COLLECTOR OFFICE DHULE

DHULE, MAHARASHTRA

TENDER DOCUMENT

DESIGN, DEVELOPEMENT & IMPLEMENTATION OF WEB BASED INTEGRATED TAPAL &
FILE TRACKING SOFTWARE – FOR COLLECTOR OFFICE, DHULE

LOGO

**COLLECTOR OFFICE,
DHULE.**

DETAILED E-TENDER NOTICE NO: -

Collector Office,Dhule invites bidsfor Implementation of WEB BASED INTEGRATED TAPAL & FILE TRACKING SOFTWAREin prescribed schedule from registered Firms on cost & quality merit basis for the work mentioned in tender notice. The details of tender, Scope of Work and condition are prescribed / published on portal www.mahatenders.gov.in.

As per Cloud Computing Policy of Govt. of Maharashtra vide Government circular number

मातंसं–060/3/2017/1 dated 16th May 2018, and circular number मातंसं–060/3/2017/2

dated 19th May 2018; this software is to be hosted on the cloud of CSP (Cloud Service Provider) empanelled by Govt. of Maharashtra by following the guidelines mentioned in circulars.

Vendor shall satisfy all the prerequisites / conditions of CSP (Cloud Service Provider) & GoM for hosting the application on said cloud.

Vendor shall be responsible to host the application over the Cloud in consultation with empanelled CSP/MSP and give ready to use application to collector office, Dhule.

Sr. No	Tender schedule	From Date& Time
1	Online Tender Release	Dt. 26/11/2018 11:00 AM
2	Online Tender Document Sale, Download and bid submission start date.	Dt. 26/11/2018 11:15 AM
3	Pre-Bid meeting.	Dt. 30/11/2018 11:00 AM
4	Last Date and time of Online Bid Upload	Dt. 13/12/2018 4:00 PM
5	Online Tender Opening	Dt. 15/12/2018 11:00 PM

Sr. No	Name of Dept.	Name of Work	Tender value	Tender Fees (non-refundable)	E.M.D
1	General Branch / SETU	**Design, development &Implementation of WEB BASED E-TAPAL &FILE TRACKINGSOFTWARE with 5 years of on site free support.**	--	2000/-	15000/-

.

Terms and conditions: -

1. Bidder should pay tender Fee and EMD through Net banking within time limit.
2. Declaration of the Bidder on 100 Rs stamp paper (Bond).
3. A certificate or Photostat copy of valid registration certificate.
4. Attach the copy of list of similar type of work and it should be completed in last three years.
5. Details of at least 5 software engineers on its payroll for at least last two years.
6. The bidder should be a software developer firm. Proof of it should be attached.
7. Final Income tax returns of last three financial years.

8. PAN card GST registration and sales tax clearance certificate in form no 415.
9. The tender form is only available on mahatenders.gov.in website.
10. It is necessary for new bidders to create the User ID and Password to participate in Tender process and to click enrolment details new bidder for registration on http://mahatenders.gov.in
11. The tender should be submitted in TWO (2) envelop system i.e. Technical & Commercial.
12. The tender holder has to use DIGITAL SIGNATURE KEY for submission.
13. Sale of tender form and ACCEPTANCE of tender procedure will be done Online only.
14. The published tender Notice in news Papers or Website etc. is a part of Terms & Condition of the Tender.
15. If there is official holiday on last day of tender opening the tenders will be open on next working day.
16. The Collector, DHULEreserves the right to accept or reject or to give extension in submission period or cancellation of called tenders without assigning any reason there to.
17. Tenders shall remain valid for 180 days after the deadline for submission of tenders prescribed by the Purchaser, pursuant to tender document.
18. All documents must be self attested.
19. Security Deposit will be 3 % of tender cost.
20. Successful bidder has to enter into an agreement with purchaser as per rules of Government. This will be bidders responsibility.
21. All applicable rules of appropriate authority in every aspect along with their future variations will be binding on successful bidder.

Date: /11/2018.

Place: - DHULE.

Collector Dhule
COLLECTOR OFFICEDHULE

2: Instructions to Company / Agency

Tenderer should submit his offer in the following Manner Only.

A) Envelope No. 1 (Technical Bid): -

The Bidder shall enclose with the tender, the following documents:

1. Receipt of Earnest Money Deposit and tender fees should be pay through net banking.
2. Attested copy of valid Registration Certificate.
3. Certified copy of PAN Card, I.T. return acknowledgment of last 3 years.
4. PAN card GST registration, tax clearance certificate in form no 415
5. Experience certificate Details of work of similar type and magnitude carried out by the bidder with full details of cost of work executed.in last three years.
6. Bidder should attach the detail Technical Specification of the product.
7. Attested copy of GST registration certificate.
8. Declaration of Contractor.
9. Details of at least 5 software engineers on its payroll for at least last two years.

The original certificates or photocopies duly attested, of the above certificates will have to be uploaded in Envelope No.1.

If all documents are satisfactory, then bidder is required to give demo of the system. Only those who give satisfactory demo will be considered qualified.

B) Envelope No. 2 (Commercial Bid): -

1. The second envelope shall contain only the main tender i.e. (financial Bid) as per appendix.
2. The envelope no.2 can be opened after qualify in Envelope no.1.
3. The bidder should quote his offer in appropriate in Envelope no.2. The Bidder should not quote his offer anywhere else, directly or indirectly in Envelope No.1, else the bidder will be disqualified.
4. The Bidder shall quote for the work as per details given in the main tender and based on the details of conditions issued/additional stipulations made by the department as informed.
5. The Bidder should quote the rate including all taxes (Excluding GST). The GST will be paid separately at the prevailing rate.

<u>BID OPENING AND EVALUATION OF BIDS</u>

"THE TENDERING AUTHORITY" will open all bids

If all the documents mentioned in the technical envelope are not enclosed, in Technical envelope No.1 the tender will be summarily rejected. After the opening of technical envelopes, the evaluation committee will do the preliminary scrutiny of the tender documents. If all the documents mentioned in the relevant clause are not attached with the envelope,bidder will not become eligible for detailed scrutiny. In the detailed scrutiny, all documents submitted will be examined in detail to test the authenticity and validity of the submission.

CONDITIONS OF CONTRACT

1. Standards
   1.1 The Software supplied under this Contract shall confirm to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standard appropriate to the Software' country of origin and such standards shall be the latest issued by the concerned institution. All conditions of Government of Maharashtra regarding this will be applicable along with future variations.

2. Security Deposit
   2.1 Security Deposit – Within 08 days of receipt of the notification of contract award, the Supplier shall furnish Security Deposit to the DHULE COLLECTOR OFFICE for an amount of 3% of the Contract Value. The proceeds of the performance security shall be payable to the DHULE COLLECTOR OFFICE as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
   2.2 Security Deposit equivalent to 3 percent of the total value of the supplies contracted for will have to be furnished by the successful Bidder. This security may be in the form of Cash or Demand draft in a prescribed form.

3. Transportation
   3.1 Where the Supplier is required under the Contract to transport the Software to a specified place of destination within India defined as Project site, transport to such place of destination in India including insurance, as shall be specified in the Contract, shall be arranged by the Supplier, and the related cost shall be included in the Contract Price

4. Warranty
   4.1 This warranty shall remain valid for 05 years after the Software or any portion thereof as the case may be, have been delivered to and accepted at the final destination.

5. Mode of payment
   60% payment will be made to bidder after successful supply, commissioning, and Installation and remaining amount8% each year for five-year duration if the work is satisfactory.

INSTRUCTIONS TO BIDDERS PARTICIPATING

A. Introduction

1. Eligible Bidder
1.1 Bidder must be a software developer firm.
1.2 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices or black listed issued by Government of India or any governmental organization or it is any organ.
1.3 Bidder should have successful experience of implementing similar system at least two government offices for atleast two years and implementation should still be going on.
1.4 Bidders should have at least five software engineers on its payroll for at least last two years.
1.5 Bidders should have audited reports from CAand income tax returns of last three years.
1.6 Bidder should be GST compliant.
1.7 There should not be any conflict of interest of any kind that is legally objectionable.
1.8 All government regulations will be applicable to bidders regarding this work.

2. INSTRUCTIONS TO BIDDER:

i. The tender received after the last date shall be rejected.
ii. To verify the Bidder qualifications, Dhule Collector Office would strictly go by the documents asked as proof against each qualifying Criteria, which must be submitted with the tender. Any post-submission would not be considered.
iii. Proposals of only those Bidders would be evaluated further who meet all the above Eligibility Criteria.
iv. To facilitate evaluation of proposals, DHULE Collector Office at its sole discretion may seek clarification in writing from any Bidder regarding its proposal.
v. All the necessary documentary proof with respect to above-mentioned parameters should be submitted only online for consideration of Evaluation Committee with the tender.
vi. Qualified Bidderswill be asked to give presentation after opening first envelope immediately.
vii. Bidder's experience of providing similar service, successful running of the similar solution in any Collector Office and any Govt. Dept./Agency/ PSU in India shall be criteria for evaluation, besides rates quoted. The information & documentary proof for it should be provided with the Tender along with satisfactory Certificate of all other government offices using similar services from the vendor/company.
viii. The tenders will be opened in the presence of Bidders or their authorized representative who may wish to be present at the time of opening of tender.
ix. Failure to fulfill any technical, procedural, or legal criteria may lead to summarily rejecting the bid or cancellation of the order.
x. After declaring the successful bidder, the successful bidder will be asked to conduct a trial run for a week immediately before issuing the work order.
xi. All bidders may visit the sites and get themselves clarified as per due procedure if any discrepancy at site is observed with respect to this document.

3. Cost of Tendering:

The Bidder shall bear all costs associated with the preparation and submission of its tender, The Collector office hereinafter referred to as "the Purchaser", Shall in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

4. Contents of Tender Documents

4.1 The software required, tendering procedures and contract terms are prescribed in the tender documents. In addition to the Invitation for Tenders, the tender documents include
a) Tender Notification
b) Instruction to Bidder
c) Conditions of Contract
d) Technical Specification
e) Qualification Criteria
f) Details of Bidder
g) Price Bid

4.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or submission of a tender not substantially responsive to the tender documents in every respect shall be at the Bidder's risk and may result in rejection of its tender

5. Clarification of Tender Documents

A prospective Bidder requiring any clarification of the tender documents may notify in writing to the concern officials. The Purchaser Shall respond in writing to any request for clarification of the tender documents which it receives no later than 7 days prior to the deadline for submission of tenders prescribed by the Purchaser. Reply of the Purchaser's response (including an explanation of the query but without identifying the source of inquiry) shall be sent to supplier's mail ID / fax no.

6. Amendment of Tender Documents

6.1 At any time prior to the deadline for submission of tenders, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the tender documents by amendment.

6.2 In order to allow prospective Bidder reasonable time in which to consider the amendment in preparing their tenders, the Purchaser, at its discretion, may extend the deadline for the submission of tenders.

7. Language of Tender

The tender prepared by the Bidder, as well as all correspondence and documents relating to the tender exchanged by the Bidder and the Purchaser, shall be written in English / Marathi language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Tender, the translation shall govern.

8. Documents Constituting the Tender

The tender prepared by the Bidder shall comprise the following components:

a) A Tender Form and documents as per requirement completed in accordance with tender document.

b) Documentary evidence established in accordance with tender that the Bidder is eligible to tender and is qualified to perform the contract if its tender is accepted

c) Documentary evidence established in accordance with the software and ancillary services to be supplied by the Bidder are eligible software and services and conform to the tender documents. Earnest money deposit furnished in accordance with Tender Notice

9. Tender Currency

Prices shall be quoted in Indian Rupees:

10. Period of Validity of Tenders

10.1   Tenders shall remain valid for 180 days after the deadline for submission of tenders prescribed by the Purchaser, pursuant to tender document. A tender valid for a shorter period shall be rejected by the Purchaser as non-responsive

10.2   In exceptional circumstances, the Purchaser may solicit the Bidder's consent to an extension of the period of validity. The request and the responses there to shall be made in writing (or by e-mail or telex or post). The earnest money deposit provided under tender shall also be suitably extended. A Bidder may refuse the request without forfeiting its earnest money deposit. A Bidder granting the request shall not be required nor permitted to modify its tender.

11. Clarification of Tenders

During evaluation of tenders, the Purchaser may, at its discretion, ask the Bidder for a clarification of its tender. The request for clarification and the response shall be in writing and no change in prices or substance of the tender shall be sought, offered or permitted

12. Award Criteria

Purchaser will award the Contract to the successful Bidder whose tender has been determined to be substantially responsive and has been determined as the lowest evaluated tender, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. Otherwise, the lowest bidder may not get the contract and it may be awarded to other suitable bidder.

13. Notification of Award

13.1   Prior to the expiration of the period of tender validity, the Purchaser will notify the successful Bidder in writing by registered letter or by cable/telex or fax, to be confirmed in writing by registered letter, that its tender has been accepted

13.2   The notification of award will constitute the formation of the Contract.

14. Signing of Contract

14.1   At the same time as the DHULE COLLECTOR OFFICE notifies the successful Bidder that its tender has been accepted, The DHULE COLLECTOR OFFICEwill send the Bidder the Contract Form provided in the tender documents, incorporating all agreements between the parties.

14.2   The successful Bidder should execute an agreement in non-judicial stamp paper as specified while placing provisional order of acceptance by the Department for the due fulfillment of the contract.

15. Terms of payment

15.1   60% of the quote will be paid after successful commissioning of the system. The five year period of the contract will start from this moment.

15.2   8% of the quote will be paid at the end of each year depending on the satisfactory service and terms and conditions of the agreement.

SCOPE OF WORK.

The Collector, Collector office, Dhule invites e-tender for Implementation of WEB BASED INTEGRATED TAPAL & FILE TRACKING SOFTWARE including compliance of Cloud policy of Govt of Maharashtra mentioned elsewhere in this document, security etc

Internet connectivity will be responsibility of collector office only.

Current challenges faced by department:

• *Time consuming, redundant and manual paper-based method in Tapal management*

• *Difficult to track progress of a file/tapal*

•*Difficult to find or search a particular tapal within the organization.*

•*Lack of reporting facility to get overall progress of the file/tapal.*

•*Difficulty in tracking and tracing of each tapal.*

• *Analysis of overall progress of each user/department/section*

- *Monitoring timelycreation of file based on each letter received*

1. *As per Cloud Computing Policy of Govt. of Maharashtra vide Government circular number मातंसं–060/3/2017/1 dated 16th May 2018, and circular number मातंसं–060/3/2017/2 dated 19th May 2018; this software is to be hosted on the cloud of CSP (Cloud Service Provider) empanelled by Govt. of Maharashtra following the guidelines mentioned in circulars.*

2. *Vendor shall satisfy all the prerequisites / conditions of CSP (Cloud Service Provider) & GoM for hosting the application on said cloud. Along with this, if some hardware is also required by the bidder, then the cost of it should also be included in the bid including its maintenance of all kinds for full contract period. Bidders can come and inspect the networking facilities that are available in the Collector Office to get clear idea of it.*

3. *Cost for Supply, Installation, configuration, updation and customization of all kind, commissioning of and to run application / application instances for all Tahsildar and Sub Divisional Officer offices ofRevenue Dept of Dhule along with required manpower deployment and security of all kinds of software, in all respect as per requirement of Collector Dhule whenever instructed should be included in the bid.*

4. *Cost of Implementation and end User Trainingof whole system to whole staff, User End Support (with One competent Engineer during office hours till successful implementation of whole system & certified so by the Collector Dhule should be included in the quote.*

5. *Full support as and when required at any time during contract period. Support will include Email, telephonic, remote support and visit at Client Place as per the actual situation. Mode of support will be decided by Collector, Dhule in each case.*

Features of proposed solution: the proposed solution should have following features

1. *Secured login process*
2. *User-friendly interface*
3. *Daily report on pending jobs in the prescribed formats of the government*
4. *Alerts for timely disposal*
5. *Multi lingual (Marathi and English) unique identification.*
6. *Pin-points exact location of any tapal and file once entered in the software at any moment*
7. *Proposed software should provide multi-user system that must be deployable on LAN/WAN also. The browser-based search component should be deployable on Internet.*
8. *Software should be with Unicode support (Marathi&English) as per NeGP standard*
9. *Proposed software should be operable on PCs with Windows 2012/2003/2000/XP/NT/7/8.*
10. *Proposed software should provide compatible with any ODBC compliant database like SQL Server, MySQL, HSQL, etc. Based on client preferences, software can be configured with any of these databases.*
11. *Proposed software should be designed with intuitive and user-friendly GUI with icons, menu options for features. Detailedscreenshot-based tutorial and help should also be available within the application.*
12. *Proposed software should support multiple concurrent users in any number.*
13. *The selected vendor will have to identify entities involved in the present process and their responsibilities. Further, on implementation of the software the vendor will have to redefine role and responsibilities of the entities involved.*
14. *As per Cloud Computing Policy of Govt. of Maharashtra vide Government circular number मातंसं–060/3/2017/1 dated 16ᵗʰ May 2018, and circular number मातंसं–060/3/2017/2 dated 19ᵗʰ May 2018; this software is to be hosted on the cloud of CSP (Cloud Service Provider) empanelled by Govt. of Maharashtra following the guidelines mentioned in circulars.*
15. *Vendor shall satisfy all the prerequisites / conditions of CSP (Cloud Service Provider) & GoM for hosting the application on said cloud.*
16. *The application is to be made available on internetso, the software should consist of all the internet related security features in order to speed up easy submission of application, its processing and generating various reports. Hosting of the web-based application, database tuning, doing security audit of application, removing of any vulnerability reported during the application security audit will be the responsibility of the vendor.*
17. *The vendor should provide complete documentation of the web-based software (SRS, Technical user manual, operational user manual etc.). The software with source code, database and detailed documentation of it will be the property of Collector Office Dhule and Collector Dhule will be free to use it as desired by him. The bidder will also be free to sell or modify the software without any requirement of permission from Collector Dhule without harming interest and security of the system implemented at Revenue Dept, Dhule or anywhere else.*
18. *The selected vendor should customize System Requirement Specifications after discussing the same with the Collector Dhule.*
19. *The software should track each and every file/tapal under collector office online for which data will be entered in it.*
20. *Tapal and file tracking systems are two separateapplications but should be interconnected to each otherconsidering the process of creation of file.*

21. New system must be able to handle at least 500 users at a time.
22. In this system, facility must be given for office wise / branch wise, subject wise, date wise, weekly, monthly, year wise etc. searches based on every attribute of files and letters.
23. In this system, there should be facility of keeping track of thewhole journey from the Inward section of the officetill end.
24. This system should have the facility to show incoming / outgoing tapal and files at every user.
25. In this eTapal & File Tracking computer system, there should be facility to see the pendency at each user at any time.
26. In this system, there should be facility of distributingtapal.
27. The system should be able to complete the process of registering outward posts.
28. This system should be based on updated technology.
29. The file's status should be viewable immediately.
30. If the file is not released within the stipulated time, the notification for the concerned department (email / SMS) should be generated.
31. The new file creation reporting facility should be in the file tracking system.
32. Depending on file type, section wise, desk wise, abstract report required in the prescribed format.
33. The Supplier shall design, supply, supervise installation, commissioning, and handover all items as described in the Contract at the price covered by the Contract.
34. The scope includes the Services to be rendered, spares and technical documentation to be supplied by the Supplier as described herein.
35. The work shall be guaranteed as described herein.
36. There should also be facility to public to check the status of their letter or file by using the inward letter number given to them.
37. The application should be reliable for monitoring the progress of each phase of the file/tapal.
38. Database tampering is strictly prohibited & legally punishable through strictest punishment.
39. Any file or data of any file/tapal should be easily retrievable within 8 sec of click. All other expected responses by the software after a click should be displayed on screen within 4 seconds. These time specifications can be changed only after permission of Collector Dhule.
40. Overview of the file/tapalshould be easily available from application time to time in the meetings.
41. The application must have facility to give remark from higher authorityto specific file/tapal.
42. The application must have facility to update the file/tapal in least possible data entry.
43. The information gets in less time from a number of work file.
44. After login, information of pending file/tapal should appear in the dashboard.
45. The application must have facility to allocate file/tapal to other users.
46. The demo of the application should be available at the time of tender. Without satisfactory demo, the bidder will be considered disqualified. This decision of Collector Dhule will be final and binding.
47. Operational time period of the software is 5 years. It should completely & only work for Revenue Dept, Dhule
48. After completion of contract, the Collector Office Dhule is whole and sole owner of the software & its complete source code also along with complete database and any data that has been derived from this system.

49. *Collector Office Dhule will be the only owner of the database at any time.*
50. *Specified information which is in the software should be viewable to anyone all around the world.*
51. *It is the responsibility of the bidder for maintenance, repairing and every other thing required to be done during contract period so as to use software properly, it should be done by bidder without any complaint and free of cost.*
52. *All the responsibility of the security of software, database & everything related to this is with the bidder.*
53. *Collector Office is not liable to pay any amount apart from mentioned in the financial bid.*
54. *Software should be operational 99.9% time (calculated on 365 X 24X7) in the case of downtime more than this due to fault of bidder the bidder would be charged penalty of RS 100 per hour.*
55. *Successful bidder shall be responsible for taking and maintaining daily & historical backup. Database integrity in all aspects should be responsibility of Successful bidder. Printouts in the format specified by govt by any govt user should be possible at any time.*
56. *Vendor shall be responsible for all sorts of data and application security from cyber threats, disaster and should make necessary agreement regarding it with CSP.*
57. *Vendor should certify about following the GIGW guidelines.*
58. *Doing security audit of application from time to time from Govt. empanelled agency will be responsibility of the vendor.*
59. *Vendor shall be responsible to provide data in required format / structure as and when asked by the collectorate even after expiry of contract.*
60. *Vendor shall be responsible for maintaining all sorts of server LOGs and make those available as and when required by collectorate.*
61. *Application should be accessible over all modern devices.*
62. *Conditional search facility using all attributes of letters or files should be available.*
63. *Bidder should implement software along with training within 1 month of work order.*

•*Users should also be able to edit the page settings, resolution etc.*

• *Proposed software should provide the storage of all common file formats. Documents belonging to MS Excel formats should be exportable directly on the computer*

• *Proposed software should provide elaborate security settings definition at individual user level as well as user group level.*

Proposed software should support multiple permissions like Search, Read Only, Write, Delete, Full Access, Owner permissions etc.

Indexing

• *Proposed software should have facility to create Masters such as Letter Type, Letter Received Type, VIP References etc. so that those can be selected at the time of data entry to make data entry easy and further data can be analysed on those. Also, there should be provision for creation of custom data type definitions, where in each meta data type can have multiple variable number of fields. Users can set a specific data type for a document and fill in the corresponding fields. The index field can also be specified to be numeric, character etc. so that data is validated and range searches can be possible.*

Search and Retrieval

• *Proposed software should provide browser-based search and retrieval features. Access to this interface is also password-controlled.*

• *Proposed software should support meta data search, where in the users can search for documents by entering the required data in the fields.*

Version Control

- *Proposed software should provide an inbuilt version control system enabled through the Capture Client module. The Version Control system supports various features like Check In, Check Out, View History, View Latest version etc.,*
- *Proposed software should provide features like Single Check in and Checkout of documents, thus avoiding conflicts in versions. Users with valid permissions only can create new versions in the repository. Version History of the documents can be viewed with appropriate comments entered by the user.*

Administration

- *Proposed software should provide highly scalable solution with flexibility to store large number of file and tapal entriesat any stage without redoing the whole process.*
- *Proposed software should provide admin users to create audit trail reports, which can be customized.*

Support and Maintenance

- *As part of every implementation, detailed documentation including User Manuals, Help and Installation Manuals should be provided.*
- *Modules expected in the solution*
- *Tapal and file creation and operations: To provide single entry point and single exit point for all tapals and files in each office of the department with help of identification.*
- *User & Role management: User related operations such as addition, deletion and editing details of users are done here. Various kinds of roles for taking various actions can be assigned using this module.*
- *Inbox & Outbox: This module provide list of tapal and files forwarded to each staff in Inbox. Outbox shows list of tapal on which work is done. Inbox and Outbox maintain the list of tapals and files separately which are being dealt by any officer.*

OTHER RESPONSIBILITIES Apart from supply of equipment's/software, the vendor shall have responsibility to provide the following:

Training

The supplier shall train officer personnel for the maintenance and operation of the system.

All offices will depute all its staff for training at the purchaser's premises for the period of 21 days. Training part should cover the following aspects-
(i) Description of all functional assemblies of the system, including controls, indicators and monitoring system.
(ii) Line up procedures for the system and adjustment of operating parameters and other operation in keeping with features provided, maintenance procedures, fault diagnostics procedures, etc.
(iii) Practical replacement procedures/practices for major assemblies including Server units.

Installation/supervision and commissioning:

(i) Successful bidder shall host the application on the government empanelled cloud following the laid down procedure in the Cloud Policy circulars mentioned in the Scope of Work section. All hardware and software will always be property of Collector Dhule even during and after the contract in any circumstances.

Acceptance Test: Successful bidder shall provide a test plan along with proposed test setup to ensure compliance with the specifications of complete System.

16. TERMS AND CONDITIONS

The terms and conditions will be binding on all the Bidders. All of the following terms and conditions will also form part of the agreement signed with the successful Bidder after the outcome of tender process. All prospective Bidders who have purchased this document shall be intimated of any amendment in writing by e-mail and or by post, and all such amendments shall be binding on them without any further act or deed on collector office part.

Conditional offers by the Bidders:-
The Bidder should abide by the terms and conditions specified in the document. If Bidder submit conditional offers, it shall be liable for outright rejection.

Modification and Withdrawal of offers: -
Modification or Withdrawal of offers is not permissible after its submission. If the offer is withdrawn before the validity period, the EMD will stand forfeited.

Clarification of offers: -
To assist in the scrutiny, evaluation and comparison of offers, the Collector, Dhule may at his discretion, ask some or all vendors/Bidders for clarification of their offer. The request for such clarification and the response will necessarily be in writhing.

DhuleCollector's right to accept any proposal and to reject any tender or all Tenders: -
Notwithstanding anything stated herein, DhuleCollector reserves the right to accept full or part of the accept or reject any tender, and to cancel the tendering process and reject all tenders at any time before the award of the contract, without assigning any reason and thereby without incurring any liability to the affected Bidder or any obligation to inform the affected Bidders of the grounds for DhuleCollector's action/decision.

Cost and Currency: -
The offer must be made in Indian Rupees only. Taxes, duty and other levies, as applicable at the time of submission of tender to be mentioned separately as asked in the tender document.

Penalty: -
 Provider should deliver all the deliverables according to time line. Failure to do so will attract a penalty of 1% per week of the cost given. If the delay is more than 1 months than Dhule Collector will be at liberty to terminate the contract by giving written notice to the supplier or dealer.

Incidental Services:-

 As specified in the specifications and in the tender document, the Supplier may be required to provide any or all of the following services;

a. The software developer/ supplier should furnish an undertaking at the time of placing orders to give warranty for the complete unit for a period of 5 years from the date of completion of work. Further, all the spares should be supplied at free of cost during the above warranty period.

b. Performance & supervisions of on-site assembly and start-up of the supplied software.

c. Performance, supervision, maintenance and repair of the supplied Software, for a period of time agreed by the parties, provided that his service shall not relieve the supplier of any warranty obligations under this contract.

Indemnity:-

Successful Bidder shall indemnify, protect and save Dhule Collector Officeand Government of Maharashtra against all claims, losses, costs, damages, expenses, actions suits and other proceeding, resulting from infringement of any patent, trademark, copyright etc. or such other statutory infringements in respect of all the software supplied by him.

Publicity:-

Any publicity by the successful Bidder in which the name of Dhule collector office is to be used should be done only with the explicit written permission of the Collector.

Resolution of dispute:

Every effort should be made to resolve (any disagreement or dispute arising between the Dhule collector office and the successful Bidder under or in connection with the contract) amicably by direct informal negotiations. However, if the dispute could not be resolved amicably within thirty days then the decision of Collector,Dhulewill be final.

Risk Purchase Clause:-

In case the successful Bidder fails to execute the project as mentioned above, Collector, Dhule also reserves the right to procure the similar services from alternative source at the risk, cost and responsibility of the successful Bidder.

Legal jurisdiction:-

All disputes shall be subject to the jurisdiction of Courts atDhule.

Check List of documents to be uploaded along with e tender

The bidders in the form of PDF Files should upload the following documents / Scanned images in the same order as mentioned below, on the e-Tendering website during Online Bid Preparation stage.

(To be printed on the letterhead of the firm)
FORMAT 1

No.

Date:-

AUTHORISATION LETTER

To,

The Collector
Dhule Collector Office
DHULE

Sub: Authorization for submission of Tender for__-_____-
Ref: You're Tender No. _____Due on _____

Dear Sir,

With reference to above, this is to inform you that. We, _____ are an established Developer of _____, having company at _____

Since 19___/ 20____.

We do hereby authorize M/S _____ to quote and negotiate for item/s mentioned in tender enquiry number _____Due on _____.

We further undertake that the products supplied by M/S _____ will be fully supported by us during and after the warranty period and all service calls will be attended by us / our authorized service provider promptly.

The list of Authorized service providers in India/ Maharashtra is attached herewith.

Thanking you.
For _____

Authorized Signatory

Date Name-
Place -

Designation

No.

Date:-

No Deviation Statement

To,

Collector
Dhule Collector Office
DHULE

Dear Sir,

We submit herewith a no deviation statement giving comparison of our technical offer and the specifications of the items mentioned in the tender no. _____Due on

_____

Name of Developer:

Specification of equipment stated in Tender Enquiry step by step	Specification of equipment offered by Bidder step by step	Whether there is any Deviation from the Tender specification Yes / No	If yes, indicate clearly The deviations and your justification for deviation
1	2	3	4

Signature of Bidder with Seal

FORMAT 3

UNDERTAKING FOR DELIVERY

We _____, the Developers of _____(name of item) do undertake to deliver the material mentioned in the tender No _____Due on _____ within the stipulated delivery period mentioned in the tender form.

For and on behalf of _____

Seal of the Developer/ Supplier

(To be printed on the letterhead of the Developer)

FORMAT 4

No.

Date:-

UNDERTAKING FOR DEMONSTRATION

We _____, the Developers of _____(name of item) do undertake to demonstrate the material mentioned in the tender No

_____Due on _____ , as and when asked by the purchasing authority.

For and on behalf of _____

Seal of the Developer / supplier

(To be printed on 100 Rs stamp paper)

<div style="text-align: right">

No.

Date:-

</div>

DECLARATION

To,

The Collector,
Dhule Collector Office
DHULE

I, the undersigned for and behalf of M/S _____hereby accept and agree with the fall clause, penalty clause and Risk purchase clause for the tender No

_____Due on _____ as published in the Manual of the office procedure for purchase of stores by the Government departments of the Government of Maharashtra.

For and on behalf of _____

Seal of the Bidder

(To be printed on the letterhead of the Developer)

APPENDIX
[Letter comprising the financial Bid]
(Not to be submitted in the Technical Bid)

Date :

To,
   The Collector,
   Dhule

   Sub.: Bid for the work of Implementation of WEB BASED INTEGRATED TAPAL
          & FILE TRACKING SOFTWARE - for Collector Office, Dhule

Dear Sir,

1.   With reference to your tender document, I / We having examined the bidding document and understood their contents, hereby submit my / our Bid for the aforesaid project. The bid is unconditional and unmalalified.

2.   I / We acknowledge that the authority will be relying on the information provided in the bid and the documents accompanying the bid for selection of the bidder for the aforesaid project and we certify that all information provided in the Bid are true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying the Bid are true copies of their respective originals.

3.   The bid has been quoted by me / us after taking into consideration all the terms and conditions stated in the document.

4.   I / We acknowledge the right of the authority to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

5.   I / We hereby submit our Bid of Bid project cost of Rs._ _ _ _ _ _ _ _ _ _ _(Rs. _ in words) (including GST and future Taxes and its variations.) for undertaking the aforesaid project with the bidding documents.

                                        Yours faithfully,

Date :

Place :   (Signature, Name & designation of
                                           the Authorized Signatory)