Sub: Notice Inviting quotation for Digitization of Documents in DPE.

Sealed quotations are invited from reputed Companies/Firms having experience in the field of Scanning and digitization of files/records of Govt. Department/PSUs/Autonomous Bodies etc. for Digitization of documents along with the development of Documents Management System (DMS) in the Department of Public Enterprises, New Delhi. The scope of work is as per Annexure-A.

2. The terms and conditions of the contract may be seen at Annexure-I. The contractors are required to fill up the Technical Information in the Annexure-II and Financial Information in Annexure-III consisting of rates inclusive of all charges/service tax etc. Both the annexure (Technical Bid and Financial Bid) shall be sealed separately and put in a bigger envelope duly sealed while submitting the proposal to this Department. Wax sealed Quotations may be submitted, in the prescribed Performa as in Annexure-II and III, addressed to the undersigned by name so as to reach him by 3.00 p.m. on 10th February, 2017.

3. The tender documents can be downloaded from the website of the Department of Public Enterprises at www.dpe.gov.in. The quotation will tentatively be opened at 3.00 p.m. on 10th February, 2017 in the room of Under Secretary (Admn), Room No 409-A, Block 14, CGO Complex, Lodhi Road, New Delhi in the presence of the Committee Members and the representatives of the firms, if they desired to be present so. The cover of the tender application should be superscripted as "Digitization of Documents in DPE".

(Harish Chandra)
Under Secretary to the Govt. of India
Tele: 24366820
SCOPE OF WORK

(a) Pre-scanning activities

- Documents are to be collected from rooms/shelves and required to be counted and entered into the log register before taking to the scanning area. The documents are required to be scanned at the specific location of the Department.
- Since some documents are old and are not in good physical condition, documents are required to be repaired if not in condition fit for scanning. Vendor is required to handle these documents carefully.
- It shall be the responsibility of vendor to take care of the protection and security of documents. In case of loss of any document’s appropriate remedy including penalty may be imposed on the vendor for the loss suffered. A committee shall be constituted for assessing the damages and finalizing the appropriate remedial measures.
- Each page shall be serially numbered and shall be counted while giving the documents back.
- The vendor will make arrangement for a supervisor at each location of the Department who will supervise the scanning activity carrying out in the Department and will be reporting to the Department to the on progress on scanning on daily basis.
- Scanning agency should ensure that there is no data breach at their end and there is no inappropriate disclosure of information contained in the documents.

(b) Scanning Activities

Batch Processing, Archiving (Scanning Storing into image/digital form) and Retrieval.

- The scanning of the records of A4/legal/A3 sizes at minimum 300 dpi resolution in B/w or Grey-scale.
- Receiving files by the contractor from staff of Department of Public Enterprises after counting and entering details in the log register.
- Preparing the files for scanning/digitization purpose, i.e. removal of tags, pins, etc.
- Scanning, storing the Data in Scanned form with mirroring facility and one additional backup on hard disk drive to the person responsible.
- The output has to be given in Searchable PDF format with metadata as prescribed by the Department. The pdf data should be of size of 20mb.
- Indexing the scanned and stored data. Handing over the files back to the section in their original condition, maintaining a chain of processon.
- Handing over the slotted scanned data on appropriate electronic media to Department of Public Enterprises.
Scanning Activities Conditions:

- Take precautions with documents in an orderly manner without disturbing the chronology of the documents and without mixing pages between different documents.
- Carry out the scanning and profiling (including any Meta data entry) of the documents as supplied to the vendor. The vendor shall strictly comply with the operational processes for implementation of the project.
- Blank and not numbered pages should not be scanned.
- The vendor shall add/replace poor quality scanned images/documents on its own, for which vendor shall not be entitled to get any extra payment.
- It is absolute responsibility of the vendor to ensure that the contents of the digitized documents shall be and exact replica of the original paper document maintained as part of the records in the books. This will be a mandatory condition for the vendor to authenticate the validity of the digitized documents.
- Authority may direct to get all the documents scanned and digitized afresh by any other vendor, if it is found that the vendor has not performed the task of scanning digitization satisfactorily and the images are of poor quality and expenditure in doing so incurred by authority shall be deducted from the vendor’s bill.
- Vendor should impart adequate training to the staff of this office for (A) archival (scanning and storing) (B) retrieval and printing.
- The files / documents will not be allowed to be removed from space/premises allocated to the firm. Suitable hardware infrastructure/facilities have to be established onsite at the room allocated by the authority to do the digitization work.
- Under no circumstances, the documents shall be changed, mutilated, destroyed or replaced by some other documents.
(c) Image Enhancement Activities

- Vendor should ensure that qualities of scanned images are enhanced up to the optimum level and required image enhancement activities have been done on the documents.
- In case the documents are not legible it shall be the bidder’s responsibility to scan the documents on high resolution i.e. 600 dpi or higher.

(d) Indexing/ Metadata Entry

- Vendor has to do the metadata entry as per the requirement of Authority for the scanned documents as well as already existed softcopies of the documents. Indexing parameters shall be decided by the Authority at the time of award of contract.

(e) Retrieval of digitized documents

- The hyper-linking of the data should be done with the bookmarking for the faster retrieval of relevant information.
- Indexing of scanned files and existing files in softcopies along with that metadata entry should be done before uploading to Document Management System (DMS).
- The system should allow scaling at any point in future.
- It should be able to store and retrieve documents of any format like tiff, jpeg, pdf, pdf/a etc.
- The system should have administrative module and user module preferably web front end.
- It should support a) Digital signature, b) Time stamping c) Retime stamping and d) Encryption.
- It should be a Modular system, designed using Microsoft NET Framework 3.5/4platform.
- It should be Xml Signature compliant.
- It should be WS-Security, WS-Secure Conversation; WS-Reliable Messaging enabled transport channels complaint.
- It should also support Mutual certificate-based, protected communication.
- The system should be able to support Arbitrary document format (Microsoft Office, Adobe PDF, XML,...).
- The Proposed software should be user friendly with easy to use interface (UI).
- Short training to the officials and staffs of the Ministry to facilities the operation of Document Management System (DMS) should be included in the workflow.
- The software and the methodology to be adopted should ensure seamless integration with the existing workflow system.
Terms and conditions:

(a) Payment Terms:

90% payment will be made on satisfactory completion and acceptance of the assigned work. 10% payment will be made after one year of date of completion and acceptance of the assigned work.

(b) Assets & Space:

(i) Contractor must provide the high speed (100 ppm) scanners.
(ii) The equipments (scanners) provided by the contractor shall be capable of providing resolution of 100dpi (dots per inch) to 600 dpi as well as B/W and colored scanning.
(iii) The Contractor shall have to provide the scanners and labour for the digitization work. Space, Computer, electricity points and storage devices (except for the back-up) will be provided by the department.
(iv) The scanning work of documents shall be undertaken at the premises of DPE, New Delhi.

(c) Quality of work:

(i) Majority of the documents are of A4 size however there may be documents with different (legal etc.) sizes. The documents must be carefully separated.
   If stapled, pins need to be carefully extracted.
(ii) Any external annexure like photographs is to be fixed carefully and neatly, if required with glue.
(iii) Proper dusting of the document to ensure clarity of scanned document in addition to Ironing and smoothening may also be ensured.
(iv) Page numbering of each document must be ensured. If some document is not numbered you may get it done by requesting the respective custodian of file/document.
(v) It may be ensured that the Scanned document is readable and in the searchable.
(vi) The quality of the old documents may have deteriorated and hence extra care and precautions shall be taken while handling these documents.

(d) Security:

(i) The data/documents provided to contractor for scanning contains proprietary information of DPE and is to be treated as confidential. The Contractor will be responsible for maintaining confidentiality of contents of the documents.
(ii) Contractor should undertake that no unauthorized copy of assigned work would be made in any manner whatsoever. Contractor would be fully accountable for any leakage/piracy of the data from the premises and in transit.
(iii) If any occurrence of breach of this confidentiality comes to the notice of any of the Government, appropriate action under the Government of India Rules will be initiated against the contractor.
(iv) The contractor shall ensure securing of original manuscript against any kind of misuse, including photocopying, mutilation or destruction by any other means and shall also ensure the secrecy of digital data by destroying the backup after acceptance of digital data by DPE against illegal copying and against any kind of virus.
(v) The contractor will be fully responsible for returning the manuscript intact and also for compensation for any damage caused due to loss or otherwise.
(vi) For any deletion/virus inflicted, loss or mutilation of the data provided after scanning, the contractor will be fully responsible for compensating the loss caused by negligence.
(vii) While undertaking scanning work, the contractor should save the data in external device like CDs etc so that already scanned data could be recovered in case of system breakdown in the course of implementation of this project.

Acknowledgement of understanding of terms:

By submitting a bid, each agency shall be deemed to have acknowledged that it has carefully read all sections of this Tender Notice, including all forms and has fully informed itself as to all existing conditions and limitations.

Bid Evaluation Criteria:

(i) In the first instance the Technical Bids shall be opened in the presence of representatives of bidders, if available. The Bidders may depute their representatives for the Technical Bid opening event.

(ii) The Technical Bids will then be evaluated by the Department, internally;

(iii) For the Technical Qualified Bidder, the Commercial Bids shall be opened, the date for which shall be communicated to the vendors through e-mail/phone. If any vendor so desires, it may depute its representative for Commercial Bid opening event also.

(iv) The L1 bidder will normally be awarded the contract. However, the Department reserves the right to reject the L1 bidder for the reasons, to be recorded in writing.

(v) The decision of Department of Public Enterprises shall be final and binding.

Negotiations & Contract Finalization:

The Department shall reserve the right to negotiate with the bidder whose proposal has been ranked first on the basis of Joint Evaluation of Technical and Commercial Bids. The Department reserves the right to award the contract to the bidder selected for negotiations.

Rectification

(i) After completion of job, if any discrepancies are found in the scanned document/key parameters, the contractor should rectify the same free of cost. The contractor should provide such service till one year from the completion of job.

(ii) Any error found in the data during the scanning process will be corrected free of cost by the Contractor.

(iii) DPE reserves the right to reject any scanning and indexing work if found unsuitable. The rejected work, if any, will have to be completed by good quality work forthwith at the risk of the Contractor. No payment will be made for the rejected work.
TECHNICAL BID

Technical Bid should indicate the following information along with the self attested Photocopies of these documents:

(a) Profile of the Company/Firm, along with Contact Nos. of fax, telephone and email
(b) Proof of Incorporation of company/registration of firm
(c) PAN Number
(d) Service Tax registration number
(e) Firm/Company should be duly registered/incorporated.
(f) Documentary proof that the firm is registered with Service Tax authorities.
(g) Documentary proof that the firm is having TIN No. and PAN No.
(h) Documentary proof of past experience of digitization work carried out by the firm Govt. Department/PSUs/Autonomous Bodies etc.

(i) Earnest Money Deposit for Rs. 25,000/- in the form of crossed Bank Demand Draft in favour of DDIO DPE, New Delhi.

(j) The tenders should be complete in all respect. There shall be no ambiguity as to the rates quoted by the firm. Incomplete and ambiguous tenders will be outrightly rejected.

(k) Any other relevant information including details of similar digitization work done for atleast three Central Govt. / State Govt. in the preceding years.

(Name and Signature of the authorized person of the firm along with the seal)
FINANCIAL BID

To

Under Secretary (Admin)
Department Public Enterprises (DPE),
Room No. 409-A, Block, 14,
CGO Complex, Lodhi Road,
New Delhi- 110003.

Subject: Quotation for Digitization of documents in the DPE, New Delhi - regarding.

Sir,

With reference to your letter F.No.A-42011/5/2017-Admn dated January, 2017 on the subject mentioned above, I/we quote the rate for above mentioned work as under:-

<table>
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<tr>
<th>Particulars</th>
<th>Rate (in words and figures) inclusive of taxes</th>
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<tr>
<td>Consolidated rate per page including all the works mentioned in your letter*</td>
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*It is stated that the rate quoted here IS comprehensive. There will be no extra payment chargeable on behalf of any work as to labour, dusting, equipment maintenance etc.

2. I/we accept all the terms and conditions of your letter referred to above.

Yours faithfully,

(Authorized signatory with stamp)
(Name/Designation & contact No.)