



Maharashtra Tourism Development Corporation Ltd. (MTDC Ltd.), Mumbai

e-RFP Notice: Request for Proposal (RFP) for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System in Maharashtra Tourism Development Corporation.

The RFP details are as under:

S. N.	Parameters	Details	
1	Tender/Bid No.	MTDC/HO/IT/E-Tender/Digital Scanning/2025/01	
2	Division	Maharashtra Tourism Development Corporation (MTDC)	
3	Name of Tender / Bid	Request for Proposal (RFP) for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System in Maharashtra Tourism Development Corporation.	
4	Contact Details	Maharashtra Tourism Development Corporation (MTDC), Mafatlal House, 1st Floor, H.T. Parekh Road, Backbay Reclamation, Churchgate, Mumbai-20. Tel. No: - 022-41580998	
5	Important dates	From date/time	To date/time
	Bid document download	11/12/2025,11:00 AM (IST)	26/12/2025,18:00 hrs (IST)
	Pre-Bid meeting Queries to be mailed on it@maharashtratourism.gov.in	Online / Offline	16/12/2025 15:00 hrs (IST)
	Corrigendum	Corrigendum / further notice in this regard shall be given online only	
	Last date of Online Submission		26/12/2025,18:00 hrs (IST)
	Bid opening		29/12/2025, 16:00 hrs (IST)

The e-RFP shall be available for download on registration at <https://mahatenders.gov.in> as per the above-mentioned dates. **The submission of the e-RFP response is through MTDC Maha e- tendering Portal only.** For participating in this e-RFP and avoiding last minute technical challenges if any, all the bidders shall follow the guidelines mentioned in the e-RFP document on e-tendering Portal. The bidders shall go through the e-tender SOP and FAQs hosted at MTDC e- tendering Portal for detailed understanding of e-tendering submission process. For any e- tendering support, bidders shall mail MTDC e-tendering Helpdesk at support-eproc@nic.in, or call Helpdesk on 0120-4001002.

PS:-Tender is Not For the Work in Nagar Parishad Area

Sd/-

Date: 11/12/2025

The Managing Director

Place: Mumbai

Maharashtra Tourism Development Corporation Ltd.

RFP for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System for Maharashtra Tourism Development Corporation

TENDER NOTICE - MTDC/HO/IT/E-Tender/Digital Scanning/2025/01

**MANAGING DIRECTOR,
MAHARASHTRA TOURISM DEVELOPMENT CORPORATION**

WEBSITE-www.mtdc.co Maharashtra
Tourism Development Corporation, Mumbai
invites proposals to participate in the competitive
bidding process for RFP for Document ABCD
Classification, Digitization, Meta Data Entry &
Document Management System in Maharashtra.

The details of tender works are as below: -

Sr no.	Name of the project	Period for work completion	Earnest Money Deposit
1	RFP for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System for Maharashtra Tourism Development Corporation	Twelve (12) months from award of work order	Rs.1,00,000/- (Rupees One Lakh only) Those bidders who are registered with Udyog Aadhaar, MSME, NSIC or SSI are exempted from furnishing the EMD.

The details of the e-tender are available on website <https://mahatenders.gov.in> From 11/12/2025 And the deadline to submit the proposals is 26/12/2025

Name of Tender	Closing of E-Tender Application
RFP for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System for Maharashtra Tourism Development Corporation	26/12/2025, 18:00 hrs (IST)

SD/-
Managing Director,
The Maharashtra Tourism Development Corporation

RFP for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System for Maharashtra Tourism Development Corporation

TENDER NOTICE: -MTDC/HO/IT/E-Tender/Digital Scanning/2025/01

Maharashtra Tourism Development Corporation, Mumbai invites tenders from interested developers registered with MTDC office under two – bid system for RFP for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System for Maharashtra Tourism Development Corporation

Sr No.	Description	Details
1	Name of work	RFP for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System for Maharashtra Tourism Development Corporation
2	Period of work completion	Twelve months (12) from award of work order
3	EMD	Rs. 1,00,000/-only (One Lakh Only) Those bidders who are registered with Udyog Aadhaar, MSME, NSIC or SSI are exempted from furnishing the EMD.
4	Tender Cost	Rs.2,000/- (Non-refundable) (Two Thousand Only) It is made clear that bids received without the cost will be rejected.
5	Closing of Tender Application	26/12/2025,18:00 hrs (IST)
6	Tender Document	The tender document can be downloaded from https://mahatenders.gov.in

Request for Proposal

for

Document ABCD Classification, Digitization,
Meta Data Entry & Document Management
System for Maharashtra Tourism
Development Corporation

RFP Reference No.:

**MAHARASHTRA TOURISM DEVELOPMENT CORPORATION
MUMBAI**

Abbreviations

Abbreviation	Description
DMS	Document Management System
CAMC	Comprehensive Annual Maintenance Contract
DSC	Digital Signature Certificate
EMD	Ernest Money Deposit
NDA	Non-Disclosure Agreement
PDF	Portable Document Format
RFP	Request for Proposal
MTDC	Maharashtra Tourism Development Corporation
TEC	Tender Evaluation Committee

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Invitation for Bids

1. Invitation for Bids

- i. MTDC invites Proposals from reputed, competent and professional Information Technology (IT) / Security Surveillance solution provider companies. The minimum eligibility criteria is specified for the **“RFP for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System for Maharashtra Tourism Development Corporation”** have been shared in this RFP document.
- ii. The bidding document is published on the website <https://mahatenders.gov.in>. The downloaded bid document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ bidding document fee and EMD through e-Tendering Online Payment Gateway mode only.
- iii. To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. Safecrypt, Ncode, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
- iv. Bidders are also advised to refer “Bidders Manual Kit” available at <https://mahatenders.gov.in> for further details on the e-tendering process.
- v. Bidders are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- vi. The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of MTDC. It does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed MTDC requirements.
- vii. MTDC shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

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- viii. MTDC shall be the sole and final authority with respect to decision on qualifying a bidder through this RFP. The decision of MTDC in selecting the agency who qualifies through this RFP shall be final and MTDC reserves the right to reject any or all the bids without assigning any reason thereof. MTDC further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.
- ix. MTDC may terminate the RFP process at any time without assigning any reason and upon such termination MTDC shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

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Instructions to Bidder

2. Instructions to Bidders

Introduction of MTDC

We at MTDC are dedicated to expanding tourism in Maharashtra. We efficiently manage numerous well-established resorts and restaurants all across the state. Offering heritage walks, adventure activities, and aquatic sports, along with interesting tour packages, we give you the opportunity to explore the riches of this state to the fullest. Embracing Maharashtra's cultural heritage, our resorts are well-known for offering comfortable rooms with exclusive views, while our restaurants specialize in the preparation and service of a variety of local dishes of the area. We invite you to enjoy the tranquil beaches and the serenity of the mountains, to find peace in the pilgrimage sites or to adventures in the forests. Our resorts are perfectly based in each unique location so you have the best holiday break ever. Taking tremendous pride in preserving the environment, our teams run the resorts by providing employment opportunities for the locals, encouraging them to be a part of our efforts in giving every customer a delightful experience.

Purpose

MTDC seeks the services of a reputed competent agency, for **“Document ABCD Classification, Digitization, Meta Data Entry & Document Management System in Maharashtra Tourism Development Corporation”**. This document provides information to enable the bidders to understand the broad requirements to submit their bids. The detailed scope of work is provided in this RFP document.

Consortium Conditions

Consortium or Joint Venture is not allowed for this RFP. Bidder shall participate in the tender in individual capacity in the name and style as Proprietary concern, LLP, Partnership firm or PVT. Ltd. Company.

Completeness of Response

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD wherever received.

Proposal Preparation Costs

- 1 The bidder shall submit the bid at its cost and MTDC shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over MTDC and MTDC shall be at liberty to cancel any or all bids without giving any notice.
- 2 All materials submitted by the bidder shall be the absolute property of MTDC and no copyright /patent etc. shall be entertained by MTDC.

Addendum / corrigendum of RFP Document

- 1 All the amendments made in the document would be published on the e-Tendering Portal and shall be part of RFP.
- 2 The Bidders are advised to visit the aforementioned websites / portal on regular basis to check for necessary updates. The MTDC also reserves the right to amend the dates mentioned in this RFP.
- 3 If MTDC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of any of provisions of this RFP, it may issue Supplements, Corrigendum etc. to this RFP. Any such corrigendum shall be deemed to be incorporated into this RFP.
- 4 MTDC reserves the right to amend/edit/add/delete any clause of this Bid Document.

MTDC's right to terminate the process

MTDC may terminate the RFP process at any time and without assigning any reason. This will be informed to all and will become part of the bid /RFP and information for the same would be published on the e-Tendering portal.

Earnest Money Deposit (EMD)

- 1 Bidders shall submit, EMD of Rs. 1,00,000 (Rupee One Lakh only) through online e-Tendering Payment Gateway mode only. Those bidders who are registered with Udyog Aadhaar, MSME, NSIC or SSI are exempted from furnishing the EMD.
- 2 EMD of Unsuccessful Bidder will be returned within 90 days from the date of opening of the Financial Proposal.
- 3 No interest will be paid by MTDC on the EMD amount and EMD will be refunded to the Agency without any accrued interest on it.
- 4 The Bid submitted without EMD as mentioned above, will be summarily rejected other than those who are exempted.
- 5 The EMD may be forfeited:
 - a. If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
 - b. In case of a Successful Bidder, if the Bidder fails to sign the contract in accordance with the terms and conditions.

- c. If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalisation.
 - d. At any stage of the bid process or after award of tender MTDC comes to knowledge that information provided was false/fraudulent/mala fide, and then MTDC shall reject the bid/cancel the award and, if necessary, initiate action.
 - e. For any of the reasons deem fit by MTDC.
- 6 The decision of the MTDC regarding forfeiture of the EMD shall be final and binding upon bidders.

Authentication of Bid

- 1 Authorized person of the bidder who signs the bid shall obtain the authority letter from the bidder, which shall be submitted with the Bid. All pages of the bid and its annexures, etc. shall be signed and stamped by the person signing the bid.
- 2 Power of Attorney be executed by the Bidder in favour of the duly authorized representative, certifying him as an authorized signatory for the purpose of this bid.

Language of Bids

The bid should be submitted in English language only. If any supporting documents submitted are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and submitted with the bid, and English translation shall be validated at MTDC's discretion.

Patent Claim

In the event of any claim asserted by a third party on infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall expeditiously settle and extinguish such claim. If the bidder fails to comply and in case the MTDC is required to pay compensation to a third party resulting from such Infringement, the Bidder shall be responsible for such compensation, including all expenses, court costs, lawyer fees etc. to MTDC. MTDC shall give notice to the Bidder for any such claim and recover the same from him.

Data/ Documents/Software Prepared by the Bidder to be the Property of the MTDC

All plans, specifications, reports, customized software, other documents, patent and data shall be absolute property of MTDC. The Bidder shall not use, share this information, any other data derived from this application, customized software etc. anywhere, without taking permission, in writing, from the MTDC and the MTDC reserves right to grant or

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deny any such request. Intellectual Property Rights (IPR) of the customized software will vest solely with the MTDC, Mumbai. However, such a system will not be allowed to be used by quoting same software at other places.

Bid Submission Format

The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format will be rejected.

Bid Submission Instructions

1. Complete bidding process will be online (e-Tendering) in two envelopes system. Submission of bids shall be in accordance with the instructions given in the Table below:

Particulars	Instructions
Envelope A: Technical Proposal	The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP. Each page of the Technical Proposal should be signed and stamped by the Authorized Signatory of the Bidder. Technical Proposal should be submitted through online bid submission process only.
Envelope B: Financial Proposal	The Financial Proposal shall be prepared in accordance with the requirements specified in this RFP. Financial Proposal should be submitted through online bid submission process only.

2. The following points shall be kept in mind for submission of bids;

- a. MTDC shall not accept delivery of proposal in any manner other than that specified in this RFP. Proposal s delivered in any other manner shall be treated as defective, invalid and rejected.
- b. The Bidder is expected to account for and to price all the items and services sought in the RFP and proposed in the technical proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.
- c. MTDC may seek clarification from the Bidder on the technical proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Financial Proposal submitted by the Bidder should

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be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.

- d. The Financial Proposal shall not contain any technical information.
- e. If any Bidder does not qualify the Pre-Qualification criteria stated in this RFP, the technical and Financial Proposals of the Bidder shall not be opened in the e-Tendering system. Similarly, if the Bidder does not meet the technical evaluation criteria, the Financial Proposal of the Bidder shall not be opened in the e-Tendering system.
- f. It is required that all the proposals submitted in response to this RFP should be unconditional in all respects, failing which MTDC reserves the right to reject such proposal.
- g. Proposals sent by any other mode such as email/fax/post/courier shall be rejected.
- h. Proposals received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained and will not be opened in the e-Tendering system.

Late Proposal and Proposal Validity Period

The validity of the proposals submitted before the deadline shall be 180 days from the date of submission of the proposal.

Modification and Withdrawal of Proposals

No Proposal shall be withdrawn in the interval in between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the Proposal form. Entire EMD shall be forfeited if any of the Bidders withdraw their proposal during the validity period.

Non-conforming Proposals

A Proposal may be construed as a non-conforming proposal and ineligible for consideration:

- a. If it does not comply with the requirements of this RFP.
- b. If the Proposal does not follow the format requested in this RFP or does not appear to address particular requirements of the MTDC.

Acknowledgement of Understanding of Terms

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

Bid Opening

- a. Total transparency shall be observed and ensured while opening the Proposals/Bids.
- b. MTDC reserves the rights at all times to postpone or cancel a scheduled Bid opening.
- c. Bid opening shall be conducted in two stages.
 - i. In the first stage, Pre-Qualification proposals shall be opened and evaluated as per the criteria mentioned in the RFP. Technical Proposals of bidders who meet the Pre-Qualification criteria shall be opened.
 - ii. In the second stage, the Financial Proposal of only those Bidders, whose Technical Proposals qualify, shall be opened. The Bids will be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.
- d. The Bidder's representatives who are present shall sign attendance sheet evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for MTDC, the bids shall be opened at the same time and location on the next working day. In addition to that, even if representative of the Bidder remains absent, MTDC will continue process and open the bids of the all bidders.
- e. During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, whether required Bid Security has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements shall be prima facie rejected. MTDC has the right to reject any bid after due diligence is done.

Evaluation Process

- a. MTDC will form a Project Implementation Committee (PIC) for monitoring various e-Governance initiatives. This PIC shall act as a Tender Evaluation Committee (hereinafter referred to as "TEC") to evaluate the bids.

- b. TEC shall review the Pre-Qualification proposal of the Bidders to determine whether the requirements as mentioned in the RFP are met. Incomplete or partial Proposals are liable for disqualification. All those Bidders, whose Pre-Qualification proposals meet the requirements, shall be selected for the opening of the technical proposal.
- c. TEC shall review the Technical Proposal of the prequalified Bidders to determine whether the technical proposals are substantially responsive. Bids that are not substantially responsive shall be disqualified and TEC reserves the right to seek clarification if required.
- d. TEC shall assign a technical score to the Bidders based on the Technical Evaluation Criteria detailed in the RFP. The Bidders with a technical score above the threshold as specified in the RFP shall technically qualify for the commercial evaluation stage.
- e. The Financial Proposals of the technically qualified Bidders shall be opened and reviewed to determine whether the Financial Proposals are complete and as per requirements.
- f. Evaluation and award of Contract shall be done according to provisions of Maharashtra State Government Rules.
- g. Please note that TEC may seek input from their professional, external experts in the Bid evaluation process.

Pre-Qualification Criteria

- 1. Bidder firm shall be primarily as a Software Company registered as Proprietor / LLP / Private Limited Company / Partnership Firm for 5 years, with a minimum 5 years of continuous operation in the relevant domain.
- 2. The bidder must possess a valid PAN Card and GST Registration.
- 3. The bidder shall have valid ISO 9001-2015 or ISO 27001 covering Software Development, Scanning & Digitization Services, along with an SSI Certificate specifically for Data Processing activities.
- 4. The bidder shall have cumulative Turnover of at least a minimum of Rs. 3 Crore during the last 3 financial years (2022-23, 2023-24, 2024-25).

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5. Bidder shall have received at least 10 work orders of Document ABCD Classification, Scanning Digitization along with Document Management System Software from any Government Organization in Maharashtra State during the last 10 years.
6. Bidder shall have received at least one work order of Rs. 1 Crore or 2 work orders of Rs. 60 Lakh each or 3 work orders of Rs. 40 Lakh each for of Document ABCD Classification work in any Government Organization in Maharashtra State during last 5 years.
7. Please note that Subcontracted & Third-Party Scanning & Digitization Work Orders will not be considered during evaluation of Technical Eligibility of Bidder.
8. The bidder must supply own developed and designed Document Management System (DMS) Software. Joint Venture (JV) / Consortium is NOT allowed for this work use as Third Party DMS software to bid is prohibited and may result in rejection. (Self-Declaration on their official Letter head duly signed, Stamp and Sealed)
9. Proposed Document Management System (DMS) Software must be developed in Windows .Net Platform, and the bidder should be ready to supply complete Source Code of DMS Software. (Self-Declaration on Letter head with Stamp and Seal)
10. Bidders shall submit a self-declaration affirming that they have not engaged in any corrupt or fraudulent practices and confirming that they have not been debarred or disqualified by any Government and Semi Government organizations. (Self-Declaration on Letter head with Stamp and Seal).

Evaluation of Pre-Qualification Proposals

- a. Bidders, whose EMD and RFP Document Fees are found in order, shall be considered for Pre-Qualification criteria evaluation.
- b. Bidder shall be evaluated as per Pre-Qualification criteria mentioned in the RFP. The bidders who fulfil all the Pre-Qualification criteria shall qualify for further technical evaluation.

Evaluation of Technical Proposals

The evaluation of the Technical Proposals will be carried out in the following manner:

- a. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. Detailed Project citations and copy of work order, client contact information for verification, and all others) as required for technical evaluation.

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- b. At any time during the Bid evaluation process, TEC may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.
- c. MTDC reserves the right to do a reference check of the past experience stated by Bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process.

Technical Evaluation Methodology

- a. Each Technical Proposal shall be assigned a technical score out of a maximum of 100 points.
- b. In order to qualify for the opening of the Financial Proposal, the Bidder must get a minimum overall technical score of 75 (Seventy-Five).
- c. The Financial Proposals of Bidders who do not qualify technically shall be kept unopened in the e-Tendering system.
- d. MTDC reserves the right to accept or reject any or all bids without giving any reasons thereof.
- e. Only the Bidders who are technically shortlisted will be notified by MTDC regarding the date and venue for the opening of the Financial Proposals.

Technical Evaluation Criteria

Sr. No.	Parameters	Point System	Max. Marks	Supporting
	Total Marks		100	
1	No. of Years' Experience Bidder's experience in providing Document ABCD Classification, Digitization, Meta Data Entry & Document Management System in Maharashtra	>=5 Years and < 10 Years – 5 Marks >= 10 Years – 10 Marks	10	Relevant work orders for Government Projects showing number of years' experience
2	Total Work Order Value Total value of work orders for Document ABCD Classification, Digitization, Meta Data Entry & Document Management System	<1 Crore – 0 Marks >= 1 Crore and <3 Crore – 10 Marks >= 3 Crore and <7 Crore – 15 Marks	20	Certificate from Statutory Auditors for Scanning and

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	for the Government Organizations in Maharashtra during last 10 years	>7 Crore – 20 Marks		Digitization Project
3	Number of Work Orders: Prior experience of executing Scanning & Digitization project along with Document Management System Software for Government organizations in Maharashtra during last 10 years	<9 Orders – 5 Marks ≥ 10 Orders and < 15 Orders – 10 Marks ≥ 15 Orders and < 20 Orders – 15 Marks > 20 Orders – 20 Marks	20	Relevant work orders / Experience Certificate for Government Projects
4	Total Pages Scanned: Total number of pages (each side of a page of any size) for Government Organization in Maharashtra during last 10 years	Total number of pages scanned: < 25 Lakhs – 1 Marks ≥ 25 Lakhs and ≤ 50 Lakhs – 10 Marks < 50 Lakhs and ≤ 75 Lakhs – 15 Marks > 75 Lakhs and above – 20 Marks	20	Relevant work orders / Experience Certificate for Government Projects
5	DMS Software Experience Experience in providing Document Management System Software for Government Organizations in Maharashtra during the last 10 years	1 to 3 Orders – 5 Marks 4 to 6 Orders – 10 Marks 7 to 9 Orders – 15 Marks 10 and above Orders – 20 Marks	20	Relevant Work Order / Experience Certificate
6	Certifications ISO Certifications ISO 9001/ISO 27001	ISO 9001-2015 – 5 Marks ISO 27001 – 5 Marks	10	Relevant Certificates

Note:

- 1) MTDC reserves the right to visit the bidder's customer where such a similar project execution has taken place.**
- 2) Since most of the documents to be digitized are in Marathi language, experience of working in Maharashtra is required. Bidder shall have experience in handling these documents required for Meta Data Entry and Indexing.**
- 3) Bidder(s) will be called for the demonstration of the proposed system on the date of technical presentation at MTDC.**

Financial Proposal Evaluation

- a) Only the financial proposal of the technically qualified Bidders will be considered for opening evaluation.
- b) Of all the financial proposals open, the Technical and Financial Score will be calculated. The Technical Bid will carry 75 marks, and Financial Bid will carry 25 marks.
- c) If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected.

Criteria Award

The qualified Bidder whose rates are lowest will be decided as the preferred bidder and shall be awarded the contract.

MTDC's Right to Accept any Bid and to Reject any or All Bids

MTDC reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to the award of Contract, without thereby incurring any liability on the affected Bidder or Bidders or without any obligation to inform the affected Bidder or Bidders of the grounds for MTDC's action.

Letter of Intent

Before the expiration of the period of bid validity, MTDC will notify the Agency in writing or by fax or email, to be confirmed in writing by letter that its bid has been accepted. The Letter of Intent will constitute the formation of the contract. Upon the Successful Bidder's furnishing of Performance Security, MTDC will promptly notify each unsuccessful bidder.

Signing of Contract

MTDC shall notify the Agency that its bid has been accepted. The Agency shall enter into contract agreement with MTDC within the time frame mentioned in the Letter of acceptance to be issued to the Agency by MTDC. The selected bidder shall sign contract agreement for the period of 3 years. Rates quoted in this tender shall be valid for the period of 3 years. The Managing Director, MTDC reserves the right to extend the Contract Agreement by 2 years as required without any change in the tender quoted rates.

Failure to agree with the Terms & Conditions of the RFP / Contract

Failure of the Agency to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the Contract, in which event MTDC may invite the next best bidder for negotiations or may call for fresh RFP.

Non-Disclosure Agreement (NDA)

The Agency has to sign the Non- Disclosure Agreement with MTDC.

3

Scope of Work

3. Scope of Work

The Maharashtra Tourism Development Corporation proposes to digitize its documents by way of scanning, entering the data of the same into the available DMS & to run the system. The selected bidder shall be termed as Agency hereinafter. The scope of work also includes training of MTDC staff to understand the process and to operate the system.

Deployment of IT Infrastructure

The MTDC will provide sufficient space and required furniture in its office for the work of digitization & data entry, along with electricity power supply. The scanning shall be carried out at multiple locations/Offices as given by MTDC. Selected bidders shall bring all required computers, scanners required for successful execution of project. MTDC has intends to develop DMS Software. The digitized data is to be uploaded to the DMS Application.

Document Scanning

Sr. No.	Features & Functionality
A	Receiving the files
	Agency will collect Files from Every Department for the digitization purpose. Agency will bring those files for digitization in the given space. The details of documents received shall be noted in a register.
B	Preparation for scanning
	Each department of MTDC will hand over the documents after weeding and removing the duplicate documents before scanning. After receiving documents from the Department, Agency will process each document for the digitization. Agency's team will unpack the files received and separate out each documents paper to be digitized. These documents may range from A4 to A0 size. Each document shall be numbered by the department of MTDC before scanning.
C	Processing for scanning
	Before scanning the documents, Agency's team will physically check all the documents. If documents are not in good condition, or are stapled, pinned, then it shall be removed before scanning. If documents are torned, then it shall properly paste by using gum, cello tape, etc. before scanning.
D	Document Scanning and File Binding
	1. Existing records shall be scanned and digitized into the Document Management System. Approximately 30 Lakh documents to be scanned. The volume of digitization may change as per the availability.
	2. Document size ranges from A4 to A0 size.

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	3. Documents have to be scanned as it is. The Resolution of scan paper shall be 300 dpi.
	4. Agency shall make sure that they use appropriate scanners for scanning various size of documents. Vendor shall use ADF, Overhead or Large Format Scanners wherever applicable.
	5. Color image should be in captured in JPG format and B/W image should be in captured inTIFF format.
	6. If the documents are in Booklet/File format, the Agency need to unbind the booklet/File before scanning & bind the booklet/File after scanning.
	7. HoD of each department will authorize a person from their respective department for scanning and digitization project. After scanning documents in a given file, the Agency shall arrange the documents as per page numbering. Agency shall punch the documents by two-hole punching machine, if not already punched. Agency shall also fold the documents like maps in proper way so as to place them properly into file. After arranging documents, the file shall be tied with lace or tag if required.
	8. The documents once scanned shall not be misplaced or the position shall not be changed. The Agency entrusted with work shall observe the highest control on misuse of any of the document. The staff deputed by the Agency shall be specially entrusted. Any violation in this regard will be viewed seriously and shall treat penal action. No tampering, re-writing, folding etc. shall be permissible.
	9. The captured document shall be stored in a desired file category and shall not be allowed to change by any DMS user.
	10. Proper indexing shall be done for faster retrieval of the documents.
E	Quality Control
	All the scanned documents shall be checked for its quality.
	Page Numbering and Page orientation shall be checked for each scanned document.
	If any document is not readable, then it shall be scanned again at no additional cost.
	All the pages of a file/register shall be bound together to create PDF file.

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	Vendor shall check 100% scanning work. Later on, representative of each department shall check 10% of the scanned documents and Head of department shall check 1% of the scanned documents for its accuracy.
F	OCR
	Optical Character Recognition shall be performed on printed English text while creating the PDF file.
G	Document Uploading
	The final PDF document created during Quality Control process and OCR process shall be uploaded on the Document Management System Software. Authorize representative of each department shall check 10% of the uploaded documents for its accuracy and shall certify the same which shall be used by the Agency for the billing purpose.
H	File Packing & Delivery
	Once all the documents are digitized and uploaded on the server, pages will be assembled and file will be created. This file will be then returned to the Store Room with proper labeling and details about digitization. The same shall be noted in the Register and shall be signed by the authorized person of each department appointed by the HOD.

Document Management System Software

A	User Creation
	DMS Software shall provide facility to create different users.
	Each user needs to login using security credentials only. HOD shall authorize the valid user for the use of DMS Software.
	There shall be provision to assign usage rights to each user.
B	Document Categorization & Scheme Creation
	1. Agency shall create document category as per the guidance of authorized person of each department for the sake of identification and filtration.
	2. There should not be any limitation for number of category creation.
	3. Agency shall also create the nested sub categories under each category if required.
	4. Before uploading any documents, the scheme shall be created in the Software System. The system will create the logical structure in the system for the document upload.
	5. Agency shall add Tags for each document category and its sub categories.

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	6. Agency shall specify the data type for each tag.
	7. The hierarchy of file categories is user defined.
	8. Agency shall add meta data tags to individual files.
C	Data Entry
	Meta data entry of the indexing fields shall be done as per the guidance given by MTDC, Mumbai
D	Document Control
	Define and apply security policies defining access levels for users of the system.
E	Document Uploading
	There shall be a provision to upload the PDF document in DMS Software.
	System shall also provide PDF viewer to view the PDF document.
F	Indexing
	DMS Software shall provide facility to index the PDF documents in the system.
	User shall be able to create the Indexing fields for different types of files.
	Indexing shall support both alpha numeric data required for document searching.
G	Document Search
	MTDC shall be able to search Data Entry fields using search meta data
H	Security Features
	1. Access Rights: It basically determines who can log on the system and which folders or files individuals can open.
	2. Feature Rights: It determines a range of actions, including adding pages or deleting pages or modifying data entry fields
	3. Each user must be logged in first to make use of the DMS system.
	4. The administrator must be able to assign rights to each user in the organization.
	5. The digitized documents shall not be available for direct access. The documents shall be stored in repository which is available only through DMS Software.
	6. Screen Shot restriction.
	7. Screenshot capture of DMS page shall be disabled to ensure data confidentiality and prevent unauthorized sharing.

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	<p>8. Restrict Download permissions to ensure better control and data security.</p> <p>9. Maker-Checker mechanism to enhance authentication and ensure dual-level verification for critical actions.</p> <p>10. DMS search functionality should be limited to users respective departments.</p>
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In future MTDC may require software for Management Information System Software. The Agency shall make the necessary provision as he may be asked to provide Management Information System Software and integrate with Document Management System Software in future. The cost for the same shall be discussed mutually by MTDC and the selected Agency. MTDC will not publish separate tender for the Management Information System Software and all the terms and conditions of this tender shall be part and parcel of the proposed Management Information System Software.

Document ABCD Classification

The closed files of A, B and C category only (as per MTDC Guidelines) shall be scanned under this contract. D category files are generally not to be scanned, but MTDC can take decision to scan it based on the importance.

The classified records/files shall be bundled together in colored cloth as per the guidelines given by MTDC. A label with Department Name, Year of File and Number of Files shall be pasted on each Bundle.

Some of the documents are stored year wise containing multiple files tagged in single folder. Vendor shall create separate files so that files can be identified based on the subject & year. Unique barcode number shall be assigned to each file for future reference and easy retrieval. The Vendor shall submit the classified Document list to the MTDC.

Document Transport

The Agency may transport the file record from Record Room to the space allocated for the scanning and digitization work with prior permission from MTDC. The Transport cost will be paid only if the scanning location and documents are in different locations/area.

Training

The Agency shall provide hands on training in MTDC premises on relevant components. MTDC will measure the effectiveness after the completion of the training. In case the participants are not satisfied with the training, then MTDC may ask the Agency to conduct refresher training sessions.

4

General Conditions of Contract (GCC)

4. General Conditions of Contract (GCC)

1. Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the India

2. Payment Terms

- i. No advance payment shall be made.
- ii. The Agency's request(s) for payment shall be made to the MTDC on monthly digitization turnover accompanied by an invoice describing, as appropriate, services completed.
- iii. Document Management System Software & Server's payment will be made after installation at MTDC.
- iv. Payment for Document Scanning, Quality Control, Creation of PDF files and Uploading on DMS Software, Optical Character Recognition (OCR) of Printed English Pages, Meta Data Entry Charges, Lossless Image Compression, Document ABCD Classification, Document Transport will be made on monthly basis.
- v. Payment for Annual Maintenance Charges will be paid on half yearly advance after one year from the date of installation of Document Management System Software.
- vi. Payments shall be made promptly by the MTDC within thirty (30) days after submission of the invoice or claim by the Bidder after quality inspection and verification by the respective HOD and shall submit the Certificate (NOC) conforming the Goods/Products/Services/Solutions supplied as per the agreed specifications along with the Invoice.
- vii. Payment shall be made in Indian Rupees by RTGS / NEFT on Bank in the name of Agency.

3. Confidential Information

- a) MTDC and the Agency shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

- b) The Agency shall not use the documents, data, and other information received from MTDC for any purpose other than the services required for the performance of the Contract.

4. Change in Laws and Regulations

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Agency has thereby been affected in the performance of any of its obligations under the Contract.

5. Force Majeure

- a) The Agency shall not be liable for termination for default if and to the extent that it's delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, Force Majeure means an event or situation beyond the control of the Agency that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Successful Bidder. Such events may include, but not be limited to, acts of MTDC in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the Agency shall promptly notify MTDC in writing of such condition and the cause thereof. Unless otherwise directed by MTDC in writing, the Agency shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6. Change Orders and Contract Amendments

- i. MTDC may at any time order the Agency to make changes within the general scope of the contract.
- ii. Managing Director, MTDC reserves the rights to increase the document quantity.
- iii. If any such change causes major deviation in the cost of, or the time required for, the Agency performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Agency for adjustment under this Clause must be asserted within 30 days from the date of the Agency receipt of MTDC's change order.

- iv. Prices to be charged by the Agency for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Agency for similar services.

7. Settlement of Disputes:

Performance of the contract is governed by the terms and conditions of the contract, in case disputes arise between the parties regarding any matter under the contract, 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 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 90 days then the party will have to recover to settle of dispute in court of law. It is made clear that all the disputes contravenes or claims arising out of or in connection with the agreement relating to its interpretation, performance of termination shall be fully and exclusively through legal proceedings communicate in the courts of competent jurisdiction situated in Mumbai only.

Extensions of Time

- i. If at any time during performance of the Contract, the Agency should encounter conditions impeding timely delivery of the Services, the Agency shall promptly notify MTDC in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Agency notice, MTDC shall evaluate the situation and may at its discretion extend the Agency time for performance in writing.
- ii. Delay by the Agency in the performance of its Delivery and Completion obligations shall render the Bidder liable for disqualification for any further bids in MTDC, unless an extension of time is agreed mutually.

8. Termination

9.1 Termination by MTDC

- i. MTDC may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (1) through (11) of this GCC Clause 4.9.1. In such an occurrence, MTDC shall give a not less than 30 days' written notice of termination to the Agency.
- ii. If the Agency does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as MTDC may have subsequently approved in writing.
- iii. If the Agency becomes insolvent or goes into liquidation, or receivership whether compulsory or voluntary.

- iv. If, in the judgment of MTDC, it has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- v. If, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than 60 days.
- vi. If the Agency submits to the MTDC a false statement which has a material effect on the rights, obligations or interests of MTDC.
- vii. If the Agency places itself in a position of conflict of interest or fails to disclose promptly any conflict of interest to MTDC.
- viii. If the Agency fails to provide the quality services as envisaged under this Contract, MTDC may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. MTDC may decide to give one chance to the Agency to improve the quality of the services.
- ix. If the Agency fails to comply with any final decision, reached as a result of arbitration proceedings.
- x. If MTDC, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- xi. In the event MTDC terminates the Contract in whole or in part, pursuant to GCC Clause 4.9.1, MTDC may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Agency shall be liable to MTDC for any additional costs for such similar services. However, the Agency shall continue performance of the Contract to the extent not terminated.

9.2 Termination by Agency

The Agency may terminate this Contract, by not less than 30 days' written notice to MTDC, such notice to be given after the occurrence of any of the events specified in paragraphs (1) through (2) of this GCC Clause 4.9.2:

1. If, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than 60 days.
2. If the MTDC is in breach of GCC clause No. 4.2 sub clause 3 to 6 of this Contract and has not remedied the same within 30days (or such longer period as the Agency may have subsequently approved in writing) following the receipt by MTDC of the Agency notice specifying such breach.

9. Payment upon Termination

Upon termination of this Contract pursuant to GCC Clauses 4.9.1 or 4.9.2, the MTDC shall make the following payments to the Successful Bidder:

- a) If the Contract is terminated pursuant to GCC Clause 4.9.1 (10) or 4.9.2, remuneration for Services satisfactorily performed prior to the effective date of termination.
- b) If the agreement is terminated pursuant of GCC Clause 4.9.1 (1) to (3), (4), (5), (6), (7), (8) and (9). The Agency shall not be entitled to receive any agreed payments upon termination of the contract. However, the MTDC may consider making a payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the MTDC. Applicable under such circumstances, upon termination, the MTDC may also impose liquidated damages. The Agency will be required to pay any such liquidated damages to MTDC within 30 days of termination date.

10. Assignment

If Agency fails to render services in stipulated timeframe and as per schedule, MTDC, at its discretion and without any prior notice to Agency, may discontinue or minimize scope of work or procure/board any other similar agency to render similar services to complete project in stipulated timeframe.

11. Other Conditions

- a) The Agency should be complying with all applicable laws and rules of Govt. of India/Govt. of Maharashtra/Urban Local Bodies.
- b) Data Entry Operator / Supervisor etc. deployed by the Agency shall not have right to demand for any type of permanent employment with MTDC or its allied Offices.
- c) MTDC reserves the right to annul all/partial services during the contract period, without assigning any reason otherwise.

12. Risk Purchase

In case the Agency fails to deliver the project due to inadvertence, error, collusion, incompetency, misconstruction or illicit withdrawal, the MD, MTDC reserves the right to procure the same or similar services from the alternate sources at risk, cost and responsibility of the Agency.

5

Annexures

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Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on the Letterhead of the responding company)

Date: dd/mm/yyyy

To

The Managing Director,
Maharashtra Tourism Development Corporation
Mumbai

Subject: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

RFP Reference No:

Dear Sir,

I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the Government of Maharashtra/ Any Other State Government/ Government of India which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, MTDC, Government of Maharashtra reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date:

Name:

Designation:

Address:

Telephone &Fax:

E-mail address:

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Technical Bid Cover Letter

(To be submitted on the Letterhead of the responding firm)

Date: dd/mm/yyyy

To

The Managing Director
Maharashtra Tourism Development Corporation
Mumbai

Subject: Selection of Vendor for the Project “**Document ABCD Classification, Digitization, Meta Data Entry & Document Management System in Maharashtra for Maharashtra Tourism Development Corporation**”

RFP Reference No:

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for “**Document ABCD Classification, Digitization, Meta Data Entry & Document Management System in Maharashtra for Maharashtra Tourism Development Corporation**”

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule) for providing Professional Services in “**Document ABCD Classification, Digitization, Meta Data Entry & Document Management System in Maharashtra for Maharashtra Tourism Development Corporation**”, put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and MTDC or its appointed representatives.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and MTDC.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to MTDC is true, accurate, and complete. This proposal includes all information necessary

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to ensure that the statements therein do not in whole or in part mislead MTDC as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

(Signature)

(Name)

(In the capacity of)

[Seal / Stamp of bidder]

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Financial Proposal Format & Instructions

RFP Reference No:

Sr. No.	Item	Unit	Unit Cost (In INR)
10.	Scanning of Documents [Includes setting IT infrastructure such as Computer and Scanner, deployment of skilled manpower, File Handling, Page Numbering, Tagging, File Packing & Delivery.		
A	A4/A5/Legal Size.	Per Image	
B	A3/A2.	Per Image	
C	A1/A0.	Per Image	
2.	Page Numbering, Quality Control, Creation of PDF files and Uploading on DMS Software.	Per Image	
3.	Optical Character Recognition (OCR) of Printed English Pages.	Per Image	
4.	Meta Data Entry Charges.	Per Meta Data Field	
5.	Lossless Image Compression.	Per Image	
6.	Document ABCD Classification	Per File	
7.	Document Transport	Per File	
8.	Document Management System Software.	Nos.	
9.	Annual Maintenance Cost for Document Management System Software.	Per Year	
10	Server Intel® Xeon® 3508U Processor or similar processor, 32 GB (2x16 GB) Memory, support for four LFF drives, 1U High Performance Fan Kit, Two 4TB SATA 7.2K LFF LP, Hot Plug Low Power Supply, 18" LED Monitor, Keyboard, Mouse, Windows Server 2022 Operating System, 3/3/3 warranty, 3 Years Antivirus Subscription	1 No.	

The Total Cost (z) shall be considered for arriving at L1

Instructions:

- The above cost is exclusive of Goods and Services Tax (GST).

- b. MTDC does not guarantee the quantity for the particular line items. The actual quantity for the given items may be more or less. The payment shall be made based on unit cost quoted for the particular item on actual service/product is delivered.
- c. The bidder should fill out rates for all the items mentioned here. If the rate for any item is not mentioned, then the bid will be rejected by MTDC.
- d. The rate quoted shall be inclusive of the cost of detailed scope of work mentioned in the RFP document.
- e. All the prices are to be entered in Indian Rupees ONLY
- f. The Bidder needs to account for all Out-of-Pocket expenses due to Boarding, Travelling, Lodging and other related items.
- g. MTDC may use the same rate for the other MTDC offices during the contract period.