



**E-Tender  
For  
“Digitization /Scanning and Indexing of Files,  
Records & Documents”**

Tender No: Scanning/02



**Directorate of Medical Education & Research, Haryana  
4th floor, DHL Square, Plot no.9, IT Park, Sector 22, Panchkula, Haryana**

Director Medical Education and research, Haryana invites tender [through e-tendering process] for Digitization /Scanning and Indexing of Files, Records & Documents at Directorate of Medical Education & Research, Haryana 4th floor, DHL Square, Plot no.9, IT Park, Sector 22, Panchkula, Haryana.

1. Downloading date of Tender Documents – 13.12.2022 from 10:00 AM.
  2. Last date for Uploading of Technical Bid and Financial Bid –03.01.2023 till 12:00 PM.
  3. Opening of Technical Bids - 03.01.2023 at 03:00 PM.
  4. Opening of Financial Bids – will be intimate to the successful bidders after evaluation of technical bid.
- For any further information contact us on <https://dmer.haryana.gov.in/> / **0172-2584633**

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Director  
Medical Education and Research  
Haryana



**Directorate of Medical Education & Research, Haryana**  
**4th floor, DHL Square, Plot no.9, IT Park, Sector 22, Panchkula, Haryana**

### **Notice Inviting Tender**

Director, Medical Education and Research (DMER), Haryana, do hereby invites sealed tenders in the prescribed form for Digitization /Scanning and Indexing of Files, Records & Documents at Directorate of Medical Education & Research, Haryana, 4th floor, DHL Square, Plot no. 9, IT Park, Sector 22, Panchkula, Haryana:

<b>Sl. No.</b>	<b>Work Description</b>	<b>Period of Contract</b>	<b>EMD (in Rupees)</b>	<b>Tender Cost + e-service charges (Including all taxes applicable)</b>
1	Digitization /Scanning and Indexing of Files, Records & Documents at Directorate of Medical Education & Research Haryana.	6 months	Rs.10,000/- (Rs Ten thousand only)	1000/- + 1000/- = Rs. 2000/-

- Detailed tender documents are available on the website [etenders.hry.nic.in](http://etenders.hry.nic.in), if the tender opening date happens to be a holiday then next working day will be considered as tender opening date.
- Earnest money (EMD) of tender will be Rs. 10,000/- (Rupees Ten Thousand Only) which is to be deposited through RTGS/NEFT/Net Banking, tender fee & E-services charge of tender will be 1000 + 1000 = Rs. 2000/- (Two thousand only) which is to be deposited online.
- The financial bids of technically qualified firms will be opened.
- Any corrigendum if required regarding above mentioned tender will be uploaded on [etenders.hry.nic.in](http://etenders.hry.nic.in).

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Director  
Medical Education and Research  
Haryana

**1.0. Scope of the work**

- 1.1 Digitization includes preparation of documents to be scanned including setting up of machines in the O/o DMER the files will not be allowed to be taken outside the premises of O/o DMER.
- 1.2 Scanning, Conversion of all documents to PDF and TIFF (jpeg in case of images).
- 1.3 Indexing for proper retrieval of documents and verification branch wise and proper handing over of the soft data to the concerned branch.

**1.4 Quantum of Work:**

S. No.	Description	Detail
1.	Total No. of Pages	12 Lacs (approx.)
2.	Period of Completion	180 days from the date of LOA
3.	Language	English/Hindi
4.	Document size	A4/Legal

- 1.5 Quantity mentioned above is based on approximation. It may be increased or decreased as per requirements payment shall be done on monthly basis based on quantum of work done, during the particular month. The payment will be done on verification of the work done by the branch concerned and countersigned Deputy Director IT.
- 1.6 The firm will submit performance security of Rs. 1 Lakh before LoA and same will be refunded on completion of complete work.
- 1.7 The O/o DMER shall provide a room of minimum 12ft X 10 ft size for installation of various hardware of the firm and free electricity shall be provided.
- 1.8 If the quality of scanning is not proper same will need to be performed again without any cost to the Department.
- 1.9 The Firm will provide scanned copy to the concerned branch.
- 1.10 Each branch should be provided the data in a new data storage device (pen drive) cost of which shall be paid by bidder only (Total 23 branches).
- 1.11 The firms will also help the respective branches to upload the files on e-office portal so that a cloud backup of each file can also be created.
- 1.12 The work must be completed within 180 days of issuance of work order any delay beyond 180 days shall attract penalty of Rs. 100 per day till the completion of work and same will be deducted from payment due or performance security. If delay is beyond 90 days the department reserves right to get the pending work done from some other agency and make the payment of the same from pending payment of the vendor and performance security.
- 1.13 In case the firm applies for any penalty free extension the delayed occurred due to delay in installation of machinery by firm, power backup failure, poor quality of pages, poor quality of scanning etc shall not be considered, decision of Director, O/o DMER shall be final.

1.14 The confidentiality of data shall be maintained at all levels and firm must ensure that they should not take away any data in hard or soft format from the O/o DMER, in case any breach is found the O/o DMER will be at the liberty to take legal/ criminal action as per law.

## 2.0. Instruction how to upload tender on e-tender site

### 2.0. Instruction how to upload tender on e-tender site

#### Conditions of e-tendering

1.1 **Registration of Agencies on e-Tender Portal:-**All Agencies intending to participate in the tender process online are required to register on the centralized e-Tender Portal i.e. <https://etenders.hry.nic.in>. Agencies may visit the website for more details.

### 1.2 Obtaining a Digital Signature Certificate:-

- a) Bids submitted online should be encrypted and signed electronically with a Digital Signature Certificate to establish the identity of the Agency bidding online. The Digital Signature Certificates are issued by Certifying Authority approved by the Controller of Certifying Authorities under the Information Technology Act, 2000.
- b) A Digital Signature Certificate is issued on receipt of mandatory identity (i.e. applicant's PAN Card), address proof and verification form duly attested by the Bank Manager/Post Master/Gazetted Officer. On the receipt of the required documents, a Digital Signature Certificate can be issued. For more details please visit the website – <https://etenders.hry.nic.in>.
- c) Agencies may obtain Class- III Digital Signature Certificate from any Certifying Authority or Sub-Certifying Authority authorized by the Controller of Certifying Authorities.
- d) The Agency must ensure compliance with the available important guidelines online at the portal <https://etenders.hry.nic.in> for the Digital Signature Certificate including the e-Token carrying DSCs.
- e) Bids must be submitted online using the Digital Signature Certificate for Encryption & Signing, which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of bidding, the user loses his Digital Signature Certificate, he will not be able to submit the bid online. Hence, the users are advised **to keep a backup of the certificate** and also keep the copies at safe place under proper security for its use in case of emergencies.
- f) In case of online tendering, if the Digital Signature Certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to lawful authorization to that user. The Agency has to authorize a specific individual through an authorization certificate signed by the competent authority to use the Digital Signature Certificate as per the Information Technology Act, 2000. Unless the Digital Signature Certificate is revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the Agency as per Information Technology Act, 2000. The use of Digital Signature Certificate by the authorized user shall be binding on the Agency.
- g) In case of any change in the authorization under the foregoing paragraph, it shall be the responsibility of the Agency to inform the certifying authority about the change and to obtain the Digital Signature Certificate of the new person/user on behalf of the firm / company. The

procedure for application of a Digital Signature Certificate will remain the same for the new user.

- 1.3 **Pre-requisites for online bidding:** In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/pre-requisites can be obtained from the home page of the website- <https://etenders.hry.nic.in>. The link for downloading required java applet is also available on the Home page of the e-tendering portal.
- 1.4 **Online Viewing of Detailed Notice Inviting Proposals:** Agencies can view the detailed Notice Inviting Tender and the time schedule (Key Dates) for the tenders floated through the e-tendering system on the Home Page at <https://etenders.hry.nic.in>.
- 1.5 **Download of Tender Documents:** The tender documents can be downloaded free of cost from the e-tender portal <https://etenders.hry.nic.in>.
- 1.6 **Key Dates:** Agencies are advised to strictly follow dates and times as indicated in the online Notice Inviting Tender. The date and time shall be binding on all Agencies. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Proposal.
- 1.7 **Online Payment of e-Service fee, Processing Fee, Bid Preparation & Submission (Technical & Financial Bid):**
  - a) **Online Payment of e-Service fee & Processing Fee:** The online payment for EMD & Processing Fee can be done using the secure electronic payment gateway. The payment for EMD & Processing Fee shall be made online directly through RTGS/NEFT/Internet Banking. The secure electronic payments gateway is an online interface between The Agency and online payment authorization networks.
  - b) **Preparation and submission of online Bids:** Detailed Tender documents may be downloaded from the e-Tender portal: <https://etenders.hry.nic.in> and bid has to be mandatorily submitted online. Scanned copies of Documents to be submitted/uploaded for Technical Bid under online Technical Envelope and tender document fee/EMD shall be scanned in PDF formats and uploaded during the online submission of Technical Envelope. Financial Bid shall be also being submitted mandatorily online under Commercial Envelope (BOQ) in excel format.
  - c) **Assistance to Agencies:** In case of any query regarding process of e-tender and for training purpose, the Agency can also avail of the following facilities and can contact the service provider as provided below:

Office timings of Help-Desk support/ Technical Support

Assistance for the e-tender Portal will be available over telephone. All queries would require to be registered at the official [email of the service provider i.e. support-eproc@nic.in](mailto:support-eproc@nic.in) for on-time support. Only queries which are sent through email along with appropriate screenshots or error description will be considered as registered with the Help-desk.
- 1.8 **Important Notes:**
  - a) Any Agency can contact the Help Desk upto 4 hours before the scheduled closing date & time of the e-tender.
  - b) For queries pertaining to e-Payment of Processing Fee, the Agency can contact the Help Desk at least 2 business days prior to the closing date & time of e-tender.

c) For the Help Manual, please refer to the Home Page of the e-Tender portal at <https://etenders.hry.nic.in>.

1.9 Agencies participating in the online tenders shall check the validity of the Digital Signature Certificate before participating in the online tender at the portal <https://etenders.hry.nic.in>.

1.10 **Guideline for Online Payments in e-tendering:** Post registration, the Agency shall proceed for bidding by using both his Digital Signature Certificates (one each for encryption and signing). The Agency shall proceed to select the tender he is interested in for bidding. On the respective page in the e-tendering portal, the Agency would have following options to make payment for EMD and Processing Fee:

- A. Net Banking
- B. RTGS/NEFT.

1.11 The following shall be operative Procedures for each of the online payment methods:

a) **Net Banking:** The procedure for paying through Net Banking will be as follows:

- i The Agency selects Net Banking option in e-Tender portal.
- ii The e-Tender portal displays the amount to be paid by The Agency.
- iii The Agency clicks on “Continue” button
- iv The e-Tender portal takes the Agency to Net Banking payment gateway screen displaying list of Banks.
- v The Agency chooses his/her Bank
- vi The Net Banking gateway redirects The Agency to the Net Banking page of the selected Bank
- vii The Agency enters his account credentials and confirms payment
- viii The Bank verifies the credentials and confirms with “successful” or “failure” message to the Net Banking gateway which is confirmed back to e-Tender portal.
- ix The page is automatically routed back to e-Tender portal
- x The status of the payment is displayed as “successful” in e-Tender portal.
- xi The e-Tender portal also generates a receipt for all successful transactions. The Agency can take a print out of the same.
- xii The e-Tender portal allows The Agency to process another payment attempt in case payments are not successful for previous attempt.

b) **RTGS/NEFT:** The Agency shall have the option to make the PROCESSING FEE payment via RTGS/NEFT. Using this module, The Agency would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the Agency to make the payment from almost any bank branch across India.

- i The Agency shall log into the client e-Tender portal using user id and password as per existing process and selects the RTGS/NEFT payment option.
- ii Upon doing so, the e-Tender portal shall generate a pre-filled challan. The challan will have all the details that is required by the Agency to make RTGS-NEFT payment.
- iii Each challan shall therefore include the following details that will be pre-populated:
  - Beneficiary account no: (unique alphanumeric code for e-tendering)
  - Beneficiary IFSC Code

- Amount
  - Beneficiary bank branch
  - Beneficiary Name
- iv The Agency shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.
- v The Agency would remit the funds **at least T+1 day (Transaction + One day)** in advance to the last day and make the payment via RTGS/NEFT to the beneficiary account number as mentioned in the challan.
- vi Post making the payment, the Agency would login to the e-tendering portal and go to the payment page. On clicking the RTGS/NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

1.13 Certain do's and don'ts for Agencies for various scenarios is given below:

a) **Do's in the event of making payment through NEFT/RTGS:**

i. It is the Agency's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan as follows:

- Beneficiary account no: <client code> + <random number>.
- Beneficiary IFSC Code as prescribed by SBI Bank.
- Amount as mentioned on the challan. It is specific for every tender.
- Beneficiary Bank branch: SBI.
- Beneficiary name as per the challan.

ii. For every tender, details in the challan are different and specific to that tender only. The Agency should not make use of a challan for making payment for another tenders' Processing Fee.

iii. It is advised that all the Agencies make payment via RTGS/NEFT at least one day before the last day of tender submission as certain amount of time is required for settlement and various parties are involved. The payment may not be available for the Agency validation. In such cases The Agency, may not be able to submit the tender.

iv. The Agency has to make only single payment against a challan as per the amount mentioned on the challan.

v. The Agency must make the payment before tender validity expires.

b) **Don'ts in the event of making payment through NEFT/RTGS:**

i. The Agency should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise:

- Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the Agencies account.
- Incorrect Beneficiary account number mentioned (<client code> + <random number>):- In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted.
- Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as un-reconciled transactions and will be auto-refunded directly to The Agency's account. In the event of any discrepancy,



payment would not be considered and The Agency would not be allowed to participate in the bidding.

ii. The Agency is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and The Agency combination.

iii. The Agency must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded to the Agency.

iv. The Agency would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked on account of incorrect payment made.

### **3.0. General instructions**

- 3.1 DMER Haryana reserves the right to accept or reject any proposal or to annul this process and reject all proposals, at any time without assigning any reason whatsoever and without thereby incurring any liability to the affected participant on the ground of DGMER's action(s).
- 3.2 Conditional bids shall not be considered.
- 3.3 Tenders without Earnest Money Deposit (EMD) shall be summarily rejected.
- 3.4 The EMD should be submitted in form of RTGS/NEFT/Net-Banking.
- 3.5 The EMD of unsuccessful bidders shall be returned after award of contract.
- 3.6 The EMD of the successful bidder will be taken as the performance guarantee amount and will be returned after the successful execution of the work.
- 3.7 The work must be completed within 180 days of issuance of work order any delay beyond 180 days shall attract penalty of Rs. 100 per day till the completion of work and same will be deducted from payment due or performance security.
- 3.8 The Bidder shall ensure its equipment installations at the directorate in consent to authority.
- 3.9 The bidder would be responsible for safety/theft of its men, material and property.
- 3.10 The successful bidder after successful execution will produce bill which must include all the applicable Taxes, Statutory levies.
- 3.11 Offer shall remain valid at least for 90 days from the date of opening of tender.
- 3.12 Disputes, if any, arising out of the contract shall have exclusive jurisdiction of Courts in Panchkula only.
- 3.13 The agreement with successful bidder will be a period of 6 months extendable further with mutual agreement only..

### **4.0 Termination Condition**

- 4.1 DMER Haryana can terminate the Agreement without incurring liability with immediate effect in the case of non execution or delay in execution of contract.
- 4.2 DMER Haryana reserves the right to terminate the agreement with immediate effect if the license/permission/approval granted to bidder by DoT or any other government agency is cancelled, terminated or withdrawn (however it shall not include temporary suspension).
- 4.3 Termination of this Agreement for any cause shall not release the bidder hereto from any liability, which at the time of termination has already occurred to or which hereafter may occur in respect of any act of omission prior to termination.

4.4 DMER Haryana may, without prejudice to any other remedy available for the breach of any conditions of agreement, by a written notice of one month issued to Infrastructure provider at its registered office, terminate the agreement pertaining to a site under any of the following circumstances:

- i) Infrastructure provider failing to perform any obligation(s) under the agreement.
- ii) Infrastructure provider failing to rectify, within the time prescribed, any defect as may be pointed out by DMER Haryana.
- iii) In the event of default or breach of terms & conditions by Infrastructure Provider

**5.0 Qualification/Eligibility: The interested bidders are required to meet the following criteria and submit documentary proof along with their offer:**

Criteria	Qualification Criteria
Registered Legal Entity	The bidder must be registered and incorporated in India under the Companies Act 1956.
Financial Criteria	The bidder should have a minimum average turnover of Rs. 50 lac in last 2 financial years as on 31/03/2022
Financial Stability	The bidder should have positive net- worth in the last three (3) financial years as on 31/07/2022
Blacklisting	The bidder should not have defaulted / blacklisted / debarred regarding bad performance/ Delivery in any State Govt., Central Govt. and PSUs of India at the time of bidding.
Registered Legal Entity	The bidder should submit valid documentary proof of GST Registration and the details of Income Tax Registration (PAN).
Investment	The bidder must be ready to invest for complete project without any sub letting.
Strength	The Bidder should have dedicated staff for the facility based locally to carry out operations.
Certification (desirable)	The Bidder should be registered in INDIA with ISO 9001:2015 Or ISO 14001
Experience	Should have worked for 05 different Ministries/ Departments/ Organizations with satisfactory report

**Technical bid form**

**Digitization /Scanning and Indexing of Files, Records & Documents at Directorate of Medical Education & Research, Haryana 4th floor, DHL Square, Plot no. 9, IT Park, Sector-22, Panchkula**

S. No.	Name of Work	Digitization /Scanning and Indexing of Files, Records & Documents.
1.	Bidder's name and address	(To be filled in by bidder)
2.	Earnest money Deposit	Detail of draft number and date
3.	Office Address	
4.	Date and time of submission of Tender	
5.	Contact number & Email Address	
6.	Firm Registration Number (Attach Certificate)	
7.	GST Registration (Attach Certificate)	
8.	Experience details (Attach Work order/Experience Certificate)	
9.	MSME certificate (Desired/Preferable)	
10.	ISO Certificate (Desired/Preferable)	
11.	Self Declaration affidavit of non black listing of the agency	
12.	Audited Balance Sheet of the bidder of last two year	
13.	Audited Profit & Loss Statements of the bidder of last year	
14.	Undertaking from the bidder's authorized personnel on bidder's letterhead of non sub letting	

**Date**

**Signature Name &  
Designation of authorized person**

**Financial Bid Form**

**RFP For Provision Of Digitization /Scanning and Indexing of Files, Records & Documents at  
Directorate of Medical Education & Research, Haryana 4th floor, DHL Square, Plot no.9, IT Park,  
Sector-22, Panchkula**

1	Reference of NIT No.	
2	Work under RFP	Digitization /Scanning and Indexing of Files, Records & Documents at Directorate of Medical Education & Research, Haryana 4th floor, DHL Square, Plot no.9, IT Park, Sector 22, Panchkula, Haryana.
3	Name of the Bidder	
4	Registered Office	Address
	Telephone Nos.	
	Fax Nos.	
	E-mail Id	
	Website	
5	Rate per page	-----
6		Amount of Bid quoted above is inclusive of all Statutory taxes.
7		No additional condition(s) from the bidder would be accepted.

Date

Signature

Name of the Signatory

Status/Post of the Signatory

Name of the bidder Company/Agency/ Firm/ Institution