

***RFP for Selection of Agency for E-Office/Workflow Automation Implementation
at Prime Ministers Museum & Library***



RFP Reference No.: PMML/E-Office/Workflow Automation/2025

***RFP for Selection of Agency for E-Office/Workflow Automation Implementation
at Prime Ministers Museum & Library***

Teen Murti,
New Delhi – 110011
E-Mail: aao.nmml@gov.in
director.nmml@gov.in

Abbreviations

S. No.	Abbreviation	Full Form
1	CA	Chartered Accountant
2	EMD	Earnest Money Deposit
3	FY	Financial Year
4	GSTN	Goods and Service Tax Number
5	INR / Rs.	Indian Rupee
6	JV	Joint Venture
7	LOA	Letter of Award
8	LOI	Letter of Intent
9	PAN	Permanent Account Number
10	PBG	Performance Bank Guarantee
11	PSU	Public Sector Undertaking
12	PMML	Prime Ministers Museum & Library
13	RFP	Request for Proposal
14	SLA	Service Level Agreement
15	TCP	Total Cost of Project
16	T+0	Date of Signing of Contract

Definitions

1.	Bid	"Bid" ('tender,' 'offer,' 'quotation' or 'proposal') means an offer to supply goods, services or execution of works made in accordance with the terms and conditions set out in a document inviting such Bids
2.	Bidder	As defined in this bid document, entity that quotes a particular price, while competing with others, for providing services with respect to specific requirements in this Tender Document.
3.	Purchaser	Prime Ministers Museum and Library (PMML)
4.	Successful Bidder	The Bidder (including consortium members in case of consortium) to whom the contract is awarded and is fully responsible towards Purchaser for providing Services as per the requirements and terms and conditions specified in this Contract. The term shall be deemed to include the Bidder's successors, representatives (approved by the Department), heirs, executors, and administrators, as the case may be, unless excluded by the terms of the contract.
5.	Week	Designated time frame (9AM to 8PM) consisting of Five days excluding Public Holiday (as declared by PMML).
6.	Day	Any day which is not a public holiday (As declared by the PMML).
7.	Total Work Value	This is the maximum value payable to the successful Bidder which is agreed between the Purchaser and the successful Bidder for the Project.
8.	Project	This means scope of work / services required by the Prime Ministers Museum & Library and shall include E-Office/Workflow Automation solution implementation work.
9.	Designated Authority	PMML Official/ Committee who will approve all the deliverables submitted by the bidder.
10.	Central/ Government Organization	State Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies and Societies.
11.	Confidential Information	Any information, technical data or know-how (whether disclosed before or after the date of this Contract), including, but not limited to, information relating to business and product or service plans, financial projections, business forecasts, sales and merchandising, human resources, patents, patent applications, computer object or source code, research, inventions, processes, designs, drawings, engineering, or that Successful Bidder acquires otherwise under this agreement, either directly or indirectly in writing, marketing or finance to be confidential

		or proprietary or which information would, under the circumstances, appear to a reasonable person to be confidential or proprietary.
12.	Applicable Laws	Laws and any other instruments having the force of law in India as they may be issued and in force from time to time.
13.	Material Breach	Material Breach means a breach by the bidder of any of its obligations under this RFP / Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure.
14.	Bid Security	Bid security" ('Earnest Money Deposit'(EMD), or 'Bid Security Declaration') means security from a bidder securing obligations arising from its Bid, i.e., to avoid the withdrawal or modification of its Bid within its validity, after the deadline for submission of such Bids; failure to sign the resulting contract or failure to provide the required security for the performance of the resulting contract after its Bid has been accepted; or failure to comply with any other condition precedent to signing the resulting contract specified in the solicitation document.
15.	Completed/Partial Completion	Completion / Partial Completion shall mean that Work has been awarded to bidder and Bidder has completed at least 1 year of successful services and has received payment for the same.

- a. All terms and words not defined herein shall, unless the context otherwise requires, have the meaning assigned to them in the RFP.
- b. The following documents along with all addendums issued thereto shall be deemed to form and be read and construed as integral part of this Contract and in case of any contradiction between or among them the priority in which a document would prevail over other would be as laid down below beginning from the highest priority to the lowest priority:
 - i. Agreement;
 - ii. Annexures of agreement;
 - iii. RFP; and along with all addendums issued.
- c. Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between Purchaser and the Successful Bidder. The Successful Bidder shall, subject to this Contract, have complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

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Letter of Invitation

Prime Ministers Museum and Library
RFP Reference Number: PMML/E-Office/Workflow
Automation/RFP/2025

Dear Sir/Madam,

PMML invites proposals from reputed bidders for “**Selection of Agency for E-Office/Workflow Automation Implementation at Prime Ministers Museum and Library.**”

The bidder will be selected under the Quality cum Cost Based Selection method (QCBS) Selection method with weightages of 70:30 (70% for technical proposal and 30% for financial proposal) and as per procedures described in this RFP.

The content of this RFP enlists the requirements of Prime Ministers Museum and Library. It includes the **Bidding Terms** which details out all that may be needed by the potential bidders to understand the financial terms and bidding process and explains the contractual terms that Prime Ministers Museum and Library wishes to specify at this stage. The RFP includes the following sections:

Section 1- Introduction

Section 2- Instructions to Bidders (including Fact Sheet and pre-qualification criteria)

Section 8– Scope of Work

All interested agencies should inform (within one week of the date of release of RFP) the concerned officer at Prime Ministers Museum & Library that.

- it will submit a proposal.
- it will attend the pre-bid conference on the date mentioned in the fact sheet.

This information may be submitted by email to the undersigned.

Director
Prime Ministers Museum & Library,
Teen Murti House, New Delhi, 110001

Disclaimer

All terms defined in this document shall, unless repugnant to the context or meaning thereof, shall mean and include the survivors or survivors of them and their heirs, executors and administrators, and respective permitted assignments.

The Prime Ministers Museum & Library shall thereafter for the sake of brevity be referred to as “**PMML**”. The information contained in this Request for Proposal (RFP) or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of **PMML (“Purchaser”)** is provided to the Bidder(s) on the terms and conditions set out in this Request For Proposal (“**RFP**”) document and all other terms and conditions subject to which such information is provided.

This RFP document is neither an agreement nor an offer nor an invitation by the Purchaser to any parties other than those who are qualified to submit their bids (“**Bidder**”). The purpose of this document is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information the Bidders may require. Each Bidder must conduct its own analysis of the information contained in this RFP or to correct any inaccuracies therein that may appear in it and is advised to carry out its own investigation into the Project, the legislative and regulatory regimes which applies thereto and by and all matters pertaining to the Project and to seek its own professional advice on the legal, financial, regulatory and tax consequences of entering into any contract or arrangement relating to the Project.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The possession or use of this RFP in any manner contrary to any applicable law is expressly prohibited. The Bidders shall inform themselves concerning and shall observe any applicable legal requirements. The information does not purport to be comprehensive or to have been independently verified. Nothing in this RFP shall be construed as legal, financial, regulatory or tax advice.

The Purchaser shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution for unjust enrichment or otherwise for any loss, damage, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bid Stage. Neither the information in this RFP nor any other written or oral information in relation to the Bidding Process for implementing the Project or otherwise is intended to form the basis of or the inducement for any investment activity or any decision to enter any contract or arrangement in relation to the Project and should not be relied upon as such.

The Purchaser accepts no liability of any nature whether resulting from negligence or otherwise, however, caused, arising from a reliance of any Bidder upon the statements contained in this RFP. The Purchaser and its advisors may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, data, statements, assessment, or assumptions contained in this RFP or change the evaluation or eligibility criteria at any time or annul the entire Bidding Process.

The issue of this RFP does not imply that the Purchaser is bound to select one of the Bidders or to appoint the Selected Bidder hereinafter defined, as the case may be, for the Project and the Purchaser reserves the right to reject all or any of the Bidders or Bids at any stage of the Bidding Process without assigning any reason whatsoever, including the right to close the selection process or annul the bidding process at any time, without incurring any liability or being accountable to any person(s) in any manner whatsoever. The decision of the Purchaser shall be final, conclusive, and binding on all the parties.

The Bidders shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Bid including costs relating to submission and maintenance of various fees, undertakings and guarantees required pursuant to this RFP and also any cost relating to updating, modifying or re-submitting its Bid pursuant to the RFP being updated, supplemented or amended by the Purchaser. All such costs and expenses will be incurred and borne by the Bidders and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

The Bidders are prohibited from any form of collusion or arrangement in an attempt to influence the Selection and award process of the Bid. Giving or offering of any gift, bribe or inducement or any attempt to any such act on behalf of the Bidder towards any officer/employee/ advisor/ representative of Purchaser or to any other person in a position to influence the decision of the purchaser, for showing any favour in relation to this RFP or any other contract, shall render the Bidder to such liability/penalty as the Purchaser may deem proper, including but not limited to rejection of the Bid of the Bidder and forfeiture of its Proposal Security. Laws of the Republic of India are applicable to this RFP.

This RFP document and the information contained herein are confidential and for use only by the person to whom it is issued. It may not be copied or distributed by the recipient to third parties (other than in confidence to the recipient's professional advisor). In the event that the recipient does not continue with the involvement in the Project in accordance with the RFP, the information contained in the RFP document shall not be divulged to any other party. The information contained in the RFP document must be kept confidential. Mere submission of a responsive Bid/ Proposal does not ensure the selection of the Bidder.

The information contained in this document is selective and is subjected to updating, expansion, revision and amendment. Purchaser reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this document and/or the bidding process, without assigning any reasons whatsoever.

Fact Sheet

E- tenders on behalf of the Director, Prime Ministers Museum and Library (PMML), are invited under Bid System Viz. Technical Bid and Financial Bid from reputed, experienced, and financially sound agencies for E-Office/Workflow Automation Implementation at Prime Ministers Museum and Library as under:

S. No.	Description	Schedule
1	e-Tender No.	PMML/E-Office/Workflow Automation/2025
2	Name of Work	Selection of Agency for E-Office/Workflow Automation Implementation at Prime Ministers Museum and Library
3	Cost of the Tender Documents	NIL
4	Earnest Money Deposit	Rs. 70,000/-, MSME Exemption allowed. (If Applicable)
5	Performance Security	5% of the contract value
6	Tender Processing Fee (Non-refundable)	Rs. 2000/-+ GST @18% (Non-Refundable) payable to M/s ITI Ltd through e-payment. For clarification/ registration for e- tendering etc. Contact Mobile:9355030617, e-wizard helpdesk 01149606060 & https://nmml.ewizard.in
7	Date & Time of sale of e-Tender (Online)	15-01-2025
8	Last Date & time of Submission/uploading of Bids. (Online)	06-02-2025 by 05:30 PM on https://nmml.ewizard.in
9	Date & Time of Online Opening of Technical Bids	07-02-2025 at 11:00 AM
10	Date & time for opening of Financial Bid for Technically qualified bidders only.	Date & time for opening of Financial Bid will be intimated in due course.
11	Venue of Opening of Technical & Financial Bids	Prime Ministers Museum and Library, Teen Murti House, New Delhi - 110011.
12	Bid Validity Period/Validity of Bid offer for Acceptance	180 days from the date of last date of submission of the tender
13	Address for Communication & Opening of Tenders	Director, Prime Ministers Museum & Library, Teen Murti House, New Delhi-110011.
14	Availability of Tender Documents (For download)	Tender can be downloaded from https://PMML.ewizard.in and can also be viewed/ downloaded free at website: https://nmml.ewizard.in . PMML may issue

		Addendum(s)/Corrigendum(s) to the Tender Document, if any, which can also be viewed on website www.pmml.nic.in
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Proposals shall be submitted as per the “Instructions to the Bidders” Section.

1. Proposals shall be treated as incomplete and are liable to be summarily rejected if the requested parties do not submit all supporting documents or do not furnish the relevant details.
2. The validity of the offer shall be One Hundred and Eighty (180) days from the opening of the Technical Proposals.
3. The PMML does not bind itself to accept the lowest proposal and to give reason for any decision taken in respect of this Tender including cancellation.

Director

Prime Ministers Museum and Library
Teen Murti House
New Delhi – 110011

1. Introduction

The PMML is an autonomous body/society/trust registered under the Societies Act, funded by the Ministry of Culture of the Government of India.

- (i) This bid document is for Selection of Agency for E-Office/Workflow Automation Implementation at Prime Ministers Museum and Library as mentioned in document.
- (ii) This provides relevant information as well as instructions to assist the prospective bidders in preparation and submission of bids. It also includes the mode and procedure to be adopted by PMML for receipt and opening of bids as well as scrutiny and evaluation of bids and subsequent placement of contract.
- (iii) Before formulating the bid and submitting the same to the PMML, the bidder should read and examine all the terms and conditions, instructions, specifications etc. contained in the bid document. Failure to provide and/or comply with the required information, instructions etc. incorporated in this bid document, may result in rejection of the bid.
- (iv) Kindly ensure that you upload only the specified documents as per the specified sequence in a single PDF file mentioned in document checklist. The PMML reserve the rights to reject bids containing irrelevant documents not following the sequence as per bid checklist. If multiple documents are uploaded, not following the mentioned order may result in rejection.
- (v) Bidders are advised to study all instructions, forms, requirements, appendices, and other information in this RFP document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- (vi) The bidder shall carefully study the specifications applicable to the RFP and all the documents, which will form a part of the agreement to be entered in to, by the accepted bidder and detailed specifications for PMML, and other relevant specifications, which are available. Complaint at a future date that the bidder have not seen specifications cannot be entertained.
- (vii) Nothing extra shall be payable to the bidder for compliance of various additional conditions, special conditions, general terms & conditions, additional/ general specifications, etc. as prescribed in bid document except specifically stated therein.
- (viii) Failure to comply with the requirements of this RFP may render the Proposals submitted by Bidders as noncompliant and the Proposals may be rejected. Bidders must:
 - Comply with all requirements as set out within this RFP.
 - Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.
 - Include all supporting documentations specified in this RFP.

- (ix) In case the bidder fails to comply with the terms and conditions of the contract and if the bidder is found to be incapable to do the job satisfactorily and within the specific time, it will be at the discretion of PMML to take any further action or to cancel the contract without assigning further reasons.
- (x) No advance payment shall be released. Payment released based on satisfactory performance Pro rata quarterly payment will be released.
- (xi) The selected bidder must have e-mail id so that complaints are lodge through e-mail and telephonically as well.

2. Instructions to Bidders

1.	Name of Client and Address	Prime Ministers Museum and Library, Teen Murti House New Delhi 11001.
2.	Method of Selection	Quality cum Cost Based Selection (QCBS)
3.	Name of Assignment	Selection of Agency for E-Office/Workflow Automation Implementation at Prime Ministers Museum and Library.
4.	Section of this Bid Document	<ul style="list-style-type: none"> • Introduction • Instructions to Bidders • Scope of Work • Annexure Formats for Submission of Tender Document

2.1. Schedule and Critical Dates

S. No.	Event	Date
1	Pre-Bid Meeting at Seminar Room, Library Building, PMML, Teen Murti House, New Delhi - 110011	24/01/2025 at 12 Noon
2	Last date of submission of Bids (Technical & Financial)	06/02/2025 by 05:30 PM
3	Date of Opening of Technical Bids	07/02/2025 at 11:00 AM
4	Date of Technical Presentation	By Intimation
5	Date of Opening of Financial Bids	By Intimation

2.2. General Terms and Conditions

- While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- No Bidder shall submit more than one Bid for the Project.
- All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Purchaser on the basis of this RFP.

- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Purchaser. Any notification of preferred Bidder status by the Purchaser shall not give rise to any enforceable rights by the Bidder. The Purchaser may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Purchaser.
 - This RFP is not transferable.
 - Bids not covering the entire scope of Works shall be treated as incomplete and hence liable to be rejected without assigning any reason thereof.
- (i) The PMML reserves the right of authority to reject any or all tenders received without assigning any reason whatsoever.
- (ii) Bidder agrees to and shall control, manage, maintain the E-Office/Workflow Automation application in accordance with the Agreement, this Scope of Services, and in a manner that serves the best interests of PMML.
- (iii) Prime Ministers Museum and Library (PMML) also reserves the right to terminate the Bidding Process at its discretion under intimation to the Bidders submitting the bids, without assigning any reasons for the same.
- (iv) PMML reserves the right to verify any or all information furnished by the Bidder.
- (v) Notwithstanding anything stated in this RFP, if any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by PMML, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection.
- (vi) The Bidder's personnel should have the required experience and expertise in conducting similar type of works with highest professional standards.
- (vii) Bidder shall obtain, maintain, and pay, at its sole cost and expense, for all licenses, permits, and certificates necessary to perform the Services, including, but not limited to, all professional licenses required by any statute, ordinance, rule, or regulation.

2.3. Standards and Codes

- The Bidder shall follow the Indian Codes and specifications for his work.
- All standards and codes employed or referred to shall be the latest current issue in effect at the date 28 days prior to the Bid submission date.
- In case of discrepancies between these Specifications and national or international standards and codes, these Specifications being only indicative in nature shall not govern, unless otherwise established by the Authority in each particular case.

2.4. Management Meetings

- The Bidder may require to attend regular management meeting. The business of management meetings shall be to review the plans for remaining work and to deal with matters raised in accordance with the early warning procedure.
- The Bidder shall record the business of management meetings and is to provide copies of his record to those attending the meeting and to the PMML. The responsibility of the parties for actions to be taken to be decided by the PMML officials either at the management meeting or after the management meeting and stated in writing to all who attended the meeting.

2.5. Code of Integrity

- (i) No official of a procuring entity or a bidder shall act in contravention of the codes which includes
- (ii) prohibition of
 - Making offer, solicitation or acceptance of 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.
 - Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - Any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness, and the progress of the procurement process.
 - Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
 - Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - Obstruction of any investigation or auditing of a procurement process.
 - Making false declaration or providing false information for participation in a tender process or to secure a contract;
- (iii) Disclosure of conflict of interest.
 - Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.
 - In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

2.6. Bid Security/Earnest Money Deposit

Earnest Money Deposit of Rs. 70,000/- in the form of Bank Demand Draft/Bank Guarantee for any nationalized bank of India, payable to/in Favor of "The Director,

Prime Ministers Museum and Library” at New Delhi to accompany the Technical Proposal. EMD can also be deposited online through RTGS/ IMPS in the following account:

Account Name: Prime Ministers Museum and Library

Bank Name: ICICI Bank

A/c No. 114505002341

IFSC: ICIC0001145

- The EMD shall be valid for a minimum period of 180 days from the due date for the submission of the Tender.
- EMD Exemption is allowed to bidder having MSME certificate certified and inspected by any state/central government organization.
- The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category.
- Benefits available to eligible MSEs include:
 - (i) Issue of Tender document free of cost,
 - (ii) Exemption from payment of Earnest Money,
 - (iii) Relaxation in Prior Experience and Prior Turnover
- If the envelopes is not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the BID submitted and consequent losses, if any, suffered by the Bidder.

2.7. Requesting Clarifications & Issue of Corrigendum

If the bidder wishes to seek clarification it may do so in writing to PMML at aao.nmml@gov.in. The Bidders will have to ensure that their queries should reach on or before 11:00 AM, 22-01-2025 and in the following format:

- (i) Bidders must adhere to the above template while submitting their queries.
- (ii) Any requests for clarifications post the indicated date and time may not be entertained.
- (iii) The PMML reply to the queries with 3 working days of the last date of query submission and email the bidders and same will uploaded on tender portal as well as PMML website.

S. No.	RFP Document Reference			Statement as per RFP	Query by the Bidder
	Page No.	Section No.	Section Name		
1					
2					

- (iv) At any time prior to the last date for receipt of bids, PMML may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- (v) The Corrigendum (if any) & clarifications to the queries from all bidders will be emailed to all participants of the pre-bid conference.
- (vi) Any such corrigendum shall be deemed to be incorporated into this RFP.

2.8. Right to Terminate the Process

PMML may terminate the RFP process at any time and without assigning any reason. PMML makes no commitments, express or implied, that this process will result in a business transaction with anyone.

2.9. Publication of RFP Document

RFP document will be published on the following websites:

- <https://nmml.ewizard.in>
- www.pmml.nic.in

2.10. Amendments to the RFP and Corrigendum

- (i) Any addendum uploaded on the PMML's website will be binding on all Bidders. It shall be the Bidders' responsibility to check PMML's website regularly to make sure that they are up to date with any changes made in the RFP.
- (ii) To give Bidders reasonable time in which to take an addendum into account in preparing their Proposals, PMML may, at its discretion, extend the deadline for the submission of the Proposals.

2.11. Authentication of Bids

A letter of authorization shall be supported by a written power-of-attorney accompanying the bid.

2.12. Uniformity

To provide uniformity and to facilitate comparison of Proposals, all information submitted must clearly refer to the page number, section, or other identifying reference in this RFP. All information submitted must be noted in the same sequence as its appearance in this RFP. All pages of the Proposal must be paginated and signed by the authorized signatory.

2.13. Bid Scope

The Bidder cannot bid for a specific portion of the project scope. The entire project scope of work has to be bid for. The scope of work includes E-Office/Workflow Automation Implementation at Prime Ministers Museum & Library including fulfilling all of the Scope of work/Terms of Reference.

2.14. Consortium

No Consortium is allowed for bidding.

2.15. Subcontracting

The Bidder shall not be permitted to subcontract any part of its obligations under the Contract.

2.16. Period of Engagement

The duration of the project is 26 Months (2 Months implementation and customisation) and 2 Years AMC from Date of Go Live.

2.17. Cancellation of Appointment / Contract

The Appointment / Contract are subject to cancellation due to any of the reasons mentioned here under.

- (i) If the Bidder is found to have submitted false, particulars / fake documents at the time of submitting the RFP for the award of assignment.
- (ii) If the Bidder is found wanting in commitment to quality and delivery period / work plans, adherence to the guidelines, Statutory regulations, safe keep of all physical and electronic artifacts, conduct/ discipline etc., while executing the job. Any deviations from stated conditions and contractual clauses can lead to appropriate deterrent action as deemed fit by PMML.
- (iii) If the Bidder fails to execute the job as per the defined scope, delivery targets, quoted rate or any other point previously agreed, after PMML issues the Letter of Intent (LOI)/ Letter of Authorization (LOA).
- (iv) Any recommendation for award of Contract will be rejected if it is determined that the recommended Bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract in question; in such cases PMML will declare the Bidder ineligible, either indefinitely or for a stated period of time, from participation in any further activities of PMML.
- (v) If the Bidder fails to make written disclosure as per the Disclosure Clauses of this Tender Document, either at the time of submitting the proposal or after the Contract has been signed with the Bidder.
- (vi) Manipulation of rates by cartelization.

2.18. Conflict of Interest

- (i) Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the Bidder or termination of the Contract.

- (ii) In the event of a conflict of interest, the Bidder is required to obtain “no objection” from PMML in order to qualify to bid.

2.19. Opening of Technical Bids and Evaluation of Bids

- (i) PMML will constitute a RFP Evaluation Committee to evaluate the responses of the bidders.
- (ii) The RFP Evaluation Committee constituted by the PMML shall evaluate the responses to the RFP and all supporting documents/ documentary evidence.
- (iii) Any Bidder’s inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.
- (iv) The decision of the RFP Evaluation Committee in the evaluation of responses to the RFP shall be final.
- (v) No correspondence will be entertained outside the process of evaluation with the Committee.
- (vi) The RFP Evaluation Committee may seek clarifications from Bidders on their proposals.
- (vii) The RFP Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations without giving any reason(s) to the bidder.
- (viii) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- (ix) PMML will not entertain any query or clarification from Bidder/s who fail to qualify at any stage of Selection Process.

2.20. Criteria for Evaluation of Technical bids

The Evaluation Committee shall evaluate the technical bids on the basis of their responses to the eligibility conditions mentioned in this RFP. Bidders who are termed Technically Qualified by the Committee upon clearing the **Minimum Technical Eligibility Criteria** will be called as Technically Qualified and their Financial Bids will be opened subsequently.

2.21. Opening of Financial Proposals

- (i) The Financial Proposals and EMD of all non-qualifying Bidders shall not be opened through the e-tendering portal.
- (ii) Bidders who qualify in the Technical Proposal shall be informed in writing, or through standard electronic mail, of the date and mode of opening of their Financial Proposals.
- (iii) The Financial opening of the technically qualified bidders shall be done online/ video conferencing mode and date and time for the same shall be duly informed.
- (iv) Financial Bids of technically qualified bidders will only be opened in presence of the authorized representatives and evaluated. Bidders quoting lowest financial bid i.e., L1 among technically qualified bidders shall be identified as selected bidder.

2.22. Confidentiality

Information relating to the examination, evaluation, comparison, and post-qualification of Proposals, and recommendation of Contract award, shall not be

disclosed to Bidders or any other persons not officially concerned with such processes until information on Contract award is communicated to the Qualifying Bidder.

2.23. Bidder's Risks

All risks of loss of or damage to physical property and of personal injury and death which arise during and in consequence of the performance of the Contract are the responsibility of the Bidder.

2.24. Mobilization / Start Date

The Bidder is expected to commence the work after signing of the agreement.

2.25. PMML's Right to Terminate the Bidding Process

PMML makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by PMML.

2.26. Performance Security

- (i) Within two weeks of the receipt of notification of award from PMML, the successful Bidder shall submit a Performance Security of 5% of the total contract value either in the form of a bank draft or Bank Guarantee. Such Performance Security must be valid till the successful completion of the contract.
- (ii) Failure of the successful Bidder to submit the Performance Security or sign the Contract/Agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD/Security. In that event, PMML may award the Contract to the next lowest evaluated Bidder whose offer is substantially responsive and is determined by the PMML to be qualified to perform the Contract/Agreement satisfactorily. In such cases, a request for extension of validity of Bids shall be sent out to all other qualified Bidders at the earliest in writing or through standard electronic mail, if so required.

2.27. Price Offer and Taxes

- (i) Price shall be quoted in INR and will remain fixed throughout the period of contract.
- (ii) The Bidder shall submit only one Financial Bid. **Prices quoted must be firm and inclusive of all taxes**, and no change alternate/conditional price offers shall be allowed.
- (iii) Any price escalation due to delays by the selected vendor shall be borne by the bidder.
- (iv) All rates and prices once agreed in the Contract shall be fixed for the entire duration of the Contract and no requests for enhancements or additions shall be entertained under any circumstances.

2.28. Refund of Earnest Money Deposit

The EMD of all bidders except the selected one would be refunded within two weeks of signing of Contract with the Successful Bidder.

2.29. Right to Inspect

PMML reserves the right to inspect and investigate thoroughly the establishment, facilities, equipment, business reputation, and other qualifications/ documents of the Bidder during the evaluation period, as well as throughout the duration of the project.

2.30. Power of Attorney

The Bidder should submit a Power of Attorney authorizing the signatory of the Proposal to commit the Bidder.

2.31. Force Majeure

The selected bidder shall not be liable for any Penalty charges due to delay in execution work/service resulting from any causes beyond the bidders reasonable control including but not limited to compliance with regulations, orders or instructions of Central/State or Municipal Govt. or Agency thereto, Acts of God, Acts of Civil and Military authorities, fires, floods, strikes, lockdowns, war risks, riots and civil commotion's and the bidder will seek extension of delivery period within three weeks of the occurrence of any such event and clearly state the anticipated delay in execution on account of such events. On receipt of such a request from the bidder, the delivery period be extended up to the time requested for by the bidder, subject to the further condition that if the delivery period is likely to be extended by more than sixty days on account of any event the PMML will be at liberty to cancel the un-executed portion of the Work order without assigning any reason and without payment of any compensation.

2.32. Negligence

If the firm neglects to execute the work with due diligence and expedition or refuses or neglects to comply with any reasonable order given in writing by the PMML in connection with Work order or shall contravene the provisions of the Work order, the PMML may give 21 days' notice, in writing, to the firm to make good the failure, neglect or contravention complained of and should the firm fail to comply with the notice within reasonable time from the date of service thereof, in case of failure, neglect or contravention capable of being made good, within that time or otherwise within such time as may be reasonably necessary for making it good, then and in such cases, the PMML shall be at liberty to take the Contract wholly or partly out of the hands of the bidder and reconstruct at reasonable price with any other person or persons. In such an event it shall be lawful for the PMML to retain any such balance which may otherwise be due by him to the firm on any account including the security money and apply the same towards the execution of the whole or balance of the works so re-contracted, as aforesaid. If no such balance is due by the PMML to the firm or if due, is not sufficient to cover the amount thus recoverable from the firm, it shall be lawful for the PMML to recover the whole or balance of the amount from the firm by action of law.

2.33. Bankruptcy

If the supplier shall commit any act of bankruptcy or being a Corporation, commence to be wound up except for reconstruction purposes, or carry on its business under a Receiver, the executors, successor or other representative in law of the estate of the supplier or any such Receiver, liquidator, or any person in whom the contract may become vested, shall forthwith give notice thereof in writing to the PMML and shall for one month during which the supplier shall take all reasonable steps to prevent stoppage of the work, have the option of carrying out the contract subject to the supplier providing such Guarantee as may be required by the PMML but not exceeding the value of the work for the time being remaining unexecuted. In the event of stoppage of the work the period of the option under this clause shall be fourteen days only. Provided that should the above option not be exercised, the contract may be terminated by the PMML by notice in writing to the supplier and the same power and provision reserved to the PMML in the last proceeding clause of taking the work out of the supplier's hands shall immediately become operative.

2.34. Arbitration

If at any time, any question, dispute or difference whatsoever, shall arise, between the PMML and the bidder, upon or in relation to or in connection with the contract, the provisions of Indian Arbitration and Conciliation Act 1996 and of the Rules thereunder and any Statutory Amendment/ Modification or re-enactment thereof for the time being in-force, shall be deemed to apply to and be incorporated in the contract.

2.35. Jurisdiction of Court

In case of any dispute between the parties, the Courts at Delhi only shall have the jurisdiction to settle/ decide and adjudicate upon such matters. Before approaching the court of law, and dispute or difference arising in connection with the contract shall be referred by party for arbitration in accordance with Clause- 2.34 above.

2.36. Minimum Technical Eligibility Criteria

The Technical Proposal of bidders will be evaluated for compliance with the eligibility criteria and further technical evaluation as defined in the RFP. The bidders fulfilling the eligibility criteria and technical evaluation conditions shall be considered as technically qualified. These technically qualified bidders would only be considered for Financial Proposal evaluation. The mentioned technical criteria are required to be eligibility for further consideration in the bid process. Noncompliance in any of the criteria mentioned would disqualify the bidder from proceeding to the next stage of evaluation.

- (i) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the PMML based on this RFP.
- (ii) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by PMML. PMML may cancel this public procurement at any time prior to a formal written contract being executed.

2.37. Abnormally Low Bids & Unresponsive Bids

- (i) If a firm quotes NIL charges/Consideration, the bid shall be treated as unresponsive and will not be considered.
- (ii) Abnormally low financial bids will be handled as per the guidelines issued by the Ministry of Finance, Government of India and for predatory pricing and abnormally low bids evaluations.
- (iii) The bidder with Lowest Service Charge will be awarded the tender.
- (iv) Following may lead to declare a proposal non-responsive:
 - If a proposal is not submitted as specified in the RFP document
 - If it is found with suppression of details
 - If it is submitted with conditional and partial offers
 - If it is submitted without the documents requested in Section 1
 - If it has non-compliance of any of the clauses stipulated in the RFP

2.38. Indemnity

The bidder shall obtain necessary trade and other license/ permission as may be required to carry out the tendered job and at all times indemnify the PMML against all claims which may be made in respect of any right protected by patent, copyright, registration or Trade Mark and shall take all risk of accidents or damage which may cause a failure of the supply and the entire responsibility towards fulfilment of the Contract. In the event of any claim in respect of alleged breach being made against the PMML, the PMML shall notify the bidder of same, and the bidder shall be at liberty at his own expense, to settle any dispute or to conduct any litigation that may arise there from.

2.39. Termination of Contract for default

- (i) The PMML without prejudice to any other remedy for breach of Contract, by a written notice of not less than 7 (Seven) days sent to the Successful Bidder may terminate the Contract/ blacklist in whole or in part for any of the following reasons:
 - If the Successful Bidder fails to deliver and perform any or all the Services within the period(s) specified in the contract, or within any extension thereof granted by the Purchaser; or
 - If the Successful Bidder fails to bid or respond for three consecutive bid given by the PMML without assigning any satisfactory reason to PMML in writing or by email; or
 - If the Successful Bidder fails to perform any other obligation(s) under the contract; or
 - Laxity in adherence to standards laid down by the PMML; or Discrepancies/deviations in the agreed processes and/or Services; or Violations of terms and conditions stipulated in this RFP.

- (ii) In the event the PMML terminates the Contract in whole or in part for the breaches attributable to the Successful Bidder, the PMML may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Successful Bidder shall be liable to the PMML for any increase in cost for such similar Services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.
- (iii) If the contract is terminated under any termination clause, the Successful Bidder shall handover all documents/ executable/ Purchaser data or any other relevant information to the PMML in a timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the PMML.
- (iv) The PMML's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as deemed fit.
- (v) In the event of failure of the Successful Bidder to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the PMML at its sole discretion may make alternate arrangements for getting the Services contracted with another vendor. In such case, the PMML shall give prior notice to the existing Successful Bidder. The existing Successful Bidder shall continue to provide services as per the terms of contract until a 'New Bidder' completely takes over the work. During the transition phase, the existing Successful Bidder shall render all reasonable assistance to the new Bidder within such period prescribed by the PMML, at no extra cost, for ensuring smooth switch over and continuity of services. If an existing Successful bidder is breach of this obligation, they shall be liable for paying a penalty as provided in the Penalty Section of this document, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period or by invocation of Performance Bank Guarantee. PMML or the "Successful Bidder" can terminate the contract in the event of default of terms and conditions of this RFP or the contract by the other party by giving 1 month written notice.
- (vi) Upon termination of this Contract due to any reason whatsoever or upon expiration of this Contract, all rights and obligations of the Parties hereunder shall cease, except
 - such rights and obligations as may have accrued on the date of termination or expiration,
 - the obligation of confidentiality set forth herein,
 - and any right which a Party may have under the Applicable Law.

2.40. Payment

- (i) The Bidder must submit the bills after compilation/completion of every month;
- (ii) Payment shall be made on an actual usage basis based on Projects mentioned in the scope of work (Project wise). The bill submitted by the bidder should be duly certified by the concerned project officer of PMML. No advance payment will be made. Payment shall be made only to the basis on actual consumption of services, duly supported with the requisite details of services.

- (iii) Invoice (i.e. Tax invoice as per Service Tax rules clearly indicating Tax registration number, Service Classification, rate and amount of Tax shown separately).
- (iv) The agency will submit a bill, in the name of PMML.
- (v) No claim for interest will be entertained by the PMS in respect of any payment/deport which will be held with the Centre due to a dispute between the PMML & Bidder or due to administrative delay for reasons beyond the control of the PMML.
- (vi) All Taxes per applicable rules from time to time will be deducted at applicable rates from all payments made by PMML.
- (vii) The payment is mandatory through NEFT/RTGS only.
- (viii) For the purpose of On-account payment, the bidder shall submit detailed activities carried out as per BOQ recorded, along with recorded bill for the item actually executed for checking and payment. Payment will be affected based on unit rates as approved in the Bill of Quantities. The payment shall be made on a quarterly basis for the activities carried out as per the work orders in a month. At the end of the month, the bidder shall submit necessary documents & Bill in the standard format for payment.

3. Penalty Clause

- (i) After the award of work if the bidder fails to commence the work from the date as mentioned in the agreement, the PMML will levy penalty in the following manner:
- (ii) 2.5% of cost of order/agreement per week, up to four weeks delays subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges)
- (iii) After four weeks of delay, PMML may cancel the agreement and get this job carried out preferably by another agency from open market. The difference, if any, will be recovered from the defaulter Bidder and he shall also be blacklisted from participating in such type of a tender for a period of four years and its Performance Security may be forfeited, if so warranted.
- (iv) If at any given point of time it is found that the bidder has made a statement which is factually incorrect or if the bidder doesn't fulfil any of the contractual obligations, the PMML may take a decision to cancel the contract with immediate effect. Further, performance security of the agency may also be forfeited if the performance of the agency is not satisfactory.

4. Liquidated damage

The job includes the services mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the Bidder for sum not less than 2.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, PMML reserves the right to terminate the contract and PMML will get the job completed by any other competent party. The difference of cost incurred by PMML will be recovered from the Bidder.

5. Eligibility Criteria

5.1. Pre-Qualification Eligibility Criteria

The Bidder must possess the requisite experience, strength, and capabilities to provide the services necessary to meet the requirements, as described in the RFP. The invitation to the bids is open to all the Bidders who qualify the below eligibility criteria:

Clause No.	Eligibility Criteria	Documents to be submitted
1.	The Bidder should be registered under the Companies Act, 1956 or Companies Act, 2013 or a partnership firm registered under Indian Partnership Act, 1932 or Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 and should be in existence for at least past 5 years.	Copy of Certificate of Incorporation/ Partnership deed/ Registration self-certified by the Authorized Signatory of the company.
2.	The bidder must submit EMD.	Bid Security declaration.
3.	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors/Partners of the Bidder to sign the Bid on their behalf.	Power of Attorney executed in Favor of authorized signatory.
4.	The Bidder should not have been blacklisted by any Governmental or quasi-Government entity in India for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on the date of submission of Bid.	Self-declaration of letterhead of the bidder.
5.	The Bidder should have neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or agreement or have had any agreement terminated for breach.	Self-declaration of letterhead of the bidder.
6.	The bidder should submit a valid GSTIN and PAN Number.	Copy of the GST Certificate and PAN.
7.	The Net Worth of the Bidder must be positive as per the last three financial year's 2021-22, 2022- 23, 2023-24 audited Balance Sheet	Certificate duly signed by Statutory Auditor/ CA/ Company Secretary of the Bidder mentioning the net worth.
8.	The bidder should have a valid ISO certification. ISO 9001:2008, ISO 27001	Copy of certification which is valid on date of Submission

9.	Average Annual Turnover of Bidder during the last three (3) financial years (FY 21-22, FY 22-23, FY 23-24) as per the last audited balance sheets of INR 1 Crore.	Audited Balance sheet and Profit & Loss statement and Certificate from the statutory auditor.
10.	The Bidder should have experience of implementing / providing E-Office/Workflow Automation services for at least Three (03) entities in any Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies / Societies in India/ Private Sector Companies. Value of each Projects cited should not be less than Rs 5 Lakh	The participating bidder to produce copy of the work order/contract agreement/completion certificate from the client, providing details confirming the compliance to the required criteria. The Project cited must be successfully operational for at least last 01 Year
Only those bidders who qualify all Pre-qualification/ Eligibility Criteria requirements shall be qualified for technical bid evaluation.		

- (i) The Bidders not meeting even one of the qualification criteria as mentioned below shall be summarily rejected.
- (ii) The Bidders who meet the given minimum qualifying criteria are eligible to apply and bidders which do not meet the necessary eligibility criteria will not be considered for further evaluations.
- (iii) Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have:
 - Made any misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
 - Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.; and / or
 - Participated in the previous bidding for the same work and had quoted unreasonably high bid prices and could not furnish rational justification to the Authority.
- (iv) The Bidder shall submit completion certificates from Authority clearly indicating the nature / scope of work, actual completion cost and actual date of completion for such work should be submitted. The offer submitted without this documentary proof shall not be evaluated.
- (v) Actual Completion Date and Actual Completion cost as indicated in completion certificate issued by the Authority shall be considered for the evaluation.
- (vi) **Presentation and demo by the Bidder:**
The bidder fulfilling the Minimum Technical Eligibility Criteria and as approved by the Technical Evaluation Committee will be invited for a presentation in the premises of the PMML at a designated date and time. The vendor needs to present its company profile, capabilities, scope of work adherence and experience in a 20 minutes presentation in front of the Presentation Evaluation Committee.

IMPORTANT: It is mandatory to furnish relevant documents, proof for the requirements mentioned above.

5.2. Technical Eligibility Criteria

The Bidder shall submit the scanned copy of following documents along with company file while submitting the bid documents: -

- (i) Bid Security: Bid Security is to be furnished in accordance with clauses of ITB and bid submission as perform. Alternatively, documentary evidence for claiming exemption, if any, from payment of Earnest Money.
- (ii) Self-attested ID proof, address proof, Pan Card, and a recent passport size coloured photograph of authorized representative.
- (iii) Certificate of Incorporation, Articles and Memorandum of Association in case of companies/Partnership Deed and Registration of Partnership Firm in case of Firms.
- (iv) Documents mentioned in the qualification criteria.
- (v) MSME Certificate (if applicable).
- (vi) National Electronic Fund Transfer (NEFT Form) for payment in Indian Rupee.
- (vii) Certificate of Chartered Accountant showing annual turnover for the last three financial years (_____). Copies of Balance Sheet, Profit and Loss Account statement etc need not be enclosed.
- (viii) Income Tax returns filed for the last three financial years. (_____).
- (ix) Goods & Services Tax Certificate
- (x) PAN Number.
- (xi) The bidder has not been debarred/blacklisted during the last three financial years.

Note-1: *The bidding companies /firms /agencies are required to attest (self-attestation) the scanned copies of documents, along with the bid, signed on each page with seal, to establish the bidders' eligibility and qualifications failing which their bid shall be summarily rejected and will not be considered. The bidders are responsible for what they attest and claim; if, later on, it is found that whatever has been attested by the bidder is not true/ correct, the company/ firm / agency of the bidder will render itself liable for punitive action including black- listing for purpose of procurement of any service (s), in addition to attracting penal provisions of the agreement.*

Note-2: *The bidders shall execute necessary instrument and documents required by PMML in relation to the bidding documents and shall adhere to all notification/amendments as may be issued by the PMML from time to time. All costs (including taxes, stamp duties and registration charges if any shall be borne by the bidders)*

Note-3: *The successful bidder shall provide necessary license from licensing authority for running the business at client's site.*

Note-4: *The Technical bid shall not include any financial information. Such a bid shall be summarily rejected.*

5.3. Technical Evaluation Criteria

S. No.	Technical Criteria	Maximum Marks
1	Annual Turnover: The Bidder should have an average annual turnover of minimum 1 Crore each in the last three financial years. CA certified Audited Balance Sheets for last three years to be submitted (2021 - 2022, 2022 - 2023, 2023 - 2024)	5
2	Compliance Standing: Bidders standing for the proposed E-Office/Workflow Automation solution and services with respect to requirements stated by PMML in this RFP – Please refer ToR.	15
3	Approach & Methodology – The bidder should submit a document to substantiate his approach towards the project including Approach Methodology, Work Plan, QA Plan and how Bidder will do the customization as per PMML requirements	10
4	<p>Experience: The bidder must have completed or substantially (work in which at least 80% have been paid) completed of similar works during last 5 years (2019-2024) should be either of the following: -</p> <p>One similar completed work for 100 employees with different institutions of Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies, Societies or Private Sector Companies. Value of Project should be more than 10 Lakhs Exclusive of Taxes</p> <p>Or</p> <p>Two similar completed works each for 70 employees with different institutions of Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies, Societies or Private Sector Companies. Value of each Project should be more than 7.5 Lakhs Exclusive of Taxes</p> <p>Or</p> <p>Three similar completed works each for 50 employees with different institutions of Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies, Societies or Private Sector Companies. Value of each Project should be more than 05 Lakhs Exclusive of Taxes</p> <p>Bidder should be able to substantiate delivery of above through work experience documents produced as a part of technical response along with potential live walkthrough of production site would be needed.</p> <p>Similar Work Shall mean Deployment of E-Office/Workflow Automation Solution Customization and system should be running for at least 1 Year or should have completed annual maintenance support for 1 Year</p>	20

5	<p>Govt / Public Sector implementation experience – The bidder must have completed (or substantially completed in which at least 80% have been paid) implementation of E-Office/Workflow Automation solution in institutions of Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies, Societies or Private Sector Companies. (for minimum of 100 employees) during last 5 years (2019-2024)</p> <p>02 Marks for Each Project with maximum of 10 Marks for Five Projects</p>	10
6	<p>Bidders should also submit relevant Quality Certifications such as ISO 9001, PCMM, ISO 27001</p> <p>02 Marks shall be awarded for each certificate with maximum of 05 marks for three or more certificates</p>	5
7	<p>The prospective bidder should deploy a suitable resource at PMML. Resource should be BE/BTech/MCA with minimum 03 years of experience</p> <ul style="list-style-type: none"> a. Education Qualification – 1 Marks b. Past Experience – Maximum of 03 Marks where 1 Marks will be given for implementation of E-Office/Workflow Automation Solution and maintenance or 1 Years of Customization & AMC / Support Experience c. Certifications for Project Management – 1 Marks 	5
8	<p>The Presentation cum demo will be evaluated as per the following parameters:</p> <p>Bidders Capabilities including E-Office/Workflow Automation Solution/Portal Experience</p> <p>Scope of work adherence</p> <p>Technology Architecture & Deployment Architecture</p> <p>Integration Experience</p> <p>ICT Infrastructure Component Configuration</p> <p>Unpriced BoQ & Technical Stack Details</p> <p>Proposed implementation Team</p>	30
	TOTAL	100

The tender shall be awarded on Quality cum Cost Based System (QCBS) selection Basis. Under this method, the selection would be based on both the quality of the technical bid and the costs shown in their commercial bid.

5.4. Financial Bid Criteria

This should be uploaded online in the prescribed PDF format as per **Annexure VI** of bid document.

- (i) The authorized signatory of the bidder must sign the bid, duly stamped at appropriate places with initial on all the remaining pages of the bid. A person signing (manually or digitally) the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrantee that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, PMML may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all cost and damages.
- (ii) No condition shall be attached to the Financial Bid. Conditional bids shall be summarily rejected.
- (iii) It is the responsibility of Bidder to go through the Bidding Document before offering rates as per price schedule.
- (iv) All pages of the Bid should be page numbered and indexed.
- (v) All payments in Indian Rupee will be made through National Electronic Fund Transfer (NEFT)/ RTGS System. Bidders are required to fill and attach the NEFT Mandate Form attached as per Section along with their offers, if not already executed in PMML. Notification of Award will not be issued without NEFT Mandate Form.

5.5. Financial Bid Evaluation

- (i) Bidders should submit the financial bid as per the format given in Annexure.
- (ii) The bids will be evaluated on Quality and Cost Based Selection method (QCBS) basis with 70% weightage on technical score and 30% weightage on financial score.
- (iii) $\text{FINANCIAL SCORE} = 100 \times \frac{\text{FINANCIAL PROPOSAL OF LOWEST BIDDER}}{\text{FINANCIAL PROPOSAL OF BIDDER UNDER CONSIDERATION}}$ {Adjust to two decimal places}
- (iv) THE COMPOSITE SCORE SHALL BE COMPUTED AS FOLLOWS:
- (v) $\text{COMPOSITE SCORE} = (\text{TECHNICAL SCORE} \times 0.70) + (\text{FINANCIAL SCORE} \times 0.30)$
- (vi) The bidder with the highest composite score will be declared as the successful bidder. In case of tie in the highest composite score of multiple bidders, the bidder with higher technical score will be declared as the successful bidder.
- (vii) **Note: Technical score is the technical marks scored by the bidder in the technical bid.**

6. Payment Schedule

Payment to the successful bidder shall be released as per the following schedule post approval of stage completion from the Purchaser, given the following timelines are met.

(T = Date of allotment of work to the successful bidder)

Milestone	Description	Payment
I	Submission of High-Level Design (HLD) Document & FRS and SRS based on PMML requirements and requirements mapped with functionalities	10% of the Contract Value
II	Deployment for PMML and initiating User Acceptance Test (UAT) of functionalities by PMML users Supply & Installation of Hardware and Deployment for PMML and initiating UAT of functionalities by PMML users	20% of the Contract Value
III	Go Live of Portal	10% of the Contract Value
IV	Project Acceptance (30 Days after go Live)	10% of the Contract Value

Milestone	Description	Payment
I	O&M Charges for E-Office/Workflow Automation Solution (after go Live)	50% of Total Contract Value shall be paid in 24 equal Monthly Instalments

7. Award Of Contract

a) Notification to Bidder

Purchaser will notify the successful Bidder online that its proposal has been accepted. The notification of award, termed as Letter of Intent/Letter of Award or LOI/LOA in sections to follow, will lead to the signing of the Contract. Upon the successful Bidder's furnishing of performance bank guarantee, Purchaser will promptly notify each unsuccessful Bidder online and EMD will be returned as per the RFP.

b) Signing of the Contract

Purchaser shall enter into a Contract, incorporating all Agreements, as specified in this document, with the successful Bidder. The successful bidder shall sign the agreement within 7 business days of award of contract.

c) Validity of the Contract

The Contract / Agreement will be valid till the completion of work.

d) Expenses for the Contract

The incidental expenses of execution of Contract shall be borne by the successful Bidder.

e) Failure to abide by the terms of Contract.

Failure of the successful Bidder to agree with the Terms & Conditions of the Contract shall constitute sufficient reason for the annulment of the award, in which Purchaser may forfeit the EMD, Performance Bank Guarantee or both. In this case, re-tendering will be done.

f) Invoicing

The Successful bidder needs to obtain Approval from the Purchaser after every deliverable. Following this, the Successful bidder shall submit an invoice to Purchaser along with a successful certificate.

8. Scope of Work

The scope of implementation of E-Office/Workflow Automation Solution envisages a complete turnkey solution which may inter-alia includes supply, Install, and maintain E-Office/Workflow Automation software, third party software (if any), customization of the E-Office/Workflow Automation system, system integration, training to end users and supply, install, configuration of the various instances, commissioning of the required hardware for implementing the project.

To achieve project objectives, bidders shall supply, install, configure & commission an appropriate E-Office/Workflow Automation system with all the required system software such as Operating System, Database and Hardware etc. All software components in scope will carry two-year warranty and operation & maintenance. All hardware components in scope shall have three years OEM warranty and AMC. This solution will provide a platform to store company wide paper-based documents & other electronic contents with proper indexing & Meta data for their easy retrieval, as & when required. This solution should also facilitate movement of files digitally, defining workflow, collaboration among users and Dak / Correspondence movement in the automation of day-to-day office activities and processes on the digital platform, eliminating movement of Papers & files in physical form. The solution is required to be implemented across all divisions / department of PMML. Electronic Office /Workflow Automation Solution shall create a long-term foundation of having an integrated platform for performing key business functions. Following is the functional requirements of E-Office/Workflow Automation Solution which needs to be implemented at PMML. As part of the project, PMML intends to implement E-Office/Workflow Automation Solution which shall lead to:

- (i) Processing of files/ documents electronically
- (ii) Workflow management
- (iii) Easy Tracking & Monitoring of each file/ document
- (iv) Easy search for files/ documents and conversations
- (v) Reduced file processing time and hence accelerated decision-making process.
- (vi) Establishment of a central repository of common files/ documents.
- (vii) Additional security to files/ documents
- (viii) Enable digitization by providing the technology platform for key-business documents should seamlessly get referenced and stored in Paperless system with tagging to relevant file, process, or document.
- (ix) This should include.
 - Establish a centralized document repository & route them electronically, to reduce paper-based working & achieve Paperless Office functioning in PMML.
 - Provide a platform to perform business transactions in paperless manner.
 - Provide a unified platform for the users to transact with inter/intra division and existing or upcoming IT systems.
 - Provide platform for generation of various MIS reports.
- (x) The software supplied must include:
 - Electronic Office/Workflow Automation Solution Modules
 - Correspondence/DAK Management
 - Document Management
 - File Management
 - Workflow Management
 - Office Note Management

- All the Software for Application Server, Middleware (As required for the office solution to run) etc.

Bidders has to supply, install, implement & configure offer all the required software and hardware components including but not limited to operating systems, Database, Servers etc. The infrastructure for E-Office/Workflow Automation solution shall be designed in High Availability Mode with no single point of failure. Application & Database servers shall be configured in HA (Active-Active) Mode in separate servers to enable redundancy.

Integration with Digital Signature

For enhanced security the proposed E-Office/Workflow Automation Solution shall be integrated with digital signature (DSC) and interface with other existing and upcoming IT Systems and application(s), as per details given below:

- a. Integration with NIC email – Mail Messaging Solution
- b. Integration with Digital Signature (Class III with signing and encryption).

For ensuring security, PMML E-Office/Workflow Automation Solution users shall use digital signature and shall sign all the files using their digital signature. The proposed solution must be implemented in such a manner that users can use their DSC to sign the files and without valid DSC no workflow should be initiated or PMML data can be accessed.

8.1. General requirements

(i) The Bidder shall consider following requirements to offer a suitable solution:

- The offered solution shall meet the functional & technical requirements as laid out in the RFP.
- Bidders will independently assess the requirements, customize and configure the proposed solution to manage all the activities / processes required for implementation of E-Office/Workflow Automation Solution.
- Bidder shall provide E-Office/Workflow Automation Solution and deploy it as on PMML Premise and provide manpower support to PMML for smooth operations of this system hence the service provider is expected to propose and factor hosting of the application at PMML premise manage the complete ICT operations (including hardware & software) and provide list of servers services which shall be used for hosting the system. All infrastructure pertaining to hosting shall be borne by service provider.
- Bidder would need to install E-Office/Workflow Automation system at PMML as on premise manner at PMML so that it is easy to take for backup and facilitates audit and other purposes. PMML must have E-Office/Workflow Automation Solution Data all the time and it will be the responsibility of bidder to provide all E-Office/Workflow Automation Solution data to PMML.
- The proposed solution shall use enterprise class components which are suitable to scale up to meet requirements of PMML, as also specified in this RFP.
- The solution shall incorporate industry best practices and be compliant to legal, regulatory and statutory requirement of working in paperless environment and digital transactions.
- The solution must be scalable to meet the growth in business and document volume for the lifetime of the system, as per requirements given in RFP.

- The solution should be based on multi-tier architecture with following indicative layers:
 - Presentation/ Client / Web Application
 - Middleware
 - Database
- The solution shall be web based and provide interface with ERP and other existing & upcoming core and business IT systems, to push or pull data from respective systems.
- PMML envisages that deployment of E-Office/Workflow Automation system shall be on premise and the infrastructure for E-Office/Workflow Automation Solution shall be designed in High Availability Mode with no single point of failure. Application & Database servers shall be configured in HA (Active-Active) Mode in separate servers to enable redundancy.
- PMML shall provide the LAN connectivity for the solution.
- The bidder shall provide onsite support for operations and maintenance of the system after roll-out/ go-live till the support period. For this Bidder shall deploy one personnel at PMML.

(ii) Following activities will be in the scope of work for the successful bidder:

- Supply of E-Office/Workflow Automation Solution and associated components, including but not limited to applications server, database, middleware etc.
- Devise solution architecture to meet the required performance parameters.
- Planning, design, implementation, installation & commissioning of E-Office/Workflow Automation Solution and associated hardware/ software configurations at PMML.
- Conduct user acceptance test and associated trainings including handholding for hand-over the system to PMML.
- Post-implementation (go-live) and stabilization phase , the successful bidder is expected to carryout operation and maintenance of offered E-Office/Workflow Automation Solution and hardware as per the SLA mentioned in RFP.
- Carry out change management and control for customizations required during the contract period.
- Support transition for exit management after completion of contract period or at premature termination of contract.
- Provide all technical and functional documentation created during implementation of the project and for maintenance and operations.
- The successful bidder is expected to provide an end to end integrated E-Office/Workflow Automation Solution which shall include all software, hardware, database etc. The bidders are expected to provide complete details of the proposed solution in the bid.

(iii) The scope components identified below have been elaborated in the next section. The scope of work also includes the responsibility matrix and exit management scope.

- Supply of Software/ Licences for proposed E-Office/Workflow Automation Solution, (including any peripheral applications, database, middleware, environmental software, or any other similar component as required for the E-Office/Workflow Automation solution/system to run and remain operational at PMML.
- Supply of Hardware, Software and Bandwidth Sizing
- E-Office/Workflow Automation Solution – Implementation Services
- E-Office/Workflow Automation Solution– Roll-out & Stabilization Services

- E-Office/Workflow Automation Solution – Operations and Maintenance Services
- Implementation of E-Office/Workflow Automation Solution across PMML would entail a total user base of **approximately 100 users**.

(iv) The successful bidder shall supply all the software licenses required for the proposed E-Office/Workflow Automation Solution including ECM, database and any other related software required for successfully operationalizing the solution proposed in the bid.

The software supplied must include: (list details)

- E-Office/Workflow Automation Solution
 - Correspondence/DAK Management
 - Document Management
 - File Management
 - Workflow Management
 - Office Note Management
- The successful bidder shall provide complete documentation (including legal documentation) of all subsystems, licensed system software, licensed utility software and other licensed software. The documents at a minimum should include hard copies and soft copies (two sets each) to be supplied along with E-Office/Workflow Automation Solution licenses and associated solution software of the following:
 - Technical manuals
 - Installation guides
 - User manuals
 - System administrator manuals
 - Toolkit guides and Troubleshooting guides
 - The successful bidder shall supply all customization scripts to PMML for all custom developments made during the course of the implementation.
 - The AMC Support for the E-Office/Workflow Automation Solution shall include Hardware, Software support from OEMs and O&M Support after Go-Live for the contract duration. O&M shall start from the date of Go-Live for a period of 2years and additional 1 year which will be at discretion of PMML.
 - The O&M Support will include Software support would include all version upgrades, patches/fixes, upgrades, 9 X 6 support for electronic office/workflow automation (E-Office/Workflow Automation Solution) solution as per agreed SLAs, compliance of mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.), performance fine tuning, problem resolution for the database, middleware and the application software for total solution etc.
 - The successful bidder shall provide complete documentation of all the components provided. The documents at a minimum should include hard copies (two sets each) and soft copy to be supplied along with E-Office/Workflow Automation Solution licenses and associated solution software of the following:
 - Technical manuals/ data sheets.
 - Installation guides.
 - User manuals.
 - System administrator manuals.
 - Toolkit guides and Troubleshooting guides.
 - The successful bidder should provide comprehensive three-year onsite warranty and AMC for three years to be renewed (at the discretion of PMML) for proposed E-Office/Workflow

Automation solution. The warranty and AMC would include preventive maintenance, performance fine tuning, error rectification of the total solution provided by the bidder.

(v) The implementation scope would include all such activities required to make the E-Office/Workflow Automation Solution operational. The activities under implementation would include:

- Project Preparation
- Design
- Configuration / Customization
- Testing
- System Acceptance / User Acceptance
- Training and Change Management
- Documentation
- Final Preparation
- Cutover and Go-Live
- Post Go Live Stabilization Support

During implementation successful bidder shall provide requisite support to the users for the adoption of the system wherever it is required at PMML.

A. Project Preparation

The successful bidder shall prepare a Project Management Plan including detailed project plan, indicating all activities with resources required, their roles and responsibilities and time schedule of deliverables at the start of the project and submit to PMML for approval.

- The project charter should also contain brief project description, approach and methodology, milestones, project organization, project risks and mitigation plans, and dependencies.
- The project charter should include a detailed program for installing and implementing the E-Office/Workflow Automation Solution covered under this RFP. The program shall be in the form of a bar chart/ master network identifying.
- The successful bidder shall form a project team comprising project manager who should have implemented at least 1 similar projects as project manager in last 3 years), business analyst, functional consultant, developer, tester, ERP consultant. The team members deployed for this project should have experience of implementing at least one E-Office/Workflow Automation Solution.

B. Testing

The Successful bidder shall provide details of tests being carried out during the implementation (e.g., including conference room pilots, unit tests, System integration tests, Stress tests and final user acceptance test) and associated test cases. The test cases shall be validated by Core Team.

- Successful bidder shall prepare documents capturing the strategy for performing testing for the E-Office/Workflow Automation. This document would include, at minimum, testing plans, schedules, content and training approach and methodology. Testing strategy should define the requirements and goals of E-Office/Workflow Automation's configuration, determine the tools and methods used to check that the system responds correctly, determine how and when the test will be performed and recommend how the approval process should happen.

- Successful bidder shall be responsible to identify and inform PMML regarding testing requirements and impacts.
- Successful bidder shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined.

C. System Acceptance

The Successful Bidder shall develop acceptance test procedures for PMML approval. The purpose of this acceptance is to ensure conformance to the required process operations, response times, and integrity of the E-Office/Workflow Automation after installation, and to eliminate any operational bugs. Acceptance testing has to be conducted in the test system. System Acceptance would also include:

- Fine tuning of the solution and assurance that all proposed supplementary software components are installed.
- All the acceptance tests should be carried out before Go-Live at respective sites.
- Bidder at its own cost shall get the E-Office/Workflow Automation environment audited through a CERT-IN empaneled auditor.
- At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for migration and Go-live.

D. Post Go-Live Support and Stabilization Phase

Post go-live support and stabilization shall span for 1 month from the go-live.

- The Successful bidder shall provide post Go-Live support, as part of the scope of the project.
- During post go-live support and stabilization period, the successful bidder shall help PMML users to correct any errors incurred while utilizing the E-Office/Workflow Automation, generating reports, handholding for one quarter closure or one month closure.
- The Successful bidder needs to update the required changes in user & configuration manuals and deliver to PMML prior to the completion of stabilization support.
- Stabilization period may be extended in case any critical issues are raised by PMML during the implementation phase. Subsequent to the successful closure of all the critical issues, PMML shall provide sign-off for the stabilization support period.

E. Exit Management

In the event of termination or expiry of contract, the bidder shall be responsible for the following transition activities to be completed across a transition period of 1 months (within the contract period). These activities shall also be applicable in case of reduction in scope of services if applicable.

- The transition period shall begin when the successful bidder has completed the following:
 - List of Hardware and Software assets
 - Handover of Technical documentation
 - Handover of Configuration and design documents
- The successful bidder should provide knowledge transfer to new operations team through workshops, discussion sessions and responses to queries.
- The successful bidder should provide at least two weeks of shadow Operations and Maintenance Support services, where the new operations team and the successful bidder's operations team shall work in parallel.

- The bidder should ensure that its team has handed over administration rights/ passwords to the new operations team.
- The successful bidder shall ensure that the infrastructure (software and hardware (in case contract is terminated during post go-live support and stabilization phase)) are handed over to PMML in a complete operational condition to the satisfaction of PMML.
- The Successful Bidder shall ensure that all the documentation including architecture diagrams, policies, procedures, asset registers, configuration documents, original licenses and all other documents in relation to the Works as per the agreed terms are kept up to date and all such documentation is handed over to PMML.
- In addition, any information/ data (such as business data, PMML specific information, internal policy documents, data from helpdesk tool etc.) gathered or generated by the successful Bidder during the term of the Contract would be the property of PMML and the same should be handed over to PMML in native format/ decrypted format at the end or termination of the Contract.
- PMML reserves the right to assign the contract for operations and maintenance to any third party on the termination or expiry of the contract.

- **Training and Change Management**

1. The successful bidder will be responsible for training the designated team (functional and technical) of PMML for the Electronic office solution covering product features, configuration, customization, parameterization, operations, management, error handling, system administration, etc. with respect to Electronic Office Solution.

2. PMML users of the locations shall be trained at PMML office by successful bidder before the go-live. After the stabilization period these power users shall impart user trainings and support as and when required.

3. The successful bidder shall also conduct workshop (independent from the training session for primary team) for the senior management of PMML. This workshop shall cover the capabilities and functionalities of the implemented solution.

4. With regard to activities under the scope of the bidder in this RFP; the bidder needs to provide a comprehensive training methodology document and the training should cover at least the following areas:

- a. a. Functionality available in the solution
- b. b. Customization development
- c. c. Parameterization
- d. d. Data Migration
- e. e. Impact analysis
- f. f. Auditing techniques
- g. g. Advanced user training
- h. h. Advanced trouble shooting techniques
- i. i. Deployment of various products/ packages as part of the solution
- j. j. Techniques of generating various MIS reports from the solution provided
- k. k. Advanced training on database systems and network systems to be used by the proposed solution

5. The successful bidder will be responsible for providing the users with the requisite training material (for functional training, technical training, and end user training material and other relevant material) in both hard and soft copies.

8.2. Functional Requirements for E-Office/Workflow Automation Solution

Bidders need to provide Solution Type against each Functional/Technical Requirement listed in Table below for each Functional/Technical Requirement. Against Each Functional/Technical Requirement bidder has to fill compliance as S, C, N as defined in below table.

Solution Type Offered by Bidder for Functional/Technical Requirements	Description
	Standard(S)
Customization(C)	If bidder will customize the standard product to meet the functionality
Not Available(N)	If the functionality is not feasible

Functional Requirements for E-Office/Workflow Automation Solution

The offered functional solution shall be evaluated through in-built feature and features through customization. The solution has to achieve more than 70% marks to become acceptable.					
I. Functional/Technical Requirement		Solution Type I			Remarks
		Standard	Customization	Not Available	
		(S)	(C)	(N)	
General Requirements					
A.	The solution should be device independent and work seamlessly on devices such as mobiles, tablets etc.				
B.	The solution should be available in English & Hindi languages and should have Unicode support.				
C.	The solution should be fully web- based with preferably no client component installation required on the user's workstation.				

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D.	The solution should be platform Independent. It should support commonly used open source and proprietary platforms (OS, DB, Web Server, App Server, monitoring platforms etc.)		
E.	The solution should be secure with complete access and role management features.		
F.	The solution must not, by its own architecture or design, impose any practical limit on the number of files/ documents that can be created/ handled at any point		
G.	The solution should be compatible with technologies and communication platform such as (Operating system and productivity suite) running within PMML		
H.	The system must offer full application security and information on all security events must be recorded on an audit trail.		
I.	The solution should be able to be accessed remotely, via VPN or Internet		
J.	The solution should have the capability to offer context specific "HELP" to users and should accessible from each screen in the solution.		
	Document Upload Features		
1	The Solution Should provide an integrated capability for uploading and centralized Document Capturing and storage.		
2	The Solution Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.		

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3	<p>The Solution Should be able to support the capture of digital records of at least the following formats:</p> <ul style="list-style-type: none"> • Emails and attachments • OCR documents • Images - .tiff, jpeg, gif, PDF etc. 		
4	The Solution shall support Import of image and electronic documents		
	Architecture & Scalability		
5	The Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering		
6	The system should store index information in database.		
	Archival of Electronic documents		
7	The System shall support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder		
8	The System shall provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc.		
9	The system shall provide search facility to in the same interface, so that users are able to search the documents by name department type etc		

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10	The system shall support versioning of documents with facility to write version comments		
11	The system shall allow Locking of documents for editing and importing it back into the system through check in/Check-out features		
12	Repository should be format agnostic.		
	Document View		
13	The System shall support Applet for viewing Image documents-		
14	The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.		
15	Support archival & view of PDF/A format documents(open ISO standard for long term archival of documents)		
16	Document view shall have the provision to draw a line, insert arrows etc over image document.		
17	The system shall provide facility of putting text, graphic and image annotations on scanned document pages.		
18	The system should have mobile application for retrieval and archiving of documents		
	Annotations		
19	The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.		

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20	The system shall support automatic stamping of Annotations with user name, date and time of putting annotations.		
	Indexing		
21	The System shall provide facility to index folders, files and documents on user-defined indexes like department, ministry, file number, year etc.		
22	The system shall facilitate manual and automatic indexing using OCR functionality		
23	The System shall support Automatic full text indexing for Text search		
	Search and Retrieval		
24	The system shall provide extensive search facility to retrieve documents or Folders/Files		
25	The system shall support saving of search results		
26	The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc.		
	Security & User Management		
27	The E-Office/Workflow Automation system shall support definition of Users, Groups and Roles relation in the system		
28	The system shall support access permissions on Folders, documents and object level		
29	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).		

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30	The System shall support for application based rights		
31	The system shall support system privileges like Create/Delete Users, Define indexes etc.		
32	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database		
33	The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three unsuccessful attempts, password expiry, password history so that passwords are not same as previous passwords etc.		
34	The system shall provide LDAP support for integrating with directory services and shall support single sign on		
35	The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time		
36	The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security.		
	Administration		
52	The system shall support web-based administration module for the complete management of system.		
37	The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries		

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38	The Admin module shall provide easy to use interface for Index structure definition that can be used by different users.		
39	The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated.		
40	The Admin module shall provide facility to take complete and incremental backups		
	Reports and Audit Trails Features		
41	The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports		
42	The system shall support Extensive Audit-trails at user, Folder and Cabinet levels		
43	The system shall provide facility to generate Audit trails on separate actions, and between specific date/times		
44	The system shall support extensive reporting facility at document, folder and user level. Please specify all inbuilt reports available in the system and also provide effort estimates for new Custom reports to be designed		
45	The System shall have audit trail to maintain history of all transactions performed on the system.		
46	The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities.		

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47	The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance.		
	Reminders and Alarms		
48	The system should have the capability to set automatic reminders and alarms to concerned users (through email/SMS etc.).		
	Integration and Web Services		
49	The Solution Should be based on open standards and have API support for data import & export.		
50	The System shall support integration based on standards such as XML		
	Record Management System		
51	The Solution should include Records Management component for long-term archival of content.		
52	The Solution should manage lifecycle of documents through record retention, storage, retrieval and destruction policies.		
53	The Solution should have facility to export/ import electronic record with metadata in XML format		
54	The Solution should provide the configurable capability of record classification as per the record keeping structure (File Plan) of department.		
55	The Solution should have a facility to define disposition schedule / policies for record		

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56	The Solution should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories. The complete schedules would be as per the organizational policies.		
57	The Solution should have a provision to move & track a record among users within office/across locations		
58	When record is moved out of the facility, system should have a capability to capture the transport/ courier detail		
59	The Solution should provide report on the Records in the selected file plan component such as such as number of records present, number of record folder, Record creation date, etc <ul style="list-style-type: none"> • Report on activities of the selected user • Report on the Request/Return activities • Report on overdue items • Report on items borrowed • Reports on records, whose retention period are getting over in specified time • Reports on disposition schedule 		
	File/Office Note Management		
60	The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, color etc.		
61	The system shall have a draft folder to save Office Notes that are created through in-built text editor.		
62	Office Note in draft folder shall be available to the user for editing.		
63	Using workflow feature of a system, user shall be able to route the Office Note for approval		
64	The Solution should have the Green Note sheet.		

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65	The system shall provide a facility to Add / Edit comment to a Note in a workflow.		
66	All the comments shall be appended to the main content of the Note.		
67	The system shall capture the signature of user working on a Note		
68	The system shall capture complete Revision History of a Note at the top of the Note itself		
69	The system shall have the facility to print the Note with Revision history at any point of time.		
70	The system shall have a facility to 'approve' a Note through some actionable control.		
71	The system shall provide an interface to search a and check the status of a Note in workflow		
72	The system shall have a facility to securely archive the Note on approval/ completion.		
73	The System should differentiate between Administrative general files (Subject Files) and Administrative specific files (Special Files)		
74	The System should support handling of different types of files		
75	The system shall have a facility to create/open a new electronic subject file.		
76	Subject File creation shall take at least File Number and File Subject as inputs.		
77	The system shall have a facility to create both main as well as part file.		

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78	The system shall be able to generate a Barcode number on successful creation of a file. This barcode can be pasted on a physical file for tracking, in case physical file is also used.		
79	The system shall have facility to print barcode number of file at any point of time.		
80	The system shall have facility to add documents in the File through upload.		
81	The system should have a facility to search a file-on-File number, file subject		
82	The system should have a index table of all created files		
83	The system shall have a facility to create/open a new electronic file.		
84	The system shall have a facility to create both main as well as part file.		
85	File creation shall take at least File Number and File Subject as an input.		
86	The system shall provide facility to view all letters/documents at the side panel of the folder with note-sheet on other side		
87	The system shall support browsing through the noting on the side panel to facilitate easy identification of any filed document.		
88	The system shall provide facility to users to append their notes, which shall be automatically stamped with user name, date and time		
89	The system shall provide facility to users to link the notes to any document, file and previous notes, so that corresponding objects can be directly opened from the note view		
89	The system shall provide facility to users to append notes in the same paragraph		

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90	The system shall provide security on notes so that Noting/comments once written, signed and forwarded shall not be amendable by any user including originator, however if a new note has not been viewed, the user shall be able to recall and modify the note.		
91	The system shall provide facility to take print out of the noting for filing in paper folder as record		
92	The system shall provide a facility to add new documents in the file by calling native application like Word, Excel etc. from the same interface.		
93	The system shall provide facility to open multiple documents simultaneously.		
94	Using workflow feature of a system, user shall be able to route the file and receive updates / alert when a file is marked to users		
95	The system shall provide a feature to recall a File from other user		
96	The system shall provide an interface to search the status of a file in a workflow.		
97	The system shall provide a facility to track a user / department where a File is pending.		
98	The system shall support the case file management as well as Hindi and English language		
99	File view shall provide facility to view all documents inside file, Noting / commenting, Edit file properties		
	Correspondence/DAK Management		

Selection of Agency for E-Office/Workflow Automation Implementation at PMML

100	The system shall have a repository or predefined folder / area where all new correspondences (DAKs) are received after scanning.		
101	The system shall have a facility to create profile of a DAK in the repository, in case correspondences (DAKs) are not scanned.		
102	The system shall have a facility to add correspondences (DAKs) in electronic format from local computer drive.		
103	The system shall provide a facility to view correspondences (DAKs) and indexing fields		
104	The system shall have a facility to add a Note with a correspondences (DAKs)		
105	The system shall have a facility to add, update and save the correspondences (DAKs) in an existing file.		
106	The system shall have a facility to route the correspondences (DAKs) using workflow feature of a system.		
107	The system shall support ad-hoc routing of a document		
108	The system shall have a facility to prepare response and attach with the correspondences (DAKs) workflow		
109	The system shall provide an interface to track & search the status of a correspondences (DAKs) in a workflow		
110	The system shall have a facility to send the reminders.		

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111	The system shall have a facility to generate various reports w.r.t. correspondences (DAKs) workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc		
113	The system shall have a facility to track a department where a correspondence (DAKs) is pending.		
114	The system shall provide a advanced search interface for tracing & searching a correspondence (DAKs) based on dates, subject, pending with, completed by, pending since etc		
115	The system shall have a feature to recall a correspondence (DAKs) from other user		
	WORKFLOW ENGINE		
116	The system shall facilitate workflow engine to support different types of document routing mechanism including:		
117	Sequential routing -Tasks are to be performed one after the other in a sequence		
118	Ad-hoc routing: Changing the routing sequence by authorized personnel		
119	The solution should allow the user to attach documents and folders in items in workflow		
120	The solution should allow the user to act upon, forward, return or complete items in workflow		

Performance requirement for PMML E-Office/Workflow Automation System

Performance required in terms of response time of application is as per following table (Bidder is to refer these performance parameters while sizing the hardware).

S. No.	Activity	Expected Time	YES/NO (to be filled by bidder)
1.	Menu Navigation - Displaying the appropriate menu as per defined user role and profile	<0.5 Sec	
2.	Screen Opening - Display of the meta data/ document upload screen/ process forms	<0.5 Sec	
3.	Field Navigation - Navigation between different data entry fields in the Screen	<0.5 Sec	
4.	Look up response - Display of items from a List of Values from the paperless system	< 1 Sec	
5.	Look up response - Display of items from a List of Values from the third party system (provided the third party system is functional and responding to query)	< 1 Sec	
6.	Screen Navigation - Navigation between different data entry screens (from one to another)	<0.5 Sec	
7.	Upload/Download of document after committing the upload/download transaction by end user (<5 Mb size document)	<5 Sec	
8.	Navigation to specific page within the document (in a 100 page document)	<3 Sec	
9.	Simple search (On the basis of document name/department)	< 3 Sec	
10.	Medium Complexity search (Full text search with one additional parameter)	< 5 Sec	
11.	High Complexity search (Full text search in a set of 1 million documents)	< 7 Sec	

8.3. Project Schedule

S. No.	Phase	Deliverables	Timelines
1.	Phase 1: Initiation & Planning	-Project Plan -Success metrics defined	T0 + 2 Weeks
2.	Phase 2: Requirements & Design	- Business Requirements Document (BRD) - System Design Document	

3.	Phase 3: Configuration, Customization and UAT commencement and Supply Installation & Configuration of Hardware	- Supply Installation & Configuration of Hardware -Configure E-Office/Workflow Automation Solution - Develop custom modules - System integrations - Commencement of UAT by PMML Users	T0 + 4 Weeks
4.	Phase 4: Post Go- Live Commencement of O&M Support	UAT sign-off completed and subsequent to Go-Live O&M Period starts	T0 + 8 Weeks

*T0 is Date of signing of Contract

9. Service Level Agreements (SLA)

The Bidder must ensure the Solution/support should comply with the RFP/SLA terms and penalties will be imposed on breach of RFP/SLA terms as mentioned below.

Penalties for the shortfall in Performance Levels (SLAs)

Bidder will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 99.5% on 24x7x365. The penalty will be calculated as per the details given below.

Uptime percentage	Penalty Details
A >= 99.5%	No Penalty
99.5% =< A <99%	1% of cost of monthly charges
99% =< A <= 98.5%	2% of cost of monthly charges
A < 98.5%	Penalty at an incremental rate of 1% of cost of monthly charges for every 0.1% lower than the stipulated uptime

S. No.	Service Description	Desired Requirements	Measurement Requirements	Max Response Time	Max Resolution Time	Penalty
1	Availability of E-Office/Workflow Automation Solution including server	99.9% uptime for E-Office/Workflow Automation Solution Application/Service	Measured uptime from system logs	60 minutes	180 minutes	1% of monthly payment for each 0.1% below 99.9% uptime

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2	Incident Management	Quick response for critical issues like bugs, access issues, and data errors	Incident response and resolution	60 minutes	4 hours	1% of monthly payment for each breach of response or resolution time
3	User Support (Employee Queries)	10 to 6 PM access to support for PMML's employee inquiries	Response time measured from ticket submission or contact	60 minutes	4 hours	1% of monthly payment for each breach of response or resolution time
4	System Maintenance and Upgrades	Monthly system updates, including patches, enhancements, and features	Update logs, scheduled maintenance notification, and downtime tracking	1 hour prior to maintenance	4 hours (for unplanned downtime)	1% of monthly payment for each hour of unnotified downtime
6	Data Backup Recovery and Retention	Periodic data backups with 30-day retention	Backup logs and restoration verification	1 hour (in case of failure)	24 hours (for full data recovery)	1% of monthly payment for each breach of backup or recovery SLA
7	System Customization Requests	Customization of E-Office/Workflow Automation system as needed for specific PMML requirements	Tracking of requests and implementation timelines	1 business day	10 business days	1% of monthly payment for each breach of customization timeline

- **Penalty** applies when the service provider fails to meet the required SLA standards.
- The penalty is **1% of the monthly payment** for each instance of non-compliance with the **response time** or **resolution time** set in the SLA. Maximum penalty shall not exceed 10% in case maximum penalty exceeds 10% PMML may terminate the services.
- For **system availability** and other uptime-related issues, penalties are based on a **threshold below 99.9% uptime**, calculated as 1% of the monthly payment for every **0.1% below 99.9% uptime**.
- **Critical incidents** or **data recovery failures** lead to penalties for missed timelines, with 1% of the monthly payment deducted for each SLA breach.

S. No.	Service	Service Level	Min Resolution Time	Max Resolution Time
1.	Critical System Issues	Level 1	60 minutes	120 minutes
2.	Major System Issues	Level 2	2 hours	8 hours
3.	Minor System Issues	Level 3	1 business day	2 business days

Issues Description

S. No.	Issue Type	Issue Description
1.	Critical System Issues	Critical issues are those in which all the functionalities of the solution/portal for all PMML users are not working.
2.	Major System Issues	Major issues are those in which a few functionalities of solution/portal for certain amount of the PMML users are not working.
3.	Minor System Issues	Minor issues are those in which limited functionality of the solution/portal for only specific PMML users are not working.

10. Annexures

Annexure –I

[On the letterhead of the Bidder]

Annexure-I: Bidder’s Details

1	Name of the Company	
2	Name and Designation of Authorized Signatory	
3	Office Address of the Company / Communication Address:	
4	Office Phone No: Mobile No:	
5	Fax: E-Mail ID:	
6	GST Number: PAN Number:	
7	Company’s Bank Account details	Bank Account No. Name of the Bank: IFSC Code:
Particular Details of the Bidders Representative		
8	Contact Person: Designation: Tele Phone / Mobile No: E-Mail ID:	

UNDERTAKING

1. I, the undersigned, certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.

Authorized Signatory (signature in full): _____

Name and Title of Signatory: _____

Company Rubber Stamp: _____

Annexure-II: Bid Form

[On the letterhead of the Bidder]

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the all details and to be submitted on Letter Head in original)

To,

The Director
Prime Ministers Museum and Library
Teen Murti House
New Delhi 110011

Sub: Selection of Agency for E-Office/Workflow Automation Implementation at Prime Ministers Museum and Library

Dear Sir,

We the undersigned bidder/(s), having read and examined in detail the specifications and other documents of the subject Tender, do hereby propose to execute the job as per specification as set forth in your Bid documents.

The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 90 days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.

We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.

If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.

We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to 5% of the estimated tender value as stipulated in the tender document.

We agree that PMML reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, this day of 20....

Thanking you, we remain,

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Annexure –III

Annexure-III: Declaration Regarding Blacklisting/Non-Blacklisting

[On the letterhead of the Bidder]

I /We / Partner (s) / Director (s) of M/shereby declare that the firm/
company namely M/S has not been
blacklisted or debarred in the past by any organization from taking part in Government tenders.

Or

I / We / partner (s) / Director (s) of M/S..... hereby declare that the
firm/ company namely M/S was blacklisted or
debarred by any Government Department from taking part in Government tenders for a period
of years w.e.f..... The period over on and now the firm/
company is entitled to take part in Government Tender. In case the above information found
false I / we are fully aware that the tender/ contract will be rejected / cancelled by PMS, New
Delhi shall be forfeited. In addition to the above PMS, New Delhi. Will not be responsible to
pay the bills for any completed/ partially completed work.

Signature:

Name:

Capacity in which as signed:.....

Name & address of the firm:

Seal of the firm should be affixed.

.....

Dated:

Signature of Bidder with seal.

Annexure-IV: Financial Capability of Bidder

[On the letterhead of the Bidder]

#	Financial Year	Turnover in Indian Rupees	Document Page No.
A	2021-2022		
B	2022-2023		
C	2023-2024		

Note: The bidders shall provide IT Return of above stated financial years.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Annexure –V

Annexure-V: Details of Bidder’s Experience

[On the letterhead of the Bidder]

S. No.	Name of the Company	Work Description	Ref. & Date of the order	Work Order Value	Contract Period	Page No

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

- Copies of work orders should be attached with this information. In absence of documentary evidence, bid is liable to be rejected.
- If necessary, separate sheet may be used to submit the information.

Annexure –VI

[On the letterhead of the Bidder]

Annexure-VI: Financial Bid Format

S. No.	Item	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
a)	Total Cost of E-Office/Workflow Automation Solution for PMML including hosting & customization (2 Months of Implementation, customization and subsequently 24 Months of Support(A)			
b)	Hardware & ICT Infrastructure			
c)	Others (Please specify)			
Total Cost				
Total cost in figures				

Form B: Break Up of Financial Bid

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
A: E-Office/Workflow Automation including Hosting & Customization					
1.	Cost of E-Office/Workflow Automation Solution for PMML (B)		100		
Total A:					
B: Operations and Maintenance Costs (Monthly Expenses for 02 years of contract after "Go-Live")					
2.	Cost of Support Manpower Deployed at PMML for 24 Months(C)		24 Months		
3.	Cost of Hardware Items (list all items)		36 Months		
4.	Audit etc		Once a Year		
Total B:					

Annexure T-VII

Annexure VII: Hardware Manufacturer Authorization Form

[On the letterhead of the Bidder]

To,

The Director
Prime Ministers Museum and Library
Teen Murti House
New Delhi 110011

Sub: Authorization Letter to M/s.....for the participation in the tender for implementing E-Office/Workflow Automation Solution for Prime Ministers Museum & Library.

Dear Sir,

We, _____ (name and address of the manufacturer) who are established and reputed IT Services of having registered office at (addresses of registered office/development locations) _____ do hereby authorize M/s (name and address of the bidder) _____ to bid, negotiate and conclude the contract with you addresses of registered office/development locations) do hereby authorize M/s (name and address of the bidder) to bid, negotiate and conclude the contract with you against the above mentioned bid for the above services by us.

We hereby extend our full support with respect to the services offered by the above company.

Signed:

In the capacity of:

Name:

Duly authorized to sign the bid for an of behalf of

Dated on _____ day of _____.

Corporate Seal

Note: This letter of authority must be on the letterhead of the Manufacturer and duly signed by an authorized signatory.

Annexure-VIII: Document Checklist

S. No.	Pre-qualification criteria	Documents to be provided	Attached (Y/N)	Page No.
01.	The bidder must be registered under the Companies Act, 1956 or Companies Act, 2013 or a partnership firm registered under Indian Partnership Act, 1932 or Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008. Documentary evidence to be submitted Registration Certificate to do the business for similar services jobs etc. (As per scope of work)	Certificate of Commencement of business (Certificate of incorporation) Certificate consequent to change of name, if applicable		
02.	They should be registered with GST and PAN certificate under their own name. The registration must be in force and shall not expire during the course of work.	Attested copy of PAN and GST registration certificate.		
03.	MSME Certificate (if applicable)	MSME Certificate		
04.	The bidder should submit ISO 9001:2008, ISO 27001 certificate.	Copy of ISO certificate		
05.	Annual turnover of minimum 1 Crore during the last three financial years (FY 2021-22, 2022-23, and 2023-24)	Certificate from the Statutory Auditor on turnover details of the three financial years (FY 2021-22, 2022-23, and 2023-24)		
06.	Positive Net Worth for the last three financial years (FY 2021-22, 2022-23, and 2023-24)	Audited financial statements / CA Certificate for mentioned years.		
07.	Experience: The bidder must have completed or substantially (work in which at least 80% have been paid) completed of similar works during last 5 years (2019-2024) should be either of the following: - One similar completed work for 100 employees with different institutions of Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies, Societies or Private Sector Companies. Value of Project should be more than 10 Lakhs Exclusive of Taxes Or	Copy of work order or Contract/Completion Certificate/Satisfactory report from Client, duly attested by bidder should be enclosed along with the Technical Bid.		

	<p>Two similar completed works each for 70 employees with different institutions of Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies, Societies or Private Sector Companies. Value of each Project should be more than 7.5 Lakhs Exclusive of Taxes</p> <p>Or</p> <p>Three similar completed works each for 50 employees with different institutions of Central or State Govt Ministries / Departments, PSUs, Statutory bodies, Autonomous Bodies, Societies or Private Sector Companies. Value of each Project should be more than 05 Lakhs Exclusive of Taxes</p> <p>Bidder should be able to substantiate delivery of above through work experience documents produced as a part of technical response along with potential live walkthrough of production site would be needed.</p> <p>Similar Work Shall mean Deployment of E-Office/Workflow Automation Solution in On premise environment, Customization and system should be running for at least 1 Year or should have completed annual maintenance support for 1 Year</p>			
08.	Functional Requirement for E-Office/Workflow Automation Solution and Performance requirement for PMML E-Office/Workflow Automation System given in Section 8- Point 8.2	See Section 8- Point 8.2, Bidder must fill details.		
09.	Bidder's Details	Annexure T-I [On the letterhead of the Bidder]		
10.	Bid form	Annexure T-II [On the letterhead of the Bidder]		
11.	Declaration regarding blacklisting/non-Blacklisting	Annexure-T-III [On the letterhead of the Bidder]		
12.	Financial Capability of Bidder: Annual turnover of the bidder for each year for past 3 Years.	Annexure T-IV [On the letterhead of the Bidder]		

13.	Details of Bidder's Experience	Annexure T-V [On the letterhead of the Bidder] along with work orders and completion orders		
14.	Financial Bid Form	Annexure T- VI [On the letterhead of the Bidder]		
15.	Hardware Manufacturer Authorization Form	Annexure T- VII [On the letterhead of the Bidder]		

Note: All the documents as mentioned in this checklist document shall form part of the complete Technical Bid. The bidder must sign on each supporting statement, undertaking, document, certificate etc. uploaded by it, thereby owning the responsibility for their authenticity and correctness.

AGREEMENT

This Agreement is made on theday..... (Month)(Year) between the **Joint Director, Prime Ministers Museum & Library, Teen Murti House, New Delhi 110011, India**, hereinafter called **“the PMML”**, (which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns) of the one part AND _____, represented by their Director, hereinafter called **“the Bidder”** (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrators, representatives, technology partner and assigns) of the other part, under which the Bidder shall implement E-Office/Workflow Automation solution at Prime Ministers Museum and Library as per the Terms of Reference given in the Bid Document.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to or as referred in RFP document.
2. PMML is desirous to for Selection of Agency for E-Office/Workflow Automation Implementation at Prime Ministers Museum and Library in accordance with Bidder’s Technical & Financial proposal from the date of signing of agreement at the contract price of ₹ 00,00,000/- (Rupees _____ only) + applicable GST as indicated in your financial bid.
3. The successful bidder has been selected as the Bidder on the basis of the bid response, to undertake the project of implementing E-Office/Workflow Automation solution/services in Prime Ministers Museum and Library
4. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. RFP Document
 - b. General Terms and Conditions
 - c. Payment Terms
5. In consideration of the payments to be made by the PMML to the Bidder as herein after mentioned, the Bidder hereby covenants with the employer to execute the implementation of E-Office/Workflow Automation solution at Prime Ministers Museum and Library as per the Tender Document (Tender No. - PMML/E-Office/Workflow Automation/2025).
6. The PMML hereby covenants to pay the Bidder in consideration of the execution and completion of the works/services as per the provisions given in the Tender Document (Tender No. - PMML/E-Office/Workflow Automation/2025).
7. Being the sum stated in the letter of acceptance subject to such additions thereto or deduction there from, as may be made under the provisions of the contract at the times in manner prescribed by the contract/ tender document.

8. Duration of the Agreement - Total Period of Contract is 2 Years from date of signing of Contract.

IN WITNESS WHEREOF the parties hereto have signed the Agreement on the day and the year first above written.

For and on behalf of the Bidder

For and on behalf of the PMML

**Name of the Signatory &
Designation of the Officer
Stamp/Seal of the Bidder**

**Name of the Signatory &
Designation of the Officer
Stamp/Seal of the PMML**

Witness 1:

Witness 2:

Signature

Signature

Name:

Name:

Address:

Address:

Contact no:

Contact no:

A. RFP Document & Subsequent Corrigendum's

B. General Terms and Conditions

1. **Scope of Work:**

Selection of Agency for E-Office/Workflow Automation Implementation at Prime Ministers Museum and Library.

2. **Period of Engagement:**

The duration of the project is 2 years **from the day of signing of contract.**

3. **Performance Bank Guarantee:**

- At the time of signing this agreement, the Bidder shall provide a Performance Security of 5% of the total contract value i.e. ₹ 0,00,000/- either in the form of a bank draft or Bank Guarantee or NEFT/ RTGS payments to PMML. Such Performance Security must be valid till the successful completion of the contract as evident by such certification from PMML. Considering the criticality of the project it has been decided to keep the Performance Security at 5%.
- Failure of the Bidder to submit the Performance Security or sign the Contract/Agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the PBG.

4. **Subcontracting:**

The Bidder shall not be permitted to subcontract any part of its obligations under this Contract.

5. **Cancellation of Appointment / Contract:**

The Appointment / Contract are subject to cancellation due to any of the reasons mentioned here under.

- If the Bidder is found to have submitted false particulars / fake documents at the time of submitting the RFP for the award of assignment.
- If the Bidder is found wanting in commitment to quality and delivery period / work plans, adherence to the guidelines, Statutory regulations, safe keep of all physical and electronic artifacts, conduct / discipline etc., while executing the job. Any deviations from stated conditions and contractual clauses can lead to appropriate deterrent action as deemed fit by PMML.
- If the Bidder fails to execute the job as per the defined scope, delivery targets, quoted rate or any other point previously agreed, after PMML issues the Letter of Intent (LOI)/ Letter of Award (LOA).
- Any recommendation for award of Contract will be rejected if it is determined that the recommended Bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract in question; in such cases PMML will declare the Bidder ineligible, either indefinitely or for a stated period of time, from participation in any further activities of PMML.
- If the Bidder fails to make written disclosure as per the Disclosure Clauses of this Tender Document, either at the time of submitting the proposal or after the Contract has been signed with the Bidder.

6. **Hiring Partner:** As per the terms of the RFP the Bidder has opted for _____ <Name, Address, details of company> _____ Bid specific support letter from the Hiring Partner and the Teaming Agreement with the Bidder will form part of this Agreement.
7. **Confidentiality:**

Information relating to the examination, evaluation, comparison, and post-qualification of Proposals, and recommendation of Contract award, shall not be disclosed to the Bidder.
8. Price for the total project is quoted in Rupees and will remain fixed throughout the period of contract.
9. Any price escalation due to delays by the Bidder shall be borne by the Bidder.
10. All rates and prices once agreed in the Contract shall be fixed for the entire duration of the Contract and no requests for enhancements or additions shall be entertained under any circumstances. Bidder shall bear all corporate taxes, personal taxes or all taxes other than GST.
11. **Force Majeure:**

The Bidder shall not be liable for any Penalty charges due to delay in execution work/service resulting from any causes beyond the Bidder's reasonable control including but not limited to compliance with regulations, orders or instructions of Centre/State or Municipal Govt. or Agency thereto, Acts of God, Acts of Civil and Military authorities, fires, floods, strikes, lockouts, freight embargoes, war risks, riots and civil commotion's and the Bidder will seek extension of delivery period within three weeks of the occurrence of any such event and clearly state the anticipated delay in execution on account of such events. On receipt of such a request from the Bidder, the delivery period may be extended by PMML up to the time requested for by the Bidder, subject to the further condition that if the delivery period is likely to be extended by more than sixty days on account of any event the PMML will be at liberty to cancel the un-executed portion of the Work order without assigning any reason and without payment of any compensation.
12. **Negligence:**

If the Bidder neglects to execute the work with due diligence and expedition or refuses or neglects to comply with any reasonable order given in writing by the PMML in connection with Work order or shall contravene the provisions of the Work order, the PMML may give 21 days' notice, in writing, to the firm to make good the failure, neglect or contravention complained of and should the firm fail to comply with the notice within 21 days' time from the date of notice thereof, in case of failure, neglect or contravention capable of being made good, within that time or otherwise within such time as may be reasonably necessary for making it good, then and in such cases, the PMML shall be at liberty to take the Contract wholly or partly out of the hands of the Bidder and reconstruct at reasonable price with any other person or persons. In such an event it shall be lawful for the PMML to retain any such balance which may otherwise be due by him to the firm on any account including the security money and apply the same towards the execution of the whole or balance of the works so re-contracted, including any cost escalation, as aforesaid. If no such balance is due by the PMML to the firm

or if due, is not sufficient to cover the amount thus recoverable from the firm, it shall be lawful for the PMML to recover the whole or balance of the amount from the firm by action of law.

13. Bankruptcy:

If the Bidder shall commit any act of bankruptcy or being a Corporation, commence to be wound up except for repair purposes, or carry on its business under a Receiver, the executors, successor or other representative in law of the estate of the Bidder or any such Receiver, liquidator, or any person in whom the contract may become vested, shall forthwith give notice thereof in writing to the PMML and shall for one month during which the Bidder shall take all reasonable steps to prevent stoppage of the work, have the option of carrying out the contract subject to the Bidder providing such Guarantee as may be required by the PMML but not exceeding the value of the work for the time being remaining unexecuted. In the event of stoppage of the work the period of the option under this clause shall be fourteen days only. Provided that should the above option not be exercised, the contract may be terminated by the PMML by notice in writing to the Bidder and the same power and provision reserved to the PMML in the last proceeding clause of taking the work out of the Bidder's hands shall immediately become operative.

14. Resolution of disputes:

- **Amicable Settlement:** Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 7 days after receipt. If that party fails to respond within 7 days, or the dispute cannot be amicably settled within 30 days following the response of that party, then the second Sub clause of resolution of disputes shall become applicable.
- **Arbitration:** In case dispute arising between the parties, which has not been settled amicably, the Bidder can request PMML to refer the dispute for Arbitration under the Arbitration and Conciliation Act, 1996 (as amended up to date). Such disputes shall be referred to the Arbitrator which shall be decided by the PMML. The Indian Arbitration and Conciliation Act, 1996 (as amended up to date) and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at PMML, New Delhi. The decision of the arbitrator shall be final and binding upon both parties. All arbitration awards shall be in writing, in English language and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by PMML and the Bidder. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself. This Contract and the rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder.

15. Jurisdiction of Court:

In case of any dispute between the parties, the Courts at Delhi only shall have the jurisdiction to settle/ decide and adjudicate upon such matters. Before approaching the court of law, and

dispute or difference arising in connection with the contract shall be referred by either party for arbitration in accordance with Clause - 14 above.

16. Indemnity:

The Bidder shall obtain necessary trade and other license/ permission as may be required to carry out the tendered job and at all times indemnify the PMML against all claims which may be made in respect of any right protected by patent, copyright, registration or Trade Mark and shall take all risk of accidents or damage which may cause a failure of the supply and the entire responsibility towards fulfilment of the Contract. In the event of any claim in respect of alleged breach being made against the PMML, the PMML shall notify the Bidder of same, and the Bidder shall be at liberty at his own expense, to settle any dispute or to conduct any litigation that may arise there from.

17. Termination of Contract for default:

- The PMML without prejudice to any other remedy for breach of Contract, by a written notice of not less than 7 (Seven) days sent to the Bidder may terminate the Contract/ blacklist in whole or in part for any of the following reasons:
 - If the Bidder fails to deliver and perform any or all the Services within the period(s) specified in the Contract, or within any extension thereof granted by the PMML; or
 - If the Bidder fails to bid or respond for three consecutive bid given by the PMML without assigning any satisfactory reason to PMML in writing or by email; or
 - If the Bidder fails to perform any other obligation(s) under the contract; or
 - Laxity in adherence to standards laid down by the PMML; or
 - Discrepancies/deviations in the agreed processes and/or Services; or
 - Violations of terms and conditions stipulated in the RFP.
- In the event the PMML terminates the Contract in whole or in part for the breaches attributable to the Bidder, the PMML may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Bidder shall be liable to the PMML for any increase in cost for such similar Services. However, the Bidder shall continue the performance of the Contract to the extent not terminated.
- If the contract is terminated under any termination clause, the Bidder shall handover all documents/ executable/ PMML data or any other relevant information to the PMML in a timely manner and in proper format as per scope of the RFP and shall also support the orderly transition to another vendor or to the PMML.
- During the transition, the Bidder shall also support the PMML on technical queries/support on process implementation or in case of any provision for future upgrades.
- The PMML's right to terminate the Contract will be in addition to the penalties /liquidated damages and other actions as deemed fit.
- In the event of failure of the Bidder to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the PMML at its sole discretion may make alternate arrangements for getting the Services contracted with another vendor. In such a case, the PMML shall give prior notice to the existing Bidder. The Bidder shall continue to provide services as per the terms of contract

until a 'New Bidder' completely takes over the work. During the transition phase, the existing Bidder shall render all reasonable assistance to the new Bidder within such period prescribed by the PMML, at no extra cost, for ensuring smooth switch over and continuity of services. If an existing Bidder is breach of this obligation, they shall be liable for paying a penalty as provided in the Penalty Section of this document, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period or by invocation of Performance Bank Guarantee. PMML or the Bidder can terminate the contract in the event of default of terms and conditions of this RFP or the contract by the other party by giving 1 month written notice.

- Upon termination of this Contract due to any reason whatsoever or upon expiration of this Contract, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth herein, (iii) and any right which a Party may have under the Applicable Law.

18. Penalty Clause:

After the award of work if the bidder fails to commence the work from the date as mentioned in the agreement, the PMML will levy penalty in the following manner:

- a) 2.5% of cost of order/agreement per week, up to four weeks delays.
- b) After four weeks of delay, PMML may cancel the agreement and get this job carried out preferably by another agency from open market. The difference, if any, will be recovered from the defaulter-Bidder and he shall also be blacklisted from participating in such type of a tender for a period of four years and his Performance Security may be forfeited, if so warranted.
- c) If at any given point of time it is found that the bidder has made a statement which is factually incorrect or if the bidder doesn't fulfil any of the contractual obligations, the PMML may take a decision to cancel the contract with immediate effect. Further, performance security of the agency may also be forfeited if the performance of the agency is not satisfactory.
- d) In case of late services / no services on a specific activity, in which the Agency fails to deliver the services thereof within the period fixed for such delivery in the schedule or at any time repudiates the contract, the firm shall be liable to pay a Liquidated Damages (LD). LD will be imposed @ 2.5% per week delay or part thereof, of the cost of contract value up to maximum of 10% of the contract value from the Agency. The timeline/schedule of deliverables will be decided as and when the requirement/ tasks /activities arise.

19. Exit Management:

- The duration of Exit Management will normally be 1 month from the date of termination or one month prior to expiry of contract / work order. In case of providing services post termination or post expiry of the work order, the PMML will pay for the services consumed during the exit management period.
- During the exit management period and for 30 days post expiry of the work order/ contract, the Bidder will not take action to stop the work as mentioned in the RFP as a

result of the termination or expiry of contract / work order. In addition, during such a period, the Bidder will permit the PMML or its nominated agency to assess the existing services being delivered as per RFP.

- During the exit management period, the Bidder shall ensure supply of all services as per the work order/ RFP so that the business of the PMML is not affected.
- The Bidder will provide all such information as may reasonably be necessary to affect as seamless a handover as practicable in the circumstances to PMML / replacement Agency and which the Bidder has in its possession or control at any time during the exit management period.
- All information (including but not limited to documents, records and agreements) in digital and/ or paper form relating to the services reasonably necessary to enable PMML and its nominated agencies to carry out due diligence in order to transition the provision of the Services to PMML or its nominated agencies, must be maintained by the Bidder from commencement of the services.
- The PMML will issue a written sign-off after the successful transition from the Bidder. Bidder shall not delete any content till such a written signoff is provided by the PMML along with an explicit request to delete/ remove the content.
- The Bidder will be paid only for the services rendered until the services are being rendered by the Bidder. If the sign-off is provided before the exit management period is over, the applicable charges will only be paid until the sign-off.
- The payment for the final invoice along with any applicable exit management service costs will be paid only on the written sign-off from the PMML.

20. Ambiguities within Agreement

In case of ambiguities or discrepancies within this Agreement, the following principles shall apply:

- (a) as between two Clauses of this Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
- (b) as between the provisions of this Agreement and the Schedules/Annexures, the Agreement shall prevail, save and except as expressly provided otherwise in the Agreement or the Schedules/Annexures; and
- (c) as between any value written in numerals and that in words, the value in words shall prevail.

21. Priority of documents

This Agreement, including its Schedules and Annexures, represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of this Agreement it should be necessary for the Parties to refer to documents forming part of the bidding process leading to this Agreement, then such documents shall be relied upon and interpreted in the following descending order of priority:

- (a) This Agreement along with
- (b) the RFP / ToR along with subsequently issued corrigenda.
- (c) Technical and financial proposal submitted by the successful bidder

For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and Annexures / Schedules shall prevail over the contents and specifications of the RFP / ToR.

22. Transfer of Assets

At the time of exit all Data must be transferred by the bidder to PMML without any cost to PMML. PMML shall be entitled to serve notice in writing on the Bidder at any time during the exit management period as detailed hereinabove requiring the Bidder to provide the PMML with a complete and up to date list of the Assets within 30 days of such notice. PMML shall then be entitled to serve notice in writing on the Bidder at any time prior to the date that is 30 days prior to the end of the exit management period requiring the Bidder to transfer to PMML or its nominated agencies. In case of contract being terminated by PMML, PMML reserves the right to ask Bidder to continue running the project operations for a period of 3 months after termination orders are issued.

C. Payment Terms

Payment to the successful bidder shall be released as per the following schedule post approval of stage completion from the Purchaser, given the following timelines are met.

(T = Date of allotment of work to the successful bidder)

S. No.	Description	Time	% of Payment to be released
1.	Submission of High-Level Design (HLD) Document & FRS and SRS based on PMML requirements and requirements mapped with functionalities	T0 + 2 Weeks	10% of the Contract Value
2.	Supply & Installation of Hardware and Deployment for PMML and initiating UAT of functionalities by PMML users		20% of the Contract Value
3.	Go Live of Portal	T0+4 Weeks	10% of the Contract Value
4.	Project Acceptance (30 Days after go Live and minimum 2 months document generation through system)	T0+8 Weeks	10% of the Contract Value
5.	O&M Charges for E-Office/Workflow Automation Solution (after Go-Live)	Monthly for 24 Months	50% of Total Contract Value shall be paid in 24 equal Monthly Instalments