

**Request for Proposal (RFP) for Appointment of Business Associates for
Supply of Manpower and Infrastructure for Scanning and Digitization Project in Uttar
Pradesh**



Stock Holding Corporation of India Limited

**Regd. Office: 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai -
400012**

Date of Issue	April 01, 2021
Last Date of Submission	April 21, 2021
Date of opening of RFP	April 26, 2021

CONFIDENTIALITY

This document is meant for the specific use by the Company / person/s interested to participate in the current empanelment process. Stockholding expects the Recipients or any person (s) acting on behalf of the Recipients to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Recipients will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by Stockholding in the event of such a circumstance being brought to the notice of Stockholding. By downloading the document, the interested party is subject to confidentiality clauses.

DISCLAIMER

This Document is not an agreement, recommendation, offer or invitation by Stockholding in respect of the services. The purpose of this Document is to provide the Recipient(s) with information to assist the formulation of their responses. This Document does not claim to contain all the information each Recipient may require. Each Recipient should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Document and where necessary obtain independent advice. Stockholding makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Document. Stockholding may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Section - 1

BACKGROUND & INTRODUCTION

1. BACKGROUND

Stock Holding Corporation of India Ltd, was promoted by the public financial institutions and incorporated as a limited company on July 28, 1986 and became a Government Company on 7th April, 2015, being the subsidiary of a Government Company, namely, IFCI Ltd. Stock Holding provides post trading and custodial services to institutional investors, mutual funds, banks and insurance companies. Stock Holding has continued to build tie-ups with several agencies for offering various third party financial products to clients, Stock Holding acts as Point of Presence (POP) for National Pension System. Stock Holding also provides sub-broking services through its wholly owned subsidiary, SHCIL Services Ltd. and document management services through its another wholly owned subsidiary, Stock Holding Document Management Services Ltd. Stock Holding acts as a Central Record Keeping Agency for collections and payments of stamp duty in various states and Union Territories of India. Stock Holding has 190 offices across the country.

This Document has been prepared solely to enable Stock Holding for appointment of suitable Business Associate(s) for supplying Manpower and Infrastructure for scanning and digitization Projects in Uttar Pradesh.

2. CONFIDENTIALITY:

This document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Stock Holding. Stock Holding may update or revise the document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

3. COSTS BORNE BY RECIPIENTS:

All costs and expenses incurred by Recipients in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Stock Holding, will be borne entirely and exclusively by the Recipient.

4. NO LEGAL RELATIONSHIP:

No binding legal relationship will exist between any of the Recipient(s) and Stock Holding until execution of a contractual agreement.

5. **RECIPIENT OBLIGATION TO INFORM ITSELF:**

The Recipient must conduct its own investigation and analysis regarding any information contained in this document and the meaning and impact of that information.

6. **SUBMISSION OF RESPONSE:**

a. **RESPONSE SUBMISSION & CLOSING DATE**

Response may be received by the official indicated below not later than 03.00 pm (IST) on, 21/04/2021.

The Bidders shall submit the Technical Bid and the Commercial Bid in separate sealed envelopes, super scribing on the respective envelopes “Technical Bid” and “Commercial Bid”. Both these envelopes should be kept in a single envelope.

However, Stock Holding shall open first the ‘Technical Bids’ on the day of bid opening date and shall be evaluated. Thereafter, ‘Commercial Bids’ shall be opened only for the shortlisted technically qualified bidders. Selected bidders will be informed through mail.

Single Envelope to be submitted to the office at:

Mr. Allwyn D’Souza
Stock Holding Corporation of India Limited
Corp.Office: SHCIL House, P-51. T.T..C Industrial Area
MIDC, Mahape, Navi Mumbai- 400710

The Response submitted in paper copies shall prevail.

Kindly mention on TOP of the ENVELOPE “Supply of Manpower and Infrastructure for Scanning and Digitization project at Uttar Pradesh”

b. REQUESTS FOR INFORMATION

All questions or queries relating to the Document, technical or otherwise, must be in writing only and should be addressed by email to:

Mr. Allwyn D'Souza

Stock Holding Corporation of India Limited

Corp Office: SHCIL House, P-51, T.T.C Industrial Area, MIDC, Mahape, Navi Mumbai - 400710

Email ID - allwyn.dsouza@stockholdingdms.com

Stock Holding will not answer any communication initiated by Recipients later than five business days prior to the due date for submission of Responses. However, Stock Holding may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Recipients after the Responses closes and all such information and material provided must be taken to form part of that Recipient's response.

Section - 2

ELIGIBILITY CRITERIA, INFORMATION AND EVALUATION

I. ELIGIBILITY CRITERIA:

1. The Bidder(s) should have the experience of supplying Manpower and Infrastructure for scanning and digitizing a minimum quantity of 3 (Three) crores images for in the preceding three financial years i.e., between FY 2016-17 to FY 2019-20.
2. The Bidder(s) should submit Self-attested copies of the following documents -
 - 2.1 PAN Card
 - 2.2 Address proof
 - 2.3 Proof of constitution of the entity
 - 2.4 Email address, Phone Nos.
 - 2.5 Past experience
 - 2.6 Business/ Volume handled
 - 2.7 Client List
 - 2.8 GST Registration
 - 2.9 EPF/ESIC No.
 - 2.10 Registration details with Labor office
 - 2.11 Supporting documents evidencing Point No.1 of the eligibility criteria.
3. The Bidder(s) should deploy experienced manpower to carry out the scanning and digitization activity. Manpower deployed for Data Entry should have adequate typing speed.
4. The Bidder(s) shall maintain a minimum inventory of 60 scanners (combination of Flatbed, Overhead and ADF scanners) and 150 desktops, in good working condition, at any given point of time.
5. Adequate manpower deployment, depending upon Stock Holding's requirement at any point at the Project site to complete the project as per agreed timelines.
6. The Project will be carried out in multiple shifts if required and bidder should be capable of handling multiple shifts.
7. All documents submitted by the Bidder for the purpose of pre-qualification shall be complete and valid in all respects.

II. TECHNICAL EVALUATION:

Sr. No.	Description	Weightage
1	Bidder should have supplied manpower and infrastructure for executing scanning and digitization activity for minimum 3 customers out of which 1 should be a government entity	10 points for each customer 20 points for Government entity Subject to maximum of 40 points in this category
2	Bidder should have completed 3 crore images of Scanning	10 points for completing 3 crore images, Additional 5 points for completing more than 3 crore images. No marks for below 3 crores images.
3	Applicants should have minimum 60 Scanners / 150 desktops (scanners include all type of scanners ADF, Overhead, flatbed)	40 points for 60 Scanners, 20 points for 40 Scanners, 10 points for 25 Scanners. More than 60 scanners - additional 5 points.
	Total Score	100 Points (Bidder need to Score at least 70 points as to technically qualify themselves)

III. EARNEST MONEY DEPOSIT (EMD)(to be submitted with the Bid):

The Bidder is required to submit Earnest Money Deposit of Rs. 50,000/-. The EMD will be refunded to the unsuccessful Bidder(s) without any interest on a request made by it.

IV. PERIOD OF VALIDITY OF BIDS:

The Bid shall remain valid for a period of 180 days from the date of submission of the Bid.

Section - 3

SCOPE OF WORK

1. Verification of Manpower:

The manpower shall be provided by the Business Associate (s). The successful Business Associate shall ensure that all applicable labour related compliances are complied. Stockholding shall have the right to conduct audit of the books/records of the successful Business Associate (s) to evaluate and ascertain that the compliances as per the applicable statutes has been complied by the Business Associate.

2. SCOPE OF WORK:

2.1 Stockholding reserves the right to engage the services of more than one Business Associate for the Project.

2.2 Manpower Constitution at the Project site per shift basis to be as under:

- One Project Manager,
- Two Team leaders
- One supervisor for a team of every 20 resources, who will report to the Team Leader
- Apart from the above, estimated number of resources required per shift to be in the range of 125-150 resources. Bidder should be capable of handling multiple shifts.

2.3 Estimated Project size - 30 crore images with a variation of +/- 20%

2.4 Daily target -7000 processed images per scanner per shift excluding blank pages

2.5 Project Timeline - One year from the date of award of contract, which may be extended for further period depending on Project requirement.

Proposed Job Profile of the manpower supplied by the successful Bidder (s)

Step 1: Document Study

Records should be taken from record room to the scanning area by the Business Associate.

Step 2: File Identification

1. Documents will be in form of files. These files will have graphics, photographs, Maps etc. Document age will be maximum 100 years and more.
2. The files will be either bound or unbound incase bound then Business Associate has to open the bound with prior permission from the customer, scan and re-file in the same order of paging. The chronological order of the documents should be maintained. Customer will provide the hard bound files and tags for refilling. The scanning documents will have the following paper size (A0 / A1 / A2 / A3 / A4 / Legal and others).

Sr. No.	Page Size	Percentage of Volume of images
1	A0/A1/A2/A3	5%
2	A4/Legal	95%

Step 3: Receiving the files

The following process includes:

1. Collection of documents from StockHolding’s representative
2. Cleaning and Dusting of Documents.
3. Checking whether the pages are in proper sequence.
4. StockHolding will make an entry in the log register module of the scanning, Digitization and Data entry (referred to as Application) while handing over the document.
5. Each file handed over to the Business Associate will be tracked using an application.
6. Under no circumstances shall the documents be changed. Mutilated, destroyed or replaced with some other document, any such issues will attract penalty. Hence Business Associate should ensure that the files are handled with care and returned in the same order in which it is being received.
7. The Business Associate should ensure that number of pages in each document is accurately captured and is then cross checked with the number of pages scanned. Business Associate should maintain order of documents without disturbing the

chronology of the documents. In case of unavailability of required documents or pages missing, it should be highlighted to the StockHolding representative.

8. The documents will be provided to the Business Associate on as is where is basis, in case the document found is not in good condition, it is the responsibility of the Business Associate to inform StockHolding to take corrective measures and get the document scanned.
9. The Business Associate will be responsible for the bundles and files taken for scanning and the files should be easily available when called for by StockHolding.

Step 4: Inwarding / Meta Data Entry

On receipt of the files, Inwarding process will take place in the system wherein barcodes will be physically affixed.

Meta Data Entry: Post bar-coding, Meta data entry will be done by the user for the multiple fields.

Step 5: Batch Preparation

Batch Preparation consists of the following activities:

1. De-filing
2. De-stapling, removing paper clips
3. Unbinding
4. Smoothing edges, orienting direction
5. Segregating and sorting documents
6. Pasting of torn documents before scanning and physical preparation of Documents
7. In case of damaged documents which cannot be scanned through ADF scanner will be done so by using the flatbed/overhead scanners.

Step 6: Scanning:

Scanning supervisor will then allot bundles to the scanning user in a defined process.

ADF Scanners/Overhead scanners/ Flatbed Scanners:

1. Depending upon the nature and quality of documents the Business Associates shall deploy ADF/ A3 scanners / Overhead scanners/ flatbed scanners. The choice of scanners depends completely on the condition of the document. Sufficient number of scanners (A4/A3/) along with sufficient resource to be deployed on each day to complete the daily targets assigned ensuring timely completion (As stated below) of the project. Quality of the scanned document will not be compromised at any cost. In case the documents are torn and cannot be scanned, then flatbed scanner should be used. In case the document cannot be scanned using any type of scanner, digital camera or over scanners can be used as image capturing device. Cover Page scanning should also be done, wherever available.

2. Blank pages will not be considered in the count.
3. A0 scanner will be provided by StockHolding.
4. Documents to be scanned in 300 dpi colour. Post which conversion can be carried out in the application provided by StockHolding.

Step 7: Quality Check

- 1.** The quality of the scanned images for skewing, de-skewing, de-speckling, cropping, removing black noise around the text cleansing of images etc. shall be carried out by the quality checker. Any maintenance required to get the clearer image of the document should be carried out by the Business Associate regularly. Quality of the document scanned will be checked against the physical document for correctness by StockHolding.
- 2.** In case the Quality of the documents is not as per required norms these images will be rejected by StockHolding and necessary penalty clauses will be levied.

Step 8: Checker

Checker will cross check all the entries done at inward stage, if any discrepancy found, necessary corrections should be carried out. Post completion of the checker activity the file would be submitted for the next stage. There should be hundred percent accuracy at checker level.

Step 9: Post Scanning

Post scanning consists of the activities stated as under:

1. Refiling
2. Sequencing of pages
3. Stitching of documents wherever required

3. Scanner and Desktop's Configuration:

1. The Business Associate shall provide equipment stated below as required by StockHolding.
2. Specifications of equipment's shall be as under:
 - a) Scanners:
 - i) Kodak Scanners Model no. 2600/2800 or latest model for scanning (A4/Legal), 40-70 - PPM.

ii) Overhead Scanners: Any suitable scanners which can provide high image quality and required output as may be mutually agreed upon.

The scanners should be capable of scanning at black and white, grayscale or coloured images and supports 300-600 DPI.

b) Suitable Desktop Computers

Preferably 3rd Generation i3 processor, 4 GB RAM or higher, 500 GB HDD or higher, minimum 1 Gbps speed NIC with Licensed Windows 7 Operating System, licensed Antivirus loaded, 15” or larger color monitor, keyboard and mouse.

3. The equipment provided by the Business Associate shall not be removed without the permission of StockHolding.
4. The equipment shall be maintained in proper working condition at all times. In the event the Equipment does not operate properly, the Business Associate, at its expense, shall be responsible for repair or replace any equipment which is found to be defective during the period of this Agreement.
5. The equipment deployed should be capable of duplex scanning and handling fragile/delicate records.

4. Infrastructure Responsibility

Sr. No.	Particulars	Responsibility
1.	ADF Scanners / Manpower / Licensed Scanning software / Licensed Quality Check Software / PCs Desktop/ Anti-Virus Software /Licensed Operating System / Server / Hard Disk / Portable Hard Disk etc.	Business Associate (Scanners required to be deployed at locations)
2.	Fans / Continuous flow of electricity / Furniture / Fixtures / Power point / Continuous flow of Document.	StockHolding
3.	Recreation facility	StockHolding

4. The Business Associate should ensure that Scanners / Manpower are deployed to the maximum capacity in the space provided by StockHolding to complete the project as per timelines.
5. The Business Associate should follow the guidelines / instructions of the StockHolding officials for day to day Project activity.

6. The Business Associate should ensure scanners; desktop manpower is made available on priority on request raised by StockHolding officials.
7. The Business Associate shall be responsible for the quality and clarity of scanned Documents.
8. There should be no damage caused to the Document at any stage of document handling.
9. The daily output report shall be generated by system developed by StockHolding and shall be considered as final for billing purpose.
10. Business Associate should maintain extra inventory of equipment and resources to quickly replace the defective equipment/ parts and Manpower thereof to ensure uninterrupted work.
11. It shall be the duty of Business Associate to maintain a high standard of integrity and fairness in providing its services hereunder.
12. The Business Associate shall not, without the consent in writing of StockHolding, sublet the contract or any part thereof.
13. The Business Associate to ensure that the project should work strictly on T+2 arrangement on every document inwarded.
14. The data submitted should be accurate and there should be no discrepancy or duplication of data.
15. The Business Associate should implement physical document management process for all inward documents to keep track of its storage location within the premises for easy and immediate retrieval.

5. Billing and Payment Terms:

- i. Stage wise Billing will be done for the activities carried out for the various processes involved on monthly basis, after approved by StockHolding's authorized representatives.
- ii. Payment would be made within 30 days from the receipt of Bills.
- iii. Invoice should be accompanied with supporting annexure
- iv. No advance payment shall be made to the Business Associate (s).
 - v. Blank pages (either on one side or both sides of the page) will not be chargeable.
 - vi. TDS shall be deducted from the eligible payments as per the applicable rates under Income Tax Act.

Release of Payment structure:

1. Release of payment structure for the invoice raised will be as below:
 - a) 60% of the invoice amount will be released on completion of inward and scanning activity.
 - b) 30% of the invoice amount will be released post completion of Quality check, Meta data entry, checker and files approved by StockHolding.
 - c) 10% of the invoice amount will be retained till the completion of project.

6. Contractor All Risk Policy (CAR Policy):

The Bidder shall ensure that they take the Contractor All Risk Policy.

7. Fidelity/Insurance:

Sufficient insurance cover to be taken by the successful bidder (s) for the manpower supplied.

8. Penalty:

The work should be performed by the Business Associate in accordance with the time schedule and quality approved by StockHolding.

a. Penalty Terms for process and desired output deviations:

1. Processed images scanned shall be verified by StockHolding.
2. Penalties charged for process deviation would be as follows:

Sr. No.	Service	Penalty in Clause
I	Up to 5 % errors per 500 files identified by StockHolding in scanning and Meta data entry.	Business Associate will have to re-scan and correct the meta data entry for the erroneous scanning and meta data entries. No penalty shall be imposed. No additional payment would be made for re-scanning and Meta Data entry correction.

ii	Up to 10 % errors per batch 500 files identified by StockHolding in scanning and Meta data entry.	Business Associate will be required to do re-scanning and correct the meta data entry of the erroneous documents. No additional payment would be made for rescanning and meta data entry correction. Additional 5% penalty of the cost of erroneous documents shall be levied.
iii	For any batch if there is more than 10% of error identified by StockHolding in scanning and Meta data entry.	Business Associate will have to do rescanning and correct the meta data entry of the erroneous documents. NO additional payment would be made for re-scanning and meta data entry correction. Additional 10% penalty of the erroneous documents will be levied.

3. The maximum penalty at any point of time shall not exceed 20% of billable amount which will lead to termination.

b. Penalty for Non Completion.

In lieu of Non Completion of project in the stipulated allotted time penalty at the rate of 25% of billable amount may be levied.

9. Quotation:

The quotation from the Business Associate(s) shall be in unit terms as follows

Particulars	Rate per image (Rs.) (A)	Taxes (Rs.) (B)	Total Rs. (A+B)
Barcoding, Inward, Metadata entry, Pre Scanning, Scanning, QC, Meta checker, Pre and Post scanning activities.			

Section - 4

General Terms and Conditions

I. General Terms and Conditions

1. StockHolding reserves the right to reject any or all Proposals without assigning any reason thereof as well as the right to add/ delete/ modify any one or more of the terms and conditions. StockHolding also reserves the right to not to award the assignment to any of the bidders and may terminate the empanelment process at any time without thereby incurring any liability.
2. StockHolding reserves the right to discontinue the services of the Business Associate engaged, for any reason at any point of time, without assigning any reason/ in the event the assignment is called off. Further, StockHolding reserves the right to discontinue the services of the Business Associate engaged at any point of time on account of force-majeure or unsatisfactory performance by the Business Associate. However, StockHolding and the Business Associate with mutual consent, instead of terminating the Agreement, can suspend the transaction for so long as the event amounting to force majeure continues.
3. StockHolding reserves the right to withdraw the RFP at any time before signing of a definite Contract, without assigning any reason and shall not be held liable for any losses or damages caused by such withdrawal. The withdrawal of RFP would be by serving a suitable letter by StockHolding to all the Bidders who submit their Proposals.
4. The decision of StockHolding in regard to acceptance or non-acceptance of the proposal will be final and binding on the bidders.
5. The corrigendum/addendum, if any will be uploaded on StockHolding's website - www.stockholding.com.
6. The Business Associate is required to comply with the all the guidelines issued by Central Vigilance Commission (CVC), Government of India relating to the services rendered to StockHolding.

II. DISPUTES

- a) All disputes arising out of or in connection with the Agreement shall be resolved through negotiation between / among senior officials of the parties.
- b) During the period when a dispute is being resolved, the Parties shall in all respects continue their implementation of this Agreement except for the disputed part under resolution.

III. OVERNING LAW

This Agreement shall be governed by and construed according to the laws of India. All disputes will be subject to Courts of Mumbai Jurisdiction only

IV. PRE CONTRACT INTEGRITY PACT (IP):

The bidders have to submit signed Pre Contract Integrity Pact (IP) as per the format on the non-judicial stamp paper of requisite value (cost of stamp paper to be borne by the bidders) applicable at the place of its first execution

V. Public Procurement Policy on Micro and Small Enterprises (MSEs)

MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD) subject to production of relevant certificate.

DECLARATION

I / We hereby declare that we have quoted rates in financial response after careful study of terms and conditions of the documents. We shall also accept the decision of Stock Holding in this regard.

I / We hereby also declare that our firm/company is registered with Government for the above work and we are not black listed. We are in the business of above work, for which we have enclosed appropriate work experience certificate. We have all technical infrastructure and technical staff etc. for smooth and effective execution of above work.

I/ We have not been black listed by any Government (Central and state) Board/University/Public undertakings/Banks/ R.B.I. etc. I / We certified that the document published by Stock Holding, no alterations and additions have been made in it to the best of my/our knowledge.

RECIPIENT

SIGNATURE OF

With Seal