" is a departure from the requirements specified in the bidding document;
  - ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
  - iii. "omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- 3) A material deviation, reservation, or omission is one that,
  - i. if accepted, shall: -
    - a. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
    - b. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or
  - ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
- 4) The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- 5) The procuring entity shall regard a Bid as responsive if it conforms to all requirements

RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.

**b) Non-material Non-conformities in Bids**

1. The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
2. The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, GST clearance certificate, within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
3. The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (2) above.

**c) Technical Evaluation Criteria**

Bids shall be evaluated based on the documents submitted as a part of technical bid. Technical bid shall contain all the documents as asked in the clause “Sealing and Marking of Bids”. Bidders are expected to quote for all the items. In case, a bidder does not quote for either of the item, the bid shall be summarily rejected and financial bid shall not be opened for the same bidder. Similarly, in case the proposal of a bidder is non-responsive for any item, the bidder shall be technically disqualified

**d) Tabulation of Technical Bids**

- a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
- b. The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bids and sign it.
- c. The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.
- d. The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

**4.14. Evaluation & Tabulation of Financial Bids**

Subject to the provisions of “Acceptance of Successful Bid and Award of Contract”



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

below, the procuring entity shall take following actions for evaluation of Financial Bids:

- a) The financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present.
- b) The process of opening of the financial Bids shall be similar to that of technical Bids.
- c) The names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded.
- d) conditional Bids are liable to be rejected.
- e) the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied.
- f) The offers shall be evaluated and marked L1, L2, and L3 etc. as per the selection criteria method mentioned in the bidding document. A list of L1, L2.... will be prepared accordingly.
- g) In case of exceptional high rate for any item/sub activity, negotiation shall be held with L1 firm on the quoted rate of respective item/sub activity. In case of failure of negotiation, procurement of that particular item may not be done.
- h) The bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case;
- i) The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- j) It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the works or service required to be procured.

#### **4.15. Correction of Arithmetic Errors in Financial Bids**

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

**4.16. Price/ purchase preference in evaluation**

- a) Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

**4.17. Negotiations**

- a) Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- b) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- c) The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee,
- d) after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.
- e) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- f) In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- g) In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

**4.18. Price/ purchase preference in evaluation**

Price and/ or purchase preference notified by the State Government (GoR) and as



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

#### **4.19. Exclusion of Bids/ Disqualification**

- a) A procuring entity shall exclude/ disqualify a Bid, if: -
  - a. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
  - b. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
  - c. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
  - d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
  - e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
  - f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
  - a. communicated to the concerned bidder in writing;
  - b. published on the State Public Procurement Portal, if applicable.

#### **4.20. Lack of Competition**

- a) A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
  - a. the Bid is technically qualified;
  - b. the price quoted by the bidder is assessed to be reasonable;
  - c. the Bid is unconditional and complete in all respects;
  - d. there are no obvious indicators of cartelization amongst bidders; and
  - e. the bidder is qualified as per the provisions of pre-qualification/ eligibility



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year criteria in the bidding document

- b) The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the accounts member.
- c) In case of dissent by any member of bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.
- d) If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

#### **4.21. Procuring entity's right to accept or reject any or all Bids**

The Procuring entity reserves the right to accept or reject any Bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

#### **4.22. Right to vary quantity**

- a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.

#### **4.23. Acceptance of successful bid and award of contract**

- a) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- b) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
- c) Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
- d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- e) The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be

RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.

- f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.
- i) The bid security of the bidders whose Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

#### **4.24. Performance Security**

- a) Prior to execution of agreement, Performance security shall be solicited from all successful bidder except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, Performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.
  - b) The amount of performance security shall be 5% of the value of contract in case of procurement of goods and services. In case of Small Scale Industries (SSI) of Rajasthan, it shall be 1% of the amount of quantity ordered for supply of goods and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 2% of the amount of supply order.
  - c) The bid security for the successful/selected bidders shall be converted in to performance security for the contract period however during the contract period, if the cumulative performance security against the work order placed to the selected bidder exceeds the deposited performance security, selected bidder will furnish
-

RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year additional security above the deposited amount in the form of Bank Guarantee of any scheduled/ nationalized/ commercial bank drawn in the name of Managing Director, RISL with validity beyond three months of contract period for the work order. After successful completion of the work order the additional performance security will be refunded to the bidder. If the bidder fails to submit the additional performance security within the specified period, as per work order. The work order shall be cancelled and the deposited bid/performance security may be forfeited.

- d) **Additional Performance Security (Rule 75A):** An Additional Performance Security shall also be taken from the successful bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Draft, Banker's Cheque, Government Securities or Bank Guarantee.

**Explanation:** For this rule,-

- i. Unbalanced Bid means any bid below more than fifteen percent of the Estimated Bid Value.
  - ii. Estimated Bid Value means the value of the subject matter of procurement mentioned in bidding documents by the Procuring Entity.
  - iii. Unbalanced Bid Amount means the positive difference of eighty-five percent of the Estimated Bid Value minus the Bid Amount Quoted by the bidder.
- e) The Additional Performance Security shall be refunded to the bidder after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the bidder.
- f) Performance security shall be furnished in any one of the following forms: -
- a. Bank Draft or Banker's Cheque of a scheduled bank;
  - b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
  - c. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
  - d. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder

furnishes an undertaking from the bank to make payment/ premature payment of the FDR on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.

- g) Performance security furnished in the form specified in clause [b.] to [d.] of (f) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
- h) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases: -
  - a. When any terms and condition of the contract is breached.
  - b. When the bidder fails to make complete supply satisfactorily.
  - c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- i) Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
- j) No interest shall be payable on the PSD.

#### **4.25. Execution of agreement**

- a) A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- b) The successful bidder shall sign the procurement contract within 15 days from the date of the work order or letter of intent is dispatched to the successful bidder.
- c) If the bidder, whose Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security (if require to be submitted) within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process.
- d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.

#### **4.26. Confidentiality**

- a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
  - a. impede enforcement of any law;
  - b. affect the security or strategic interests of India;
  - c. affect the intellectual property rights or legitimate commercial interests of bidders;



- d. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
- b) The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information.
- c) The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

#### **4.27. Cancellation of procurement process**

- a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
  - a. at any time prior to the acceptance of the successful Bid; or
  - b. after the successful Bid is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.
- e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
  - a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
  - b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into



#### 4.28. Code of Integrity for Bidders

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
  - b) The code of integrity include provisions for: -
    - a. Prohibiting
      - i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
      - ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
      - iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
      - iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
      - v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
      - vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
      - vii. any obstruction of any investigation or audit of a procurement process;
    - b. disclosure of conflict of interest;
    - c. disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
  - c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
    - a. exclusion of the bidder from the procurement process;
    - b. calling-off of pre-contract negotiations and forfeiture;
    - c. forfeiture or encashment of any other security or bond relating to the procurement;
    - d. recovery of payments made by the procuring entity along with interest thereon at bank rate;
    - e. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
-

- f. debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

#### **4.29. Interference with Procurement Process**

A bidder, who: -

- a) Withdraws from the procurement process after opening of financial bids;
- b) withdraws from the procurement process after being declared the successful bidder;
- c) fails to enter into procurement contract after being declared the successful bidder;
- d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds, shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

#### **4.30. Appeals**

- a) Subject to 'Appeal not to lie in certain cases' below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 5 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
  - a. Provided that after the declaration of a bidder as successful in terms of 'Award of Contract', the appeal may be filed only by a bidder who has participated in procurement proceedings:
  - b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (b) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in

RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

this behalf within 15 days from the expiry of the period specified in (b) above or of the date of receipt of the order passed under (b) above, as the case may be.

- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be : First Appellate Authority: Principal Secretary, IT&C, GoR Second Appellate Authority: Secretary, Finance Department, GoR
- f) Form of Appeal:
  - a. Every appeal under (a) and (c) above shall be as per RTPPA & Rules thereto along with as many copies as there are respondents in the appeal.
  - b. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
  - c. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- g) Fee for Appeal: Fee for filing appeal:
  - a. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non- refundable.
  - b. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- h) Procedure for disposal of appeal:
  - a. The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
  - b. On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
    - i. hear all the parties to appeal present before him; and
    - ii. peruse or inspect documents, relevant records or copies thereof relating to the matter.
  - c. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
  - d. The order passed under (c) shall also be placed on the State Public Procurement Portal.
- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the

legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

#### **4.31. Stay of procurement proceedings**

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

#### **4.32. Vexatious Appeals & Complaints**

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the 'The Rajasthan Transparency Public Procurement Act 2012', with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

#### **4.33. Offenses by Firms/ Companies**

a) Where an offence under 'The Rajasthan Transparency Public Procurement Act 2012' has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:

Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.

b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.

c) For the purpose of this section-

a. 'company' means a body corporate and includes a limited liability partnership, firm, registered society or co-operative society, trust or other

association of individuals; and

- b. 'director' in relation to a limited liability partnership or firm, means a partner in the firm.
- d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

#### **4.34. Debarment from Bidding**

- a) A bidder shall be debarred by the State Government if he has been convicted of an offence
  - a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988);
  - or
  - b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of 'Code of Integrity for bidders' above, it may debar the bidder for a period not exceeding three years.
- d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

#### **4.35. Monitoring of Contract**

- a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

of the goods and service is to be obtained continuously or in batches. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the selected bidder's premises where the work is being completed may be inspected.

- c) If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- e) No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- f) The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

#### **4.36. Verification of Eligibility Documents by RISL**

RISL reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTTP Act 2012.

#### **4.37. Conflict of Interest:**

A bidder may be considered to be in conflict of interest with one or more parties in a bidding process if, including but not limited to:-

- a) they have controlling partners in common;
- b) they receive or have received any direct or indirect subsidy from any of them;
- c) they have the same legal representative for purposes of the bid;
- d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year bid of another;

- e) A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as bidder/authorised partner, in more than one bid; or
- f) A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidder shall provide in Eligibility Criteria documents, a statement so that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or another entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

#### **4.38. Stamp Duty**

Stamp duty applicable as per the provision of Rajasthan Stamp Act, 1998 and the latest Notification of Finance Department, Government of Rajasthan.

## CHAPTER -5: GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

Bidders should read these conditions carefully and comply strictly while sending their bids.

### 5.1 Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- i) 'Contract' means the Agreement entered into between the Purchaser and the successful/ selected bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- ii) 'Contract Documents' means the documents listed in the Agreement, including any amendments thereto.
- iii) 'Contract Price' means the price payable to the successful/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- iv) 'Day' means a calendar day.
- v) 'Delivery' means the transfer of the services/goods from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- vi) 'Completion' means the fulfilment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- vii) 'Goods' means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ selected bidder is required to supply to the Purchaser under the Contract.
- viii)'Purchaser' means the entity purchasing the Goods and related services, as specified in the bidding document.
- ix) 'Related Services' means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
- x) 'Subcontractor' means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- xi) 'Service Provider/ Successful or Selected bidder' means the person, private or government entity, or a combination of the above, whose Bid to perform the





RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.

xii) 'The Site,' where applicable, means the designated project place(s) named in the bidding document.

**Note:** The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

## 5.2 Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

## 5.3 Interpretation

- a) If the context so requires it, singular means plural and vice versa.
- b) Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Service Provider/ Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.



#### **5.4 Language**

- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

#### **5.5 Joint Venture, Consortium or Association**

Joint venture, consortium is not allowed to bid

#### **5.6 Eligible Goods and Related Services**

- a) For purposes of this Clause, the term 'goods' includes commodities, raw material, machinery, equipment, and industrial plants; and 'related services' includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.
- b) All articles/ goods being bid, other than those marked in the Bill of Material (BoM) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the successful/ selected Bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidder/authorised partner. Also, the bidder is to quote/ propose only one make/ model against the respective item.
- c) The OEM/ Vendor of the quoted product must have its own registered spares depot in India having adequate inventory of the equipment being quoted for providing the necessary spares as per the requirements of this bidding document.
- d) The OEM/ Vendor of the quoted product should also have its direct representation in India in terms of registered office for at least past 3 years. The presence through any Distribution/ System Integration partner agreement will not be accepted.
- e) Bidder must quote products in accordance with above clause 'Eligible goods and related services'.

#### **5.7 Notices**

- a) Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term 'in writing', means communicated in written form with proof of dispatch and receipt.



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- b) A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

### **5.8 Scope of Supply**

- a) Subject to the provisions in the bidding document and contract, the goods and related services to be supplied shall be as specified in the bidding document.
- b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.

### **5.9 Delivery & Installation**

- a) Subject to the conditions of the contract, the delivery of the goods and completion of the related services shall be in accordance with the delivery and completion schedule specified in the bidding document. The details of supply/ shipping and other documents to be furnished by the successful/ selected bidder are specified in the bidding document and/ or contract.
- b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
- c) The Supplier/ Selected bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.
- d) Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/town is changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.

### **5.10 Supplier's/ Selected Bidder/Authorized Partner's Responsibilities**

The Supplier/ Selected Bidder shall supply all the goods and related services included in the scope of supply in accordance with the provisions of bidding document and/ or contract.

### **5.11 Purchaser's Responsibilities**

- a) Whenever the supply of goods and related services requires that the Supplier/ Selected bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected bidder/authorised partner, make its best effort to assist the Supplier/ Selected bidder in



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year complying with such requirements in a timely and expeditious manner.

- b) The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

#### **5.12 Contract Price**

- a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- b) Prices charged by the Supplier/ Selected bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract

#### **5.13 Recoveries from Supplier/ Selected Bidder/Authorised partner**

- a) Recoveries of liquidated damages, short supply, breakage, rejected articles shall ordinary be made from bills.
- b) Amount may also be withheld to the extent of short supply, breakages, and rejected articles and in case of failure in satisfactory replacement by the supplier along with amount of liquidated damages shall be recovered from his dues and security deposit available with the department.
- c) In case, recovery is not possible recourse will be taken under Rajasthan PDR Act or any other law in force.

#### **5.14 Taxes & Duties**

- a) The TDS, GST, if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.
- b) For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- c) For goods supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- d) Revision in GST or any applicable Tax shall be on account of the procuring entity if it has been asked for separately in the financial bid and is not taken into account for the purpose of comparison/finalization of bids. If, however, they have not been asked for separately, any benefit or additional cost will be on account of the bidder. Revision of any other tax or duty shall be on account of the bidder.
- e) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year allowable extent.

### **5.15 Copyright**

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Supplier/ Selected Bidder or if they are furnished to the Purchaser directly or through the Supplier/ Selected bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

### **5.16 Confidential Information**

- a) The Purchaser and the Supplier/ Selected bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Supplier/ Selected bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected bidder/authorised partner.
- c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- d) The obligation of a party under sub-clauses above, however, shall not apply to information that: -
  - i. the Purchaser or Supplier/ Selected bidder need to share with other institutions participating in the Contract;
  - ii. now or hereafter enters the public domain through no fault of that party;
  - iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
  - iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- f) The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract

#### **5.17 Specifications and Standards**

- a) All articles supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conform to the specifications shall be final and binding on the supplier/ selected bidder.
- b) Technical Specifications and Drawings
  - i. The Supplier/ Selected bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.
  - ii. The Supplier/ Selected bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
  - iii. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.
- c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes, in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.

#### **5.18 Packing and Documents**

- a) The Supplier/ Selected bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination of the Goods and the absence of heavy handling facilities at all points in transit.
- b) The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract,



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year including additional requirements, if any, specified in the contract, and in any other instructions ordered by the Purchaser

#### **5.19 Insurance**

- a) The goods will be delivered at the destination godown in perfect condition. The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations, in accordance with the applicable terms. The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges if incurred.
- b) The goods will be delivered at the FOR destination in perfect condition.

#### **5.20 Transportation:**

The supplier/ selected bidder shall be responsible for transport by sea, rail and road or air and delivery of the material in the good condition to the consignee at destination. In the event of any loss, damage, breakage or leakage or any shortage the bidder shall be liable to make good such loss and shortage found at the checking/ inspection of the material by the consignee. No extra cost on such account shall be admissible.

#### **5.21 Rejection**

- a) Articles not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer.
- b) If, however, due to exigencies of RISL's work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.
- c) The rejected articles shall be removed by the supplier/ Bidder within 15 days of intimation of rejection, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such articles as he thinks fit, at the selected bidder/authorised partner's risk and on his account.

#### **5.22 Freight**

- a) All goods must be sent freight paid through Railways or goods transport. If goods are sent freight to pay the freight together with departmental charge 5% of the freight will be recovered from the supplier's bill.
- b) R.R. should be sent under registered cover through Bank only.
- c) In case supply is desired to be sent by the purchase officer by passenger train, the entire railway freight will be borne by the bidder/authorised partner.
- d) Remittance charges on payment made shall be borne by the bidder/authorised partner.



### **5.23 Payments**

- a) Advance Payment will not be made except in rare and special cases. In case of advance payment being made, it will be against proof of dispatch and to the extent as prescribed in financial powers by rail/ reputed goods transport companies, etc., and prior inspection, if any. The balance, if any, will be paid on receipt of the consignment in good condition with the certificate to that effect endorsed on the inspection not given to the bidder/authorised partner.
- b) Unless otherwise agreed between the parties, payment for the delivery of the stores will be made on submission of bill in proper form by the bidder to the Purchase Officer in accordance with G.F.& A.R all remittance charges will be borne by the bidder/authorised partner.
- c) In case of disputed items, 10% to 25% of the amount shall be withheld and will be paid on settlement of the dispute.
- d) Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.

### **5.24 Liquidated Damages (LD)**

- a) Except as provided under clause 'Force Majeure', if the Service Provider/ selected bidder fails to deliver any or all of the items/goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause 'Termination'.
- b) The time specified for delivery and installation of the software products licenses in the bidding document shall be deemed to be the essence of the contract and the Service Provider/ selected bidder shall arrange items/goods supply and related services within the specified period.
- c) Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of items/goods or service is on account of hindrances beyond the control of the Service Provider/ selected bidder.
  - a. The Service Provider/ selected bidder shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of items/goods or service within the stipulated delivery period or is unable to maintain prorate progress in the supply of items/goods or service delivery. This request shall be submitted as soon as a



- hindrance in delivery of items/goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of items / goods and service after which such request shall not be entertained.
- b. The Purchaser shall examine the justification of causes of hindrance in the delivery of items/goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
  - c. Normally, extension in delivery period of items/goods and service in following circumstances may be considered without liquidated damages:
    - i. When delay has occurred due to delay in supply of drawings, designs, plans etc. if the RISL was required to supply them to the Service Provider of items/goods or service provider as per terms of the contract.
    - ii. When delay has occurred in supply of materials etc. if these were required to be supplied to the Service Provider or service provider by the RISL as per terms of the contract.
  - d. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of items/goods and service.
  - e. It shall be at the discretion of the concerned authority to accept or not to accept the supply of items/goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered items/goods and/ or service.
  - f. If RISL is in need of the items/goods and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
- d) In case of extension in the delivery and installation/completion period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of items/goods and/ or service which the Service Provider/ selected bidder has failed to supply/ install/ complete :-

S. No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed period of delivery and	2.5 %



	completion of work	
b.	Delay exceeding one fourth but not exceeding half of the prescribed period of delivery and completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period of delivery and completion of work	7.5 %
d.	Delay exceeding three fourth of the prescribed period of delivery and completion of work	10.0 %

- i. Fraction of a day in reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.
- ii. The maximum amount of liquidated damages shall be 10%.
- iii. \*The percentage refers to the payment due for the associated milestone.

**5.25 Bidder must make their own arrangements to obtain import licence, if necessary**

If Bidder imposes conditions which are in addition to or in conflict with the conditions mentioned herein, his bid is liable to summary rejection. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of bid issued by the Purchase Officer.

**5.26 Settlement of Disputes**

All legal proceedings, if necessary arise to institute may by any of the parties (Government of Contractor) shall have to be lodged in courts situated in Rajasthan and not elsewhere.

**5.27 Warranty**

- a) The Bidder must supply all items with comprehensive on-site (if required) OEM warranty valid for 1 year from the date of the goods / service, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if delay of installation is more than a month’s time due to the reasons described to the bidder/authorised partner, the warranty shall start from the date of last successful installation of the items covered under the PO.
- b) The Bidder must provide software assurance services for software items, manuals and OEM support, updates, upgrades, patches, and errata for the whole contract period as per this warranty clause. This shall comprise support through email, telephone & on-line, as the case may be. At the time of item delivery, the selected Bidder shall submit a certificate/ undertaking mentioning the fact that the item supplied are covered under comprehensive warranty & support for the prescribed period.
- c) The purchaser shall give a written notice to the selected Bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. The purchaser shall afford all reasonable opportunity for the

RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

selected Bidder to inspect such defects. Upon receipt of such notice, the selected Bidder shall expeditiously cause to repair the defective item or parts thereof or replace the defective item or parts thereof with brand new genuine/ authentic ones having similar or higher specifications, at no cost to the Purchaser. Any item repaired or replaced by the selected Bidder shall be delivered at the respective location without any additional costs to the purchaser.

- d) If having been notified, the selected Bidder fails to remedy the defect within the period specified, the purchaser may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.

### **5.28 Patent Indemnity**

- a) The supplier/ selected Bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
- i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
  - ii. the sale in any country of the products produced by the Goods. Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder/authorised partner, pursuant to the Contract.
- b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- c) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- d) The Purchaser shall, at the supplier's/ selected bidder/authorised partner's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.
- e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

### **5.29 Limitation of Liability**

Except in cases of gross negligence or wilful misconduct: -

- a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider/ selected bidder to pay liquidated damages to the Purchaser; and
- b) the aggregate liability of the Service Provider/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider/ selected bidder to indemnify the Purchaser with respect to trademark, copyright & design registration infringement.

### **5.30 Force Majeure**

- a) The Service Provider/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, 'Force Majeure' means an event or situation beyond the control of the Service Provider/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Service Provider/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- c) If a Force Majeure situation arises, the Service Provider/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the Service Provider/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- e) In case a Force Majeure situation occurs with RISL, RISL may take the case with the Service Provider/ selected bidder on similar lines.

### **5.31 Change Orders and Contract Amendments**

- a) The Purchaser may at any time order the Service Provider/ selected bidder through Notice in accordance with clause 'Notices' above, to make changes within the general scope of the Contract in any one or more of the following: -
  - i. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
  - ii. the method of shipment or packing;
  - iii. the place of delivery; and
  - iv. The related services to be provided by the Service Provider/ selected bidder.
- b) If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract accordingly should be amended. Any claims by the Service Provider/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the Service Provider's/ selected bidder's receipt of the Purchaser's change order.
- c) Prices to be charged by the Service Provider/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Service Provider/ selected bidder for similar services.

### **5.32 Termination**

#### **a) Termination for Default**

- i. The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the Service Provider/ selected bidder, terminate the contract in whole or in part: -



RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- a. If the Service Provider/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
  - b. If the Service Provider/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
  - c. If the Service Provider/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
  - d. If the Service Provider/ selected bidder commits breach of any condition of the contract.
- ii. If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.
  - iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.

**b) Termination for Insolvency**

RISL may at any time terminate the Contract by giving a written notice of at least 30 days to the Service Provider/ selected bidder, if the Service Provider/ selected bidder become bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Service Provider/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.

**c) Termination for Convenience**

- iv. RISL, by a written notice of at least 30 days sent to the Service Provider/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Service Provider/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- v. Depending on merits of the case the Service Provider/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- vi. The Goods that are complete and ready for shipment within twenty-eight (28) days after the Service Provider's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

RFP for procurement of one-year complete Annual Technical Support(ATS) of Omni Docs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- a. To have any portion completed and delivered at the Contract terms and prices; and/or
- b. To cancel the remainder and pay to the Service Provider/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Service Provider/ selected bidder.

### **5.33 Exit Management**

#### **a) Preamble**

- i. The word “parties” include the procuring entity and the selected bidder/authorised partner.
- ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
- iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

#### **b) Transfer of Assets**

- i. The selected bidder may continue work on the assets for the duration of the exit management period which may be a six months period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
- ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.
- iii. RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide RISL or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
- iv. Upon service of a notice, as mentioned above, the following provisions shall apply: -
  - a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder/authorised partner, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.



- b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder/authorised partner.
- c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected Bidder to RISL.
- d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by selected bidder for RISL shall be the legal properties of RISL.

**c) Cooperation and Provision of Information during the exit management period**

- i. The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.
- ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder/authorised partner. RISL or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected Bidder and to assist appropriate knowledge transfer.

**d) Confidential Information, Security and Data**

The selected bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:

- i. Documentation relating to Intellectual Property Rights;
- ii. Project related data and confidential information;
- iii. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a



readily available format nominated by RISL or its nominated agencies; and

- iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
- v. Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.

**e) Transfer of certain agreements**

- i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party leaders, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.
- ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder/authorised partner's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

**f) General Obligations of the selected Bidder**

- i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
- ii. The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

**g) Exit Management Plan**

- i. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ('Exit Management Plan') which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
- ii. A detailed program of the transfer process that could be used in conjunction with a

- RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year
- replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
  - iii. Plans for the communication with such of the selected bidder/authorised partner's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and
  - iv. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
  - v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
  - vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.
  - vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
  - viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
  - ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
  - x. It would be the responsibility of the selected bidder to support new operator during the transition period.

#### **h) Price Fall**

- i. The prices under rate contract shall be subject to price fall clause. Price fall clause is a price safety mechanism in rate contracts and it provides that if the rate contract holder quotes / reduces its price to render similar goods, works or services at a price lower than the rate contract price to anyone in the State at any time during the currency of the rate contract, the rate contract price shall be automatically reduced with effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under that rate contract and the rate contract shall be amended accordingly. The firms holding parallel rate contracts shall also be given opportunity to reduce their price by notifying them the reduced price giving them fifteen (15) days time to intimate their acceptance to the revised price.
- ii. Similarly, if a parallel rate contract holding firm reduces its price during currency of the rate contract, its reduced price shall be conveyed to other parallel rate contract holding firms and the original rate contract holding firm for corresponding reduction in their



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year prices. If any rate contract holding firm does not agree to the reduced price, further transaction with it, shall not be conducted.

iii. Selection under the Rate Contract does not ensure any work order to be given, and there shall not be any guarantee on minimum quantity of order to be given to any of the successful bidders.

**i) Risk & Cost:**

i. If successful bidder fails to complete the milestone(s)/deliverables/work, the said milestone(s)/deliverables/work can be completed by engaging third party at the risk and cost of the bidder.

## CHAPTER -6: SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

### 6.1 Payment Terms and Schedule

a) Payment schedule –

S. No.	Project Activity/Scope of Work	Deliverables (Reports/Docs./Infra.)	Payable Amount
1.	Supply of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution	i. ATS Validity Certificate ii. SLA Compliance and Satisfactory performance report Quarterly signed by technical team of RISL/DoIT&C in supervision of Project OIC	4 equal instalments on quarterly basis
2.	Deployment of One Onsite DMS Support Resource of OEM for a period of one year	i. Deployment of Resource ii. Support & SLA compliance Reports Quarterly satisfactory monthly performance report signed by technical team of RISL/DoIT&C in supervision of Project OIC	4 equal instalments on quarterly basis

- b) The supplier's/ selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- c) Due payments shall be made promptly by the purchaser, generally within 60 days after submission of an invoice or request for payment by the supplier/ selected bidder/authorised partner, and the purchaser has accepted it.
- d) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- e) All remittance charges will be borne by the supplier/ selected bidder/authorised

RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year partner.

- f) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- g) Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- h) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- i) Taxes, as applicable, will be deducted/ paid, as per the prevalent rules and regulations.

## **6.2 Service Level Standards/ Requirements/ Agreement**

Service level plays an important role in defining the Quality of Services (QoS). The prime objective of service levels is to ensure high quality of services from selected bidder/authorised partner, in an efficient manner to the identified users under this procurement.

### **a) Change Requests/ Managements**

- 1) An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the procurement agency, respective departments and the selected bidder/authorised partner. If it is unable to reach an agreement, the decision of the Purchase Committee will be final.
  - 2) RISL may at any time, by a written order given to the bidder/authorised partner, make changes within the general scope of the Agreement in any one or more of the following: -
    - Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for RISL.
    - The method of deployment, installation.
    - Schedule for Installation Acceptance.
    - The place of delivery and/or the services to be provided by the bidder/authorised partner.
  - 3) The change request/ management procedure will follow the following steps: -
    - Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of the change will be documented by RISL.
    - Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analysed and documented by the bidder/authorised partner.
-



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

- Approval or disapproval of the change request – RISL will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources- project manager, analyst, software developer, testing engineer, database architecture etc. shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialisation, the quoted man-month rate shall be used. Efforts of support staff shall not be taken into consideration for this purpose.
  - Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the selected bidder.
  - Verification of the change - The change will be verified by RISL on implementation of the change request.
- 4) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by bidder only after securing the express consent of RISL. In the event that the consent of RISL is not received then the change will not be carried out.
- 5) While approving any change request, if required, RISL may ask Bidder to deploy the required resources on-site.
- 6) If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of SI receiving the RISL change order which shall not be unreasonably withheld or delayed.

**b) Manpower Availability Service Levels**

- The deployed manpower will work under supervision of project OIC. The accountability of what's to be done & when to be done by that resource, belongs to RISL/DoIT&C. Activity monitoring & task management will be done RISL/DoIT&C.
- The deployed manpower shall be entitled to avail 18 days of leaves, except (over & above) Saturday, Sunday and GoR Holidays (4.5 per quarter on pro-rata basis) in a calendar year with due permission of designated authority of the purchaser.
- Deployed manpower to be followed for applicable training and certification shall be provided by the selected bidder (s) at no extra cost to maintain manpower performance level.
- The successful bidder shall be responsible for compliances of all statutory laws, such as



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year Minimum Wages Act and other applicable laws. Other provision like provident fund, ESI etc. shall be complied by the successful bidder.

- The selected bidder (s) shall provide detailed CV of manpower resource before deployment to RISL / DoIT&C.
- No resource shall be absent without prior permission of the POIC / designated authority. Penalty on non-availability of any resource at applicable site shall be as under:

### c) Penalty Clauses for Deployed Manpower

- i. **Penalty for Non-Availability of deployed Personnel/ Resources:** A maximum of 18 leaves per calendar year shall be allowed for resource deployed. In case resource needs to take off/ leave from the duty, he has to take due approval from competent authority. Leave accrued, if any, shall be carried forward to the next quarter, subject to a maximum of 18 leaves. In case, the total number of leave exceeds the maximum allowed leave; additional availed leave shall be adjusted in leave without pay for the year.
- ii. **Resource Deployment:**
  - I. The resources must be deployed as per requirement of RISL/DoIT&C. The deployment schedule shall be revised by RISL, if requested by the selected bidder.
  - II. In case of failure in deploying the resource within given period, a penalty of Rs 1000 per day shall be levied after a maximum of next 30 days. In this case, the work order shall be considered cancelled and the bidder shall be debarred from the contract. In case of exceptional circumstances beyond the control of bidder, the competent authority may permit extension to the selected vendor for the deployment of required resource. In the case of failure in deploying the resource during given extended period, a penalty of Rs. 1000 per day per resource shall be levied counting from the first day of the extended period. In this case, the work order shall be considered cancelled and the bidder shall be debarred from the contract.
- iii. **Resource Replacement / Change:**
  - I. The replacement of resource by the firm after deployment shall generally not be allowed. However, replacement will be allowed (without penalty for 15 days from last working day of the leaving resources) only in case, mentioned below.
    - The resource leaves the organization by submitting resignation with the present employer/ due to poor health condition of self / parents / wife / children (supported by a certificate issued by a recognized Doctor)/ in case of Death/ emergency in family.
    - In case of failure to meet the standards of the purchaser, (which includes efficiency, discipline and performance) bidder may be asked to

replace the resource without any penalty for replacement/exit.

- The bidder has to provide replacement resource from its resource pool/database before the previous resource left without any penalty. After 15 days, if the bidder would not able to deploy resource, Rs 1000 per day per resource shall be applicable till deployment of resource.
- Client initiated replacement due to unsatisfactory performance/ in special cases based on the approval received from the competent authority.
- The outgoing resource would complete the knowledge transfer with the replaced resource to the satisfaction of the purchaser (RISL).

II. In case of absconding and an un-avoided circumstance, the purchasing authority, RISL take necessary action as deemed fit such as decision on resource replacement, cancellation of work order, debarment from the contract etc.

**iv. Other Penalty Clauses:**

- i. **Working Days:** The working days would be from Monday to Friday from 9.00 AM to 6.00 PM. The complaint lodged after 6.00 PM shall be attended before 6.00 PM on next working day but in case of any urgency it should be taken on priority and should be resolved as soon as possible.
- ii. The service level shall be tracked on a periodic basis and have penalty clauses on non-adherence to any of them. The Bidder shall submit reports on all the service levels to the Purchaser in accordance with the specified formats and reporting periods and provide clarification, if required. The service levels defined below provide for target level of services required, measurements thereof and associated penalties. The below penalties will be applicable after go live of project:

S. No.	Measurement Parameter	Service Level	Penalty
1.	Time taken for attending the issue	Within 24 hours of lodging the complaint	No Penalty
2.	Time taken for attending the issue	After 24 hours of lodging the complaint	Rs. 1000 per day

In case the supplier fails to rectify the defect(s) within 7 calendar days, it may be considered as breach of contract. Further, in case the fault is not attended within 24 hours of lodging the complaint three times in a year, it may be considered as breach of contract. Maximum applicable penalty shall be 10% of the order value. But if the deployed resource is on approved leave, after 24 hours penalty will not





RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year be applicable and bidder needs to make alternative arrangements, if resource is on long leave due to some unavoidable reasons.

**v. Penalty Capping:**

The maximum total penalty in any quarter shall not be more than 10% of the total amount due for the quarter beyond which the tendering authority will be free to initiate action as per RFP terms and condition for breach of SLA.

**d) Other Important Terms & Conditions**

1. The deployed resource must be an employee of the OEM for the entire project period.
2. The selected bidder/OEM must abide by "Rajasthan Transparency in Public Procurement Act, 2012, and the Rules, 2013", and the RISL may ask the selected vendor/OEM to furnish a quarterly report which clearly mentions the ESI/EPF benefits provided to the deployed resources.
3. Based on feedback received from the OICs on services of selected vendors, the RISL may take necessary actions against the bidder if required.
4. Selected Bidder shall provide a detailed CV for each of the resources before deployment, as per resource information sheet at RISL/ DoIT&C.
5. It shall be the responsibility of the selected bidder to verify the qualifications and experience indicated by the team in their profiles before profiles are passed on to RISL/ DoIT&C. RISL/ DoIT&C reserves the right to conduct an interview, verify and cross-check the credentials and qualification for the proposed staff/ resource. If any proposed resource does not go through the interview/ does not meet the criteria, then the bidder shall provide an alternate profile to RISL/ DoIT&C within 10 days.
6. If during the course of the engagement, it comes to notice that any team member has misrepresented the facts about his/ her qualification/ experience, the selected bidder will have to terminate the services of such member immediately and shall have to provide a suitable replacement within 10 days.
7. The resource deployed under this contract in any assigned work/project will not work or deployed by the firm in any other work/project, and a declaration for the same shall be provided by the selected bidder.
8. Considering that the deployed resources would have access to confidential and proprietary information of RISL/ its client, the selected bidder may be required to submit a Non-Disclosure Agreement (NDA) with RISL.
9. RISL will not be responsible for any dispute that arises between bidder's team deployed for the project and the bidder due to no-payment/underpayment, service conditions, etc. In case the RISL/ DoIT&C/ designated department is made a party in any such court case, the bidder will bear any/ all losses/ expenses on account of such cases.



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

10. Such work will be for a definite period and will not amount to any kind of employment obligation on the part of RISL.
11. In exception conditions or in the urgency of work, the deployed resources might be required to work on holidays also. The selected bidder shall maintain an attendance register/biometric attendance system for the resource deployed.
12. It will be the responsibility of the bidder to verify past record of each and every team member of the deployed team. It will be binding on bidder not to appoint/ hire any team member with a criminal background or those found guilty of indulging in anti-social and anti-national activities.
13. The selected bidder shall be liable for all pays/ salaries to the deployed team and shall also be responsible for complying with all the statutory liabilities, including payments/ contributions towards all statutory dues connected to and/or related to the employment of the team members sent to RISL.
14. RISL will not reimburse any amount towards Provident fund, Employees Insurance (life/ health) or Bonus, etc. These issues must be settled between the empanelled agencies and the manpower deployed by them from time to time as per the government rules and regulations.



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

**ANNEXURE-1: BILL OF MATERIAL (BOM)**

**Reference No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

**(Last ATS Expiry on 13-05-2023)**

<b>S. No.</b>	<b>Description</b>	<b>Qty.</b>	<b>MAF Request (Y/N)</b>
1	Supply of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution from the date of issue of work order	1	Y
2	Deployment of One Onsite DMS Support Resource of OEM for a period of one year from the date of issue of work order	1	N

Note:

- a. Last ATS Expired on 13-05-2023
- b. Duration of ATS Support = one year from the date of issue of work order.

Name of the Bidder:

Date:

Place:

Authorised Signatory :

Seal of the Organization



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

**ANNEXURE-2: TENDER FORM**  
**(to be submitted by the bidder on his Letter head)**

**Reference No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

Addressed To:

Name of the Tendering Authority	Managing Director, RajCOMP Info Services Limited (RISL)
Address	First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
Telephone	0141- 2229394, 5103902
Tele Fax	0141-2228701
E-mail	vikramsingh.doit@rajasthan.gov.in (clearly mention the NIT no. in the subject of the mail)

Firm Details:

Name of Firm				
Name of Contact Person with Designation				
Registered Office Address				
Address of the Firm				
Year of Establishment				
Type of Firm Put Tick ( ) mark	Public Limited	Private Limited	Partnership	Proprietary
Telephone Number(s)				
Email Address/ Web Site	E-mail:		Website:	
Fax No.				
Mobile Number	Mobile 1:		Mobile 2:	
Certification/ Accreditation/ Affiliation, if any				

- a) The requisite tender fee amounting to Rs. \_\_\_\_\_/- (Rupees <in words>) has been deposited vide receipt no. \_\_\_\_\_ dated \_\_\_\_\_.
- b) The requisite RISL processing fee amounting to Rs. \_\_\_\_\_/- (Rupees <in words>) has been deposited vide receipt no. \_\_\_\_\_ dated \_\_\_\_\_.
- c) The requisite EMD amounting to Rs. \_\_\_\_\_/- (Rupees <in words>) has been deposited vide Banker's Cheque/ DD No. / BG No. \_\_\_\_\_ dated \_\_\_\_\_.
- d) We agree to abide by all the terms and conditions mentioned in this form issued by the Procurement Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).

Name & Seal of the firm: \_\_\_\_\_

Authorized Signatory: \_\_\_\_\_

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

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



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

**ANNEXURE-3: BIDDER'S AUTHORIZATION CERTIFICATE  
(to be submitted by the bidder on his Letter head)**

**Reference No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

To,  
{Procuring entity},

\_\_\_\_\_  
\_\_\_\_\_

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024. He/ She is also authorized to attend meetings & submit requisite information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Name, Designation & Signature of Authorised Signatory: -

Seal of the Organization: -

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

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



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

**ANNEXURE-4: SELF-DECLARATION**  
(to be submitted by the bidder on his Letter head)

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

To,  
{Procuring entity},

\_\_\_\_\_

In response to the reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024 for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. of \_\_\_\_\_, I/ We hereby declare that presently our Company/ firm \_\_\_\_\_, at the time of bidding: -

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,  
Name of the Bidder: -  
Name, Designation & Signature of Authorised Signatory: -  
Seal of the Organization: -  
Date: \_\_\_\_\_ Place: \_\_\_\_\_



**ANNEXURE-5: CERTIFICATE OF CONFORMITY/ NO DEVIATION  
(to be submitted by the bidder on his Letter head)**

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

To,

{Procuring Entity},

\_\_\_\_\_

**CERTIFICATE**

This is to certify that, the specifications of Services / Items which I/ We have mentioned in the Technical bid of Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder: -

Name, Designation & Signature of Authorised Signatory: -

Seal of the Organization: -

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

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



**ANNEXURE-6: FINANCIAL BID COVER LETTER & FORMAT**  
**(to be submitted by the bidder on his Letter head)**

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

To,  
{Procuring Entity},  
\_\_\_\_\_

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price is inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties.

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

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

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

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

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

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

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Name of the Bidder: -

Name, Designation & Signature of Authorised Signatory: -

Seal of the Organization: -

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

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



**ANNEXURE-7: FINANCIAL BID FORMAT**

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

**Name of Work-** Procurement of one-year complete Annual Technical Support (ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year from the issue date of work order.

**Price Schedule**

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidder are allowed to enter the bidder name and value only)

S. No.	Name of Item	Qty	Unit	Unit Rate (Inc. of all taxes but Excl. of GST) in INR	Applicable GST in INR	Total Amount incl. of GST in INR
A	B	C	D	E	F	G=E+F
1	Supply of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution from the date of issue of work order	1	Nos			
2	Deployment of One Onsite DMS Support Resource of OEM for a period of one year from the date of issue of work order	1	Nos			
<b>Total</b>						

**Remarks:**

- a. **Last ATS Expired on 13-05-2023**
- b. Duration of ATS Support= one year from the date of issue of work order.
- c. GST will be paid as per actual by RISL on prevailing rates.
- d. Bidder should provide all prices as per the prescribed format. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate '0' (Zero) in all such fields.
- e. All the prices (even for taxes) are to be entered in Indian Rupees only (percentage values are not allowed).
- f. RISL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.



**ANNEXURE-8: DRAFT AGREEMENT FORMAT**

(To be non-judicial stamped in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only)

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

**AGREEMENT**

This Contract is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_ (Year) by and between **RajCOMP info Services Ltd. (RISL)**, having its registered office at C-Block, 1st Floor, Yojana Bhawan Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

M/s \_\_\_\_\_ a company registered under the Indian Companies Act, 1956 with its registered office at \_\_\_\_\_ (herein after referred as the 'Successful Bidder') which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

And whereas

This agreement is being executed on behalf of Department of Information Technology & Communication, Government of Rajasthan, to procure defined goods and services, RISL is acting merely as a Pure Agent who neither intends to hold or holds any title to the goods and services being procured or provided. So all the goods and services are required to be delivered in the name of Director, Department of Information Technology & Communication, Government of Rajasthan along with invoices of supplied items, although payment will be made by RISL on behalf of said department/company.

Whereas,

RISL intends for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year for Formation of Rules involving the complete scope of work described in the RFP document having NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024.

And whereas

Successful Bidder represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing Professional & Consultancy Services against RFP document issued in this regard having NIB No.



F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024 in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time.

And whereas

The purchaser has accepted the bid of the Successful Bidder and has placed the Lol to the Successful Bidder vide RISL Letter No.\_\_\_\_dated:\_\_\_\_\_, on which the Successful Bidderhas given their acceptance vide their Letter No.\_\_\_\_\_dated\_\_\_\_\_.

M/s\_\_\_\_\_ has deposited a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_) in the form of \_\_\_\_\_ ref no. \_\_\_\_\_ dated \_\_\_\_\_ of \_\_\_\_\_ Bank and valid up to \_\_\_\_\_ as security deposit for the due performance of the contract.

Now it is hereby agreed to by and between both the parties as under:

1. The NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024 and RFP i.e. Final RFP document issued by RISL along with its enclosures/ Annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by the RISL to the Successful Bidder at the rates set forth in the Work Order No.\_\_\_\_\_dated\_\_\_\_\_, the Successful Bidder will duly provide the related services in the manner set forth in the RFP, along with its enclosures/ annexures along with subsequent clarifications submitted by the Successful Bidder.
3. The purchaser do hereby agrees that if the Successful Bidder shall duly provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, the purchaser will pay or cause to be paid to the Successful Bidder, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every milestone & deliverable. The mode of Payment will be as specified in the RFP document.
4. The timelines for the prescribed Scope of Work shall be effective from the date of Work Order and completed by the Successful Bidder within the period as specified in the RFP document.
5. In case of extension in the delivery period and/or completion period is granted with liquidated damages, the recovery shall be made on the basis of following percentages of value of service which the selected bidder has failed to supply or complete the work:-

No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed delivery period & completion of work	2.5 %



b.	Delay exceeding one fourth but not exceeding half of the prescribed delivery period & completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed delivery period & completion of work	7.5 %
d.	Delay exceeding three fourth of the prescribed delivery period, & completion of work	10.0 %

Note:

- i. Fraction of a day in reckoning period of delay in services shall be eliminated if it is less than half a day.
  - ii. The maximum amount of agreed liquidated damages shall be 10%.  
The percentage refers to the payment due for the associated milestone.
  - iii. If the Successful Bidder requires an extension of time in completion of services on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of services and it shall be discretion of the authority to extend the same or not.
  - iv. Delivery completion period may be extended with or without liquidated damages on the will of authority if the delay in the service/ delivery in on account of hindrances beyond the control of the Successful Bidder.
6. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFQ document.

In witness whereof the parties hereto have set their hands on the \_\_\_\_\_ day of \_\_\_\_\_(Year).

Signed By:	Signed By:
( ) Designation: Company:	( ) Designation: Company:
In the presence of:	In the presence of:
( ) Designation: Company:	( ) Designation: Company:
( ) Designation: Company:	( ) Designation: Company:



**ANNEXURE-9: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012**

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

Appeal No ...of .....

Before the .....(First/ Second Appellate Authority)

1. Particulars of appellant:

- a. Name of the appellant: <please specify>
- b. Official address, if any: <please specify>
- c. Residential address: <please specify>

2. Name and address of the respondent(s):

- a. <please specify>
- b. <please specify>
- c. <please specify>

3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved: <please specify>

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: <please specify>

5. Number of affidavits and documents enclosed with the appeal: <please specify>

6. Grounds of appeal (supported by an affidavit): <please specify>

7. Prayer: <please specify>

Place .....

Date .....

Appellant's Signature



**ANNEXURE-10: MANUFACTURER’S AUTHORIZATION FORM (MAF)**  
**{to be filled by the OEMs} (Indicative Format)**

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

To, {Procuring Entity},

\_\_\_\_\_

Subject: Issue of the Manufacturer’s Authorisation Form (MAF)

Reference: NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024

Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having factories at {addresses of manufacturing location} do hereby authorize {M/s\_\_\_\_\_} who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Hardware/ Software manufactured by us: -

{OEM will mention the details of all the proposed product(s) with their make/ model.}

We undertake to provide OEM Warranty for the offered Hardware/ Software, as mentioned above, for <please specify as per RFP requirements> Years.

[Note: Following clauses may also be included by the POIC in MAF for important components as per RFP requirements.

We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Sale within next <please specify> months from the date of bid submission. We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Service/ Support within next <please specify> years from the date of bid submission.]

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)

Name,

Designation & Contact No.:

Address: \_\_\_\_\_

Seal

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



**ANNEXURE-11: BID SECURING DECLARATION**

*(Only for Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government)*

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

Date:

NIB No.: F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024

Bid No.:

Alternative No.:

To:

.....  
.....

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid -Securing Declaration, we accept that we are required to pay the bid security amount specified in the Term and Condition of Bid, in the following cases, namely: -

- a) when we withdraw or modify our bid after opening of bids;
- b) when we do not execute the agreement, if any, after placement of supply/work order within the specified period;
- c) when we fail to commence the supply of the goods or service or execute work as per supply/work order within the time specified;
- d) when we do not deposit the performance security within specified period after the supply/work order is placed; and
- e) if we breach any provision of code of integrity prescribed for bidding specified in the Act and Chapter VI of these rules,

In addition to above, the State Government shall debar us from participating in any procurement process undertaken for a period not exceeding three years in case where the entire bid security or any part thereof is required to be forfeited by procuring entity.

We understand this Bid Securing Declaration shall expire if: -

- i. we are not the successful Bidder;
- ii. the execution of agreement for procurement and performance security is furnished by us in case we are successful bidder;
- iii. thirty days after the expiration of our Bid.
- iv. the cancellation of the procurement process; or
- v. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

Signature.:-----

Name:-----

In the capacity of:-----

Duly authorized to sign the bid for and on behalf of:

Dated on day of

Corporate Seal -----

[Note: This document should be prepared on a non-judicial stamp of Rs. 50/- + 30% surcharge, as per prevailing rules and to be submitted in hard copy along with the Bid Document Fee and RISL Processing Fee Documents/DDs. The stamp duty is payable in Rajasthan.]



**ANNEXURE-12: BANK GUARANTEE FORMAT**

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

**BANK GUARANTEE FORMAT – BID SECURITY**

(To be stamped in accordance with Stamp Act on a **Stamp Paper purchased from Rajasthan State only** and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,  
The Managing Director,  
RajCOMP Info Services Limited (RISL),  
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024 M/s. .... (Name & full address of the firm) (Hereinafter called the “Bidder”) hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. \_\_\_\_\_ (Rupees <in words>)> in respect to NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024 issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as “RISL”) by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. \_\_\_\_\_ (Rupees <in words>)> to the RISL as earnest money deposit.

2. Now, therefore, we the ..... (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage,





RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.

4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.
5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RISL to recover the said amount of <Rs. \_\_\_\_\_ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s. ....(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. \_\_\_\_\_ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. 120 days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.
10. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date ..... (Signature) .....  
 Place ..... (Printed Name) .....  
 (Designation) .....  
 (Bank's common seal) .....



In presence of:

WITNESS (with full name, designation, address & official seal, if any)

(1) .....

(2) .....

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:



**BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)**

(To be stamped in accordance with Stamp Act and on a **Stamp Paper purchased from Rajasthan State only** and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

To,  
The Managing Director,  
RajCOMP Info Services Limited (RISL),  
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s .....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.....dated .....made between the RISL through ..... and .....(Contractor) for the work .....(hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(rupees.....only), we .....(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request of .....Contractor(s) do hereby undertake to pay to the RISL an amount not exceeding Rs.....(Rupees.....only) on demand.
2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We..... (Indicate the name of Bank), bound ourselves with all directions given by RISL regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We.....(indicate the name of Bank), undertake to pay to the RISL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.
4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of RISL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RISL certifies that the terms and conditions of the said



Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5. We .....(indicate the name of Bank) further agree with the RISL that the RISL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.
6. The liability of us..... (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We..... (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RISL in writing.
8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only).
9. It shall not be necessary for the RISL to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RISL may have obtained or obtain from the contractor.
10. We ..... (indicate the name of Bank) verify that we have a branch at Jaipur. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.
11. We hereby confirm that we have the power(s) to issue this guarantee in your favour under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.....day of.....For and on behalf of the <Bank> (indicate the



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

Bank)

Signature  
(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the RISL  
For and on behalf of the RISL

Signature  
(Name & Designation)

**GUIDELINES FOR SUBMISSION OF BANK GUARANTEE**

The Bank Guarantee shall fulfil the following conditions in the absence of which they cannot be considered valid: -

1. Bank Guarantee shall be executed on non-judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/her favour authorizing him/her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalised Bank/Scheduled Commercial Bank only.
5. Non – Judicial stamp paper shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
9. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning bid reference, bid title and bidder name, directly to the Purchaser at the following address:

MD, RISL

First Floor, Yojana Bhawan, C-Block, Tilak Marg,  
C-Scheme, Jaipur-302005 (Rajasthan)

10. RISL Bank account details are as follows:

<b>Bank Name</b>	Punjab National Bank
<b>Branch Address</b>	J.L.N. Marg, Saras Sankul, RCDF, Jaipur
<b>Account Name</b>	RAJCOMP INFO SERVICES LIMITED
<b>Bank Account Number</b>	07021011001322
<b>NEFT IFSC Code</b>	PUNB0070210
<b>RTGS Code</b>	PUNB0070210
<b>MICR Code</b>	30204056



**ANNEXURE-13: CERTIFICATE FOR PRIOR REGISTRATION FOR PUBLIC PROCUREMENTS**

**(to be submitted by the bidder on his Letter head)**

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

To,  
{Procuring entity},  
\_\_\_\_\_  
\_\_\_\_\_

**Reference: NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

I {Name/ Designation} have read the Rule 13 of the Rajasthan Transparency in Public (RTTP) Rules, 2013 and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021,15.01.2021 and 30.03.2021 regarding prior registration with Industries department for bidders with beneficial ownership from countries sharing land border with India, for participation in any public procurement in the State.

\*I certify that this bidder/OEM {Name and address of the bidder} is not from such a country which shares land border with India or with beneficial ownership from such country.

**OR**

\*I certify that this bidder/OEM {Name and address of the bidder} from such a country which shares land border with India or with beneficial ownership from such country has been registered with the Competent Authority. Evidence of valid registration by the Competent Authority has been attached herewith.

I hereby certify that this bidder/OEM fulfils all requirements in this regard and is eligible to be considered.

Thanking you,

Name of the Bidder: -  
Authorised Signatory: -  
Seal of the Organization: -  
Date: \_\_\_\_\_  
Place: \_\_\_\_\_

\*Please strikethrough which is not applicable.



**ANNEXURE-14: INDICATIVE CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

(To be non-judicial stamped in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only)

**Reference NIB No. F4.3(599)/RISL/Tech/2024/1847 dated 07/06/2024**

**CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

This confidentiality and non-disclosure agreement (“Agreement”) is made on this \_\_\_\_\_ day of \_\_\_\_\_, 2023

**BETWEEN**

RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ DoIT&C, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the FIRST PART,

**AND**

Company Name, India (hereinafter referred to as ‘Successful Bidder / Selected Bidder’, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART.

**WHEREAS**

- a. The RISL wishes to appoint an agency for Hiring of Specialized Manpower for IT Consultancy /eGovernance Consultancy Services. For the purpose there will be a requirement to exchange certain information related to RISL / DoIT&C which is proprietary and confidential information.
- b. The RISL is willing to disclose such information to only on the terms and conditions contained in this Agreement. The Selected Bidder agrees to hold the Covered Data and Information in strict confidence. The Selected Bidder shall not use or disclose Covered Data and Information received from or on behalf of Government of Rajasthan/DoIT&C/RISL except as permitted or required by the Agreement, or as otherwise authorized in writing by RISL.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

**1. Definition: In this agreement unless the contest otherwise requires:**

1.1. "Confidential Information" shall mean

- a) any and all information concerning RISL, DOIT&C, User departments of Government of Rajasthan, State Data Centre (SDC), Disaster Recovery (DR) Site or any other



successor,

- b) any and all trade secrets or other confidential or proprietary information related and hosted in State Data Centre (SDC) and Disaster Recovery (DR) Site
- c) Login credentials of user and department identifications, or other information that may be used to access information systems, networking diagrams, technical specifications of IT/Non IT equipments and policies.

1.2. Proprietary Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design, compositions, strategies, trade secrets, business and financial information, and computer software) in whatever form, which is related RISL, DOIT&C, User departments of Government of Rajasthan, State Data Centre (SDC), Disaster Recovery (DR) Site or any other successor and is disclosed or delivered by the First Party to the Second Party, whether by means of written or oral disclosure or otherwise.

## **2. Limitations on Use and Disclosure of Confidential and Proprietary Information**

1.3. Confidential and Proprietary Information disclosed by the RISL and/or other departments/PSU whose data are shall be used by the Selected Bidder solely for the purpose of fulfilment of the obligation and work assigned to it as per Lol No.

\_\_\_\_\_ and shall not otherwise be used for his benefit or otherwise. All information encountered in the performance of duties shall be treated as confidential unless and until advised otherwise by RISL or its representative. Selected Bidder shall not share, record, transmit, alter, or delete information residing/hosted in the information systems except as required in performance of the job duties.

1.4. Confidential and Proprietary Information shall not be copied or reproduced by the Selected Bidder without the express written permission of the RISL, except for such copies as may be reasonably required for accomplishment of the purpose stated in the tender no. \_\_\_\_\_.

1.5. Confidential and Proprietary Information shall be disclosed only to the Director or employees of the Selected Bidder who have a 'need to know' in connection with the purpose stated above, and who additionally agree to the nondisclosure requirements of this Agreement. Any further disclosure of confidential and Proprietary Information by the Selected Bidder shall be treated as a breach of this Agreement by the Selected Bidder.

1.6. Confidential and Proprietary Information shall not be disclosed by the Selected Bidder to any third party without the prior written consent of the First Party.

1.7. This Agreement shall not restrict disclosure or use of Confidential and Proprietary Information which:



- a. was in the public domain at the time of disclosure or thereafter enters the public domain through no breach of this Agreement by the Selected Bidder; or
- b. was, at the time of receipt, otherwise known to the Selected Bidder without restriction as to use or disclosure; or
- c. becomes known to the Selected Bidder from a source other than the RISL and/or other departments/PSU without a breach of this Agreement by the Selected Bidder; or
- d. is developed independently by the Selected Bidder without the use of Proprietary Information disclosed to it hereunder; or
- e. Is otherwise required to be disclosed by law.

### **3. Business Obligation:**

- 1.8. During the complete contract period and even after 3 years of the expiry of the agreement, the Selected Bidder shall not
  - a. Disclose Confidential Information in any manner or form to any person other than its own employees for the limited purpose stated herein, or
  - b. Use Confidential Information for its own benefit or for the benefit of any person or entity other than the RISL, without the prior written consent of the RISL.
- 1.9. Whereas, the RISL under the circumstances referred, herein before, wants to protect itself from any misuse of the confidential and proprietary information by the third party i.e. person or persons (employees of Selected Bidder), had entered into an agreement with the Selected Bidder that the second party shall not divulge such information either during the course of the life of this agreement or even after the expiry of the agreement.
- 1.10. Whereas, the Selected Bidder has agreed to fully abide by the terms of this non-disclosure agreement and it has also been agreed by the parties that if there will be any breach or violation of the terms of agreement vis-à-vis non-disclosure clause, the Selected Bidder shall not only be liable for consequential costs and damages but in addition to that will also be liable for criminal prosecution in accordance with the prevailing laws.
- 1.11. Whereas, the Selected Bidder having in his possession or control any secret official code or password or digital data or any sketch, plan, model, article, note, document or information which falls within the purview of confidential or proprietary information, the Selected Bidder shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior approval of the RISL and if this is violated, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

1.12. Whereas, the RISL shall have the entire control over the functioning of the Selected Bidder and the Selected Bidder shall work according to the instruction of the RISL and in case if this is violated by the Selected Bidder in any mode or manner, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.

1.13. Whereas, if the Selected Bidder permits any person or persons without permission of the RISL to have –

- a. Access or secures access to such computer, computer system or computer network which has the connectivity with the confidential and proprietary information or;
- b. Downloads, copies or extracts any data, computer data base or information from such Database Server, Web Server, Computer System, networking equipments or Computer Network including information or data held or stored in any removable storage medium which has the connectivity with the confidential and proprietary information or;
- c. Damages any Database Server or causes to damage any Database Server, Web Server, computer system, computer network, data, data base or any other programmes residing in such Server, computer system or computer network;
- d. Denies or causes the denial of access to any authorized person of the RISL to have access to any computer system or computer network by any means;

Shall be liable to pay damages by way of compensation and would also be liable for criminal prosecution in accordance with the prevailing laws.

3.8 Selected Bidder shall report to RISL any use or disclosure of confidential and/or proprietary information/data not authorized by this Agreement in writing by RISL. Selected Bidder shall make the report to RISL within not less than one (1) business day after Selected Bidder learns of such use or disclosure. Selected Bidder report shall identify:

- a) The nature of the unauthorized use or disclosure,
- b) The confidential and/or proprietary information/data used or disclosed,
- c) Who made the unauthorized use or received the unauthorized disclosure,
- d) What Selected Bidder has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and
- e) What corrective action Selected Bidder has taken or shall take to prevent future similar unauthorized use or disclosure.

Selected Bidder shall provide such other information, including a written report, as reasonably requested by RISL / DoIT&C.

3.9 The Selected Bidder hereby agrees and consents that temporary or permanent injunctive



RFP for procurement of one-year complete Annual Technical Support(ATS) of OmniDocs, OmniScan Web & FTS of existing Newgen's DMS Solution and one onsite DMS Support Resource of OEM for one year

relief and/or an order of specific performance may be granted in lieu of, or in addition to other available relief in any proceeding brought by RISL to enforce this Agreement, without the necessity of proof of actual damages and without posting bond for such relief.

**4. Dispute Resolution:**

1.14. Whereas, both the parties have agreed that in the event of any dispute or differences arising in between the parties, the courts at Jaipur shall only have jurisdiction toadjudicate the disputes/differences.

IN WITNESS WHERE OF the Parties here to have hereunto set their hands and seal the day and year first above written.

Signed By:	Signed By:
( ) Designation: Company:	( ) Managing Director Rajcomp Info Services Limited, Jaipur
<i>In the presence of:</i>	<i>In the presence of:</i>
( ) Designation: Company:	( ) Designation: Rajcomp Info Services Limited, Jaipur
( ) Designation: Company:	( ) Designation: Rajcomp Info Services Limited, Jaipur