

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.



REQUEST FOR PROPOSAL

For

Selection of Agency For

Digitization of Records of

(Scanning, Indexing, Meta Data Entry, Data Entry) and management of

Digitized records through computerised Document

Management System i.e. Digital Store System, Retrieval system and

Integration with Document Management System (DMS) of Various

Department(s) in Himachal Pradesh

Tender No. : HPSEDC/CC/Digitisation/2019

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD,

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1. Notice Inviting Bids/Tender

The Managing Director, HPSEDC, Shimla – 171 013 (here-in-after to be referred as HPSEDC) invite online e-bids from the interested bidders to select a Service Provider for Digitization of records in various government departments/ Semi Government/ PSUs/Autonomous Bodies etc. in Government of Himachal Pradesh (Scanning, Indexing, Meta Data Entry, Data Entry) and management of Digitized records through Computerized Document Management System, i.e., Digital Storage System, Retrieval System and creation of end user department-wise Document Management System (DMS) and integration the same with end user department application using APIs. Subsequently, Service Provider will be responsible for Management & Maintenance of solution and the digitised record for a period of 3 years. The assignment specifications, terms and conditions, and various Performas for submitting the Tender offer are described in the Tender document. The interested bidders are requested to submit their Techno-Commercial offers as per schedule mentioned here under:

SCHEDULE OF THE TENDER PROCESS:

S. No.	Information	Details
1.	RFP No. and Date	No: HPSEDC/CC/Digitisation/2019 Date: 05/09/2019
2.	Bid validity period	120 days from the last date (deadline) for submission of e-Tenders.
3.	Tender Fee	Rs. 2000/- (Rs. two thousand only)
4.	Bid Security/ (EMD)	Rs. 1,00,000/- (Rs. one lakh only)
5.	Pre-Bid Meeting Date & Venue	13/09/2019 at 2:30PM in HPSEDC, 1 st Floor, I.T. Bhawan, Mehli, Shimla
6.	Bid submission Start date	23/09/2019 at 11:00AM
7.	Bid submission End date	03/10/2019 at 2:30PM
8.	Opening of e-Tenders Bids	03/10/2019 at 3:00PM
9.	Date of Technical Presentation by the Bidders	To be intimated through email or telephone No. to be supplied by the bidder.
10.	Venue	H.P. State Electronics Development Corporation Ltd., 1 st Floor, I.T. Bhawan, Mehli, Shimla-171013, H.P.

- (i) Tender Cost and EMD may be deposited through DD or RTGS in HPSEDC Account, (State bank of India Khalini, Shimla-2 Account no. 55069383586 IFSC Code-SBIN 0051132).
- (ii) Eligibility-cum-Technical Bid shall be opened initially and evaluated.
- (iii) Commercial Bids of Eligible and Technically qualified bidders will be opened thereafter.

*** Any corrigendum, modifications, changes related to this tender before the day of bid submission shall be notified on website www.hpsedc.in or <https://hptenders.gov.in> only.*

Prospective Bidders should be submitted Earnest Money Deposit (EMD) amounting to Rs. 1.00 lakhs and Tender Fee amounting to Rs. 2,000/- in the form of a Demand Draft from nationalized bank in favour of “The Managing Director, HPSEDC”, Shimla. If the tender document is downloaded from the website, the tender fee will have to be deposited as a separate bank draft/ or proof in case of RTGS, if bids uploaded without the cost of Rs.2000/- shall be summarily rejected. The bidder will submit/ upload the response/ e-bid in H.P. Government e-procurement portal i.e. <https://hptenders.gov.in> as per instructions mentioned at Clause-2.

Notwithstanding anything else contained to the contrary in this Tender Document, the Managing Director, H.P. State Electronics Development Corporation Ltd., Shimla reserves the right to cancel/withdraw/ modify fully or partially the “Invitation for Bids” or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

2. INSTRUCTIONS TO BIDDERS FOR ELECTRONIC TENDERING SYSTEM

2.1 Registration of bidders on e-Procurement Portal:-

All the bidders intending to participate in the tender processed online are required to get registered on the centralized e - Procurement Portal i.e. <https://www.hptenders.gov.in>. Please visit this website for more details. In case of any problem in registration, please contact on toll free No. 1800-3070-2232, (Mob) 7878007972 & 7878007973.

2.2 Obtaining a Digital Certificate:

2.2.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These

Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

2.2.2 The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from:

2.2.3 Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during of bid preparation stage. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).

2.2.4 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000.

Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the company/firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

2.2.5 In case of any change in the authorization, it shall be the responsibility of management/ partners of the company/firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

2.2.6 The same procedure holds true for the authorized users in a private/public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

2.2.7 Pre-requisites for online bidding:

Three handwritten signatures are shown in black ink. From left to right: 1) A signature starting with 'R' and ending with 'J'. 2) A signature starting with 'B'. 3) A signature starting with 'A'. 4) A signature starting with 'D'.

In order to bid online on the portal <https://www.hptenders.gov.in>, the user machine must be updated with the latest Java & DC setup. The link for downloading latest java applet & DC setup are available on the Home page of the e-tendering Portal.

2.3 Online Viewing of Detailed Notice Inviting Tenders (N.I.T.) :

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://www.hptenders.gov.in>

2.4 Download of Tender Documents:

The tender documents can be downloaded free of cost from the e-Procurement portal <https://www.hptenders.gov.in> and www.hpsedc.gov.in.

2.5 Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

2.6 Bid Preparation (Qualification & Financial)

- 2.6.1 Payment of Tender Document Fee& EMD of online Bids: The payment for Tender document fee and EMD can be made as mentioned in Section 3, at Sr. No. 1 and 2of the Table.
- 2.6.2 The bidders shall upload their eligibility and technical offer containing documents, qualifying criteria, technical specifications, schedule of deliveries, and all other terms and conditions except the rates (price bid).
- 2.6.3 The bidders shall quote the prices in price bid format only.

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- 2.6.4 If bidder fails to complete the Online Bid Preparation at Submission stage on the stipulated date and time, his/hers bid will be considered as bid not submitted, and hence not appear during tender opening stage.
- 2.6.5 Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://www.hptenders.gov.in>.
- 2.6.6 For help manual please refer to the 'Home Page' of the e-Procurement website at <https://www.hptenders.gov.in>., and click on the available link 'How to .. ?' to download the file.
- 2.6.7 Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in.

NB: Any changes/corrigendum/revised tender related to this Tender Document will be published on our website www.hpsedc.in and <https://hptenders.gov.in>. Therefore, prospective bidders are requested to see the updates on these websites regularly.

Uploaded offer(s) should be page numbered and must contain the list of contents with page numbers. Any deficiency in the documentation shall result in the rejection of the Bid.

3. Introduction

Himachal Pradesh is located in North West of India in the lap of the great Himalayas ranges between 30°22' to 33°12' North Latitude and 75°47' to 79°04' East Longitude. It is bordered by Jammu and Kashmir in the North, Punjab in the west, Haryana and Uttar Pradesh in the South and Tibet in the East. The state is divided into two parts Southern and Northern Himachal. The Southern Himachal also known as lower Himachal is as hot as plain areas, whereas upper is Northern region has a temperate summer and cold winter with snowfall in upper reaches.

- **Objectives of Digitization of Records**

The preservation, coupled with improving accessibility (which can only be achieved by digital storage and an efficient management retrieval system) is need of the hour for various Government Departments. In view of the above, the primary objectives of the proposed initiative are:



- a) **Preservation** - Preservation of all the records, documents available in the offices and the Administrative record is the foremost objective. Once the documents are scanned and digitized, preservation of the original can be ensured for a much longer period as the need to handle the physical documents would be eliminated or minimized to a great extent since digital document would be made available through the DMS (Document Management System) Software.
- b) **Accessibility and Availability** - The DMS would make the record in the department(s) more accessible to end users, within the office premises as well as through the internet and intranet to those who cannot personally visit the office. Users can search the documents through metadata on the internet / intranet. This will greatly improve the speed and convenience of accessing the documents and information held by the department(s) of Himachal Pradesh.
- c) **Enhance Searchability** - All records would be linked based on subjects, keywords, notes or any other criteria making a tremendous amount of data easily available on any subject matter.
- d) Digitized records and Electronically capturing of Data would enable the Department to:
 - Reduce manual processes and increase productivity.
 - Take advantage of newer technology.
 - Digitizing and indexing of documents through Document Management System and accessing the same as and when required
 - Digitization of records and its retrieval to provide better services to the stakeholders concerned and to improve the official work.
 - Integration with end user application using APIs- The proposed DMS should have facility to get integration with end user applications using API. The bidder will provide necessary APIs to end user department as per requirement.
 - **Brief Description of the Project:**

These Terms of Reference are for the turnkey project for Digitization of records at various department(s) of Himachal Pradesh (**Scanning, Indexing, Meta Data Entry etc.**) and implementation of a Web enabled Documents Archival and Retrieval Information Management System (i.e. Document Management System (DMS) which will work as a digital library accessible to both internal and external users. HPSEDC is looking for a turnkey Service provider, **who will scan and digitize Records/ artefacts in the Legal / A4 or equivalent size, create the basic metadata and port the entire digitized collection into a DMS solution through, which the scanned documents can be managed, indexed, catalogued and searched. Who may also provide the requisite source code to the Department(s) and necessary training to the staff of the Department(s) of H.P. besides preparing necessary user manual and extending support**

after the digitization, scanning and data entry. Considering the importance of records to be digitized, all the records will be digitized within the premises of the Department(s) of Himachal Pradesh and no document shall be allowed to be removed physically from the Premises of the Department(s) at any point of time. As the work is to be completed in a timebound manner, it is expected that after Proof of Concept (POC) is approved by the concerned Department(s), the vendor will deploy enough equipments and manpower to complete the work in stipulated time. The Service provider / Bidder is expected to bring in (including, but not limited to):

- All the required computer equipments/ hardwares (computers, scanners, cameras etc.) required to set up a Digitization Centre within the Premises of the Department(s) of Himachal Pradesh where the said scanning and indexing work will be done. The Service Provider will take back the equipments provided by him only on the completion of the assignment that too after the due permission of the concerned Department(s) or person authorised by him in this behalf.
- DMS software to be used to digitise the record safely and securely.
- All the required systems and supporting software required to carry out the Digitization work and to implement the DMS.
- The Team which will carry out the Digitization and indexing work etc.

The Agency should be able to scan and digitize the required volume with minimum commitment of at least **30,000 pages per day** or on higher side as may be mutually agreed.

4. Scope of Work

The Digitization project is expected to be completed within stipulated time given by the department(s) from the date of commencement of the work. As a general principle, the Service Provider shall have the right to bring in all the required hardware, software and supporting **equipments** to carry out the work and achieve the daily production and quality targets as specified by the Department(s). Once the project commences, the Department(s) of Himachal Pradesh shall evaluate the Service Provider's performance based upon the outputs provided and the HPSEDC reserves the right to ask the Service Provider to replace any equipment (with similar equipment in better condition or superior equipment) if its output does not meet the requirements of Department(s). The project comprises of the following main components:

1. Rapid review of the type and condition of the artefacts/documents to be digitized along with the catalogues and lists available with the Department(s) of Himachal Pradesh (to be used for metadata) to gain a better understanding of the scope of work.



2. Preparation of detailed action plan for digitization of each category of data along with detailed workflow for each type and category of records, which may also include very old, tattered, and brittle record and these documents, may be typed or handwritten on single or double side.
3. Preparation of detailed action plan for digitization of records including the very old, tattered and brittled record.
4. Set up a fully equipped digitization facility at concerned Department(s) of Himachal Pradesh for carrying out the scanning and indexing work for different kinds of records.
5. Batch Preparation and processing.
6. Scanning, digitization and of the archival of the digitized records including metadata entry or data entry.
7. Quality checks and validation of digitized material and checking of catalogue data / index in coordination with the staff of the Department(s) of Himachal Pradesh.
8. Refilling and handing over the record back to the Department(s) of Himachal Pradesh, after shredding the record which shall be required to be shred as per the relevant Rules where for the shredders shall be made available by the Department(s) of Himachal Pradesh
9. Populating the digitized records in the DMS and keeping the digitized data in safe and secure storage media such as SAN/NAS, which shall be provided by the Department(s).
10. Thorough testing of the solution and application.
11. Complete implementation of DMS on Internet / Intranet /Campus.
12. Development of Technical and User manuals.
13. Preparing detailed specifications of all the necessary hardware, software, connectivity and supporting infrastructure required to run and maintain the DMS, after the Solution Provider takes his equipment back at the end of the contract period.
14. Extensive training of the Departmental staff to operate the solution, Scan the records etc.
15. Post Implementation Support for a period of 3 years or for the higher period as may be decided by the Department(s).

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The detailed description of the tasks to be performed by the selected Service Provider/vendor is mentioned at Annexure-G:

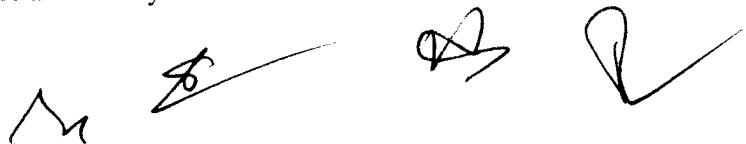
High level scope of project is summarized below:

- Digitization of records;
- Management of digitized records and making available for use by different users, on Free and Open Source Software;
- Making available digitized records in Document Management System (DMS) which is being used in the concerned department as an application software;
- **Supplying and installing required computer hardware (servers, storage), system software, application software etc. in digitised centre by the bidder.**
- Maintenance of the implemented proposed solution for the period of 3 years after commissioning of the proposed solution and providing the source code of the used software/solution and also for ensuring the updation of the software, if there is change in the technology at that time or in near future.
- **Setting up Digitization centre in the premises of concerned department of Himachal Pradesh with all required equipments and tools.**
- **The work of scanning has to be done in the space provided by Department(s). Service Provider will give an undertaking that integrity, secrecy and security of data shall be maintained. Service Provider has to arrange at his own cost all the necessary hardware, LAN establishment, UPS etc. to complete the digitization work.**

5. Technical Specifications

The generalized technical requirements for the proposed solution to be implemented, but not limited to, can be summarized as follows:

- The proposed solution should primarily work in **centralized architecture**. However, essential data should be replicated at the central server.
- The proposed solution shall meet current requirements as well as future requirements of the concerned department.
- The proposed solution should allow interactive modes and should take into account the network infrastructure availability.

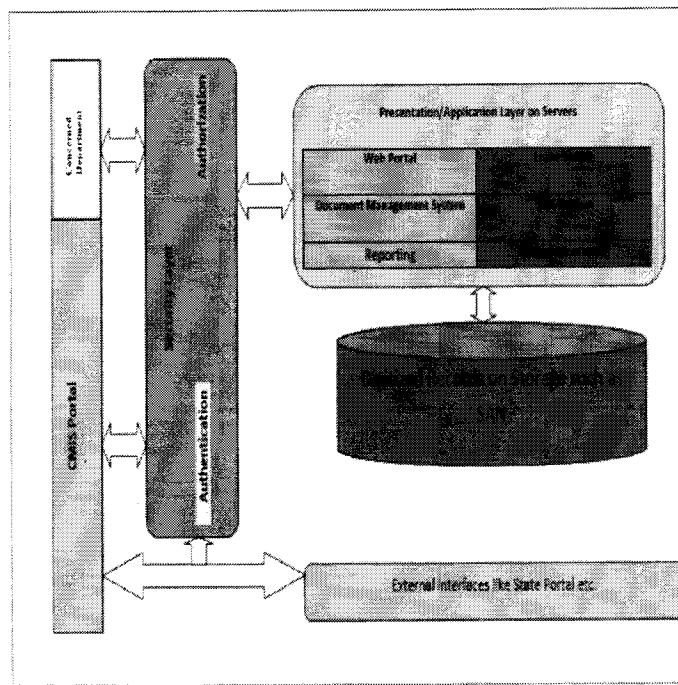
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- The proposed solution should be integrated with existing and upcoming applications running in the department.
- Considering that the existing records are in English, Hindi, Urdu, Punjabi and any other regional language, therefore, the proposed application system MUST cater to the English, Hindi, Urdu and other regional language requirements and as per existing policies and procedures. System should have provision for data entry and capture in three main languages (Hindi, Urdu and English) and also capable of reading any other regional language, in India, because any document may be in any of other regional languages such as Punjabi, Tamil, Marathi etc.. Unicode fonts must be used for making entry in the regional languages. However, it is clarified that the quantum of documents in other regional languages shall be in minuscule quantity and the same shall be searchable on the basis of Metadata entry and would be part of main record.
- Proposed system must provide optional full integration into network scanning appliances.
- Proposed system must facilitate electronic document storage and indexing.
- Proposed system must store the images in their open file format, and not in a proprietary or encrypted format.
- Proposed system must have multiple interfaces for interacting with the application software (DMS) being used by the department.
- Proposed system must be scalable to hundreds of users and include both fixed and concurrent licensing options. There may be possibility that all the users may access any particular field at one time also but such chances would be rare.
- **Proposed system must provide simple integration between different software applications whether they are web-based, windows-based Or linux based.**
- Proposed system must have API's for a variety of programming languages.
- Proposed system must provide Active Directory and single sign-on capabilities.
- Proposed system must provide file version management with check-in/checkout controls for the user.
- Proposed system must provide indexing assisting capabilities.
- Documents must be able to be scanned or printed directly into the electronic document management system without requiring a hard copy.
- **The bidder shall have to provide to the concerned department of H.P. the source code of the solution and software to be used in the digitisation, scanning, archival and retrieval of the data.**

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Proposed Solution

The proposed solution architecture and Logical Architecture for Departments of Himachal Pradesh is shown below:



The solution architecture comprises of mainly four parts as described below:

Presentation Layer: - Presentation Layer should comprise user interfaces of proposed application. All the systems are proposed to be web based applications; portal would be centralized and deployed only at the Central server.

It should also take care of services like Logging, Caching, Session control and User Interface Formatting and Presentation.

Client Layer: - Client layer would contain web browser for external as well as internal users.

External user use internet to send request to access the services and internal users would connect via LAN or intranet.

It should also represent the client components installed on the end user machines. Some of the thick clients are: Scanning applications, Digital Certificate and Office plug-ins for DMS software.

Application Layer: - Web portal shall be hosted at the application layer. Apart from web portal, Content management, Digital certification, Indexing and searching services shall be hosted on the application layer.

Storage Layer: - All the digitized records shall reside on the reliable SAN storage layer (if required).

Other important features have been mentioned below:

- **Language Support**
- The system should provide support in English, Hindi, Urdu and all the regional languages. The application system MUST be Unicode Compliant. System should provide interface, in Hindi, Urdu as well as English and other Indian regional languages.

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- **User and usage administration**
- Only authorized personnel are allowed to access the system; access being restricted via the use of user names/identifications and associated password.
- Access to each application is restricted to specified authorized users.
- The user in the application system is logged off automatically if the user is idle for more than a specified and variable period, to prevent access to the system, applications etc. by unauthorized third parties when a terminal is left unattended.

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6. ROLES AND RESPONSIBILITY

6.1 Roles and Responsibilities of the Service Provider (SP):

- a. SP will provide necessary Hardware (Laptop(s) or PC, Server, Storage, UPS, Scanner, Printing, Stationery) and Software Tools at his own cost.
- b. Service Provider will ensure that the digitized records is accurate and complete, as per the requirement detailed in the bid document and to the satisfaction of the concerned department or his representatives.
- c. Satisfactory training to users will be provided by S.P. after implementing the software. All necessary changes, suggested during training and implementation will be incorporated in the project.
- d. SP will prepare Technical Document as well as User Manual for digitisation of records and its linking with DMS.
- e. Project will be deemed to be completed after establishing the completeness of the work in all respects that too with accuracy.
 - i. Completion of the work is defined as accomplishment of all intended features and the logical grouping, as specified in the bid/ design document.
 - ii. Accuracy is defined in terms of digitized record's correctness as per satisfaction of end customer department(s).
- f. After successful implementation of project, service provider will handover Technical document and software with the source code as well as user manual for the digitized records and all their copyrights shall be the sole property of the department of Himachal Pradesh through the Managing Director, HPSEDC.
- g. Even, if an error is detected at later stage after the project period and during the maintenance period, the SP will carry out the correction in the digitized data.

6.2 Roles and Responsibilities of End Customer Department(s):

- a. End Customer Department(s) will form one technical team for monitoring the project activity and its implementation.
- b. S.P. will interact with this team during the entire project implementation cycle. A committee of End Customer Department(s) of H.P. can also be constituted by the department(s) or HPSEDC to oversee the entire project and the S.P. may have to interact with such departmental Committee and explain the activities of the entire project.
- c. Approval of process design document submitted by the service provider for digitisation and linking of the same with DMS.
- d. Regularly reviewing the progress of work carried out by service provider.



- e. Payment processing of the bills submitted by the service provider.

7. Instructions to Bidders

7.1 Compliant Proposals/Completeness of Response

1. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP document carefully. Submission of the bid shall be deemed to have been done after careful examination of the RFP document with full understanding of its implications.
2. Failure to comply with the all essential requirements as encompassed in this R.F.P. document may render the Proposal non-compliant and the Proposal may be rejected.
3. **Bidders must:**

Include all documentation specified in this RFP.

Follow the format of this RFP and respond to each element in the order as set out in this RFP.

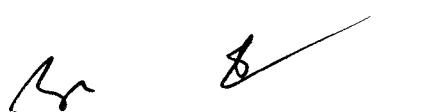
Comply with all requirements as set out within this RFP.

7.2 Tender Fee

- I. This document can be downloaded from website of HP Government e-procurement portal <https://hptenders.gov.in> and www.hpsedc.in or may be obtained from HPSEDC office between 11:00 and 16:00 hours and can be collected in person. **The cost of the tender document is non refundable**, in person, by paying an amount of Rs. 2,000/- as cost of the tender document in the form of Demand Draft favouring “**Managing Director, HPSEDC**” payable at Shimla.
- II. In case the prospective Service Provider (SP) downloads the document from website or copies it from other source, the cost of document should be paid/ submitted in HPSEDC in the shape of a demand draft of any nationalised bank or other reputed registered banking institution payable at Shimla favouring Managing Director, HPSEDC Shimla or RTGS copy of RTGS should be uploaded on hptenders.gov.in.

7.3 Cost of Proposals

The cost of processing and submission/ uploading of commercial offer is entirely the responsibility of Service Provider (SP), regardless of the conduct or outcome of the whole process.



7.4 Submission of Proposals

- I. The Turnkey Solution Provider will submit/ upload the response to the present tender on H.P. Government e-procurement portal i.e. <https://hptenders.gov.in> :

On the e-procurement portal two folders will display

FOLDER-(a): Sub Folder-1: Bidder's will upload Eligibility/ Pre-Qualification documents.

Sub Folder-2: Technical Offer/Proposal documents will upload by the bidder as required in the tender.

Folder-(b): Commercial Offer/Proposal will upload after filling required column in BOQ available in e-procurement portal.

ENVELOPE: Original DD as Tender Fee and EMD or Receipt/ RTGS Receipt in original will be submitted by the bidder on or before opening of the bid in office of "**Managing Director, HP State Electronics Development Corporation Ltd., 1st Floor, I.T. Bhawan, Mehli, Shimla**".

Type of Bid: Eligibility-cum-Technical and Commercial bid

- II. Please Note that prices should not be indicated in the Technical Proposal and should only be indicated in the Commercial Proposal. The bid shall be rejected if any price is indicated in Technical Proposal.
- III. All the pages of the proposal uploaded on e-procurement portal must be sequentially numbered and must contain the list of contents with page numbers. **Any deficiency in the documentation may result in the rejection of the Bid.**
- IV. In case of any discrepancy observed in the contents of the uploaded bid documents, HPSEDC reserved the right to ask from the bidder.
- V. Bidder must ensure that the information furnished by bidders in respective CDs. is identical to that submitted in the original paper bid document. In case of any discrepancy observed by the Managing Director, HPSEDC in the contents of the CDs. and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

7.5 Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.



7.6 Pre-Bid Conference/Meeting & Clarification

- I. A prospective Solution Provider (SP) requiring any clarification on this document may notify his query to the Managing Director, HPSEDC, in writing or by fax or by *email* on or before the pre-bid meeting date and time.

- II. HPSEDC will respond through the official website of the H.P. Govt. e-procurement portal <https://hptenders.gov.in> and www.hpsedc.in and not individually to every S.P. to any request for clarification, which it receives within in time line defined in this tender document and received by mail.

7.7 Modification in RFP

At any time not less than three days prior to the deadline for submission of offer, Managing Director, HPSEDC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective service provider, modify this document by amendment. Prospective SPs are advised to visit <https://hptenders.gov.in> and www.hpsedc.in website regularly to see any changes in the RFP document.

None of the prospective S.P. who have received this document will be notified individually of the amendment, in writing, or by fax or by email and the amendment so carried out and notified in the web site of the HPSEDC will be binding on them. In order to allow prospective SPs reasonable time to respond to the amendment in the tender document, the Managing Director, HPSEDC, in his discretion, may extend the deadline for the submission of offers.

7.8 Currency for Commercial Proposal:

Prices shall be quoted in Indian Rupees only.

7.9 Format of Commercial Proposal:

BOQ in excel format shall be available on H.P. Govt. e-procurement portal, i.e. <https://hptenders.gov.in>. Prospective bidder may be downloaded BOQ and filled required columns and uploading the same on e-procurement portal <https://hptenders.gov.in> without changing the file name.

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7.10 Late Offers

Hard copies of the bids will not be accepted by HPSEDC in any case. Only uploaded bids on e-procurement portal will be considered.

7.11 Modification and Withdrawal of Offers

Any bid can be modified or withdraw on or before last date and time of bid submission. Once bid submission date and time has been laps, thereafter, uploaded bid can not be modified and withdraw.

7.12 Validity of Proposal

The offer uploaded by the Bidders should be valid for a minimum period of 180 days from the date of submission of Tender and if it is accepted then during the whole of the period of the execution of the entire work.

7.13 Earnest Money Deposit (EMD)

- a) EMD equivalent to Rs. 1.00 lakhs in the form of Demand Draft from nationalized bank or any other reputed registered banking institution payable at Shimla favouring "Managing Director, HPSEDC" or RTGS detail shall be submitted in the office of Managing Director, HPSEDC. Any bid received without the earnest money shall be liable to be rejected straight-away.
 - b) Unsuccessful SP's EMD will be discharged/returned after award of contract to the successful S.P. No interest will be paid by the Managing Director, HPSEDC on the EMD.
 - c) The successful S.P's EMD will be returned on submission of Bank Guarantee (in the format given at **Annexure-VII**) as performance security to the extent of 5% of the total amount for consideration of the contract after signing the Agreement. No interest shall be paid by the Managing Director, HPSEDC on the E.M.D. of the successful S.P.
- d) **The EMD may be forfeited:**
- o If a SP modifies or withdraws its offer during the period of validity of offer specified by the Managing Director, HPSEDC in the Document;
 - o In the case of a successful SP, if it fails or refuses to sign the Contract in accordance with conditions of this Document or to furnish Bank Guarantee in the shape of performance guarantee;



- During the whole process, if prospective/ successful SP indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of evaluation and finalisation of offer;
 - Violates any of such important conditions of this document or indulges in any such activity as would jeopardize the interest of the HPSEDC;
 - If a S.P. refuses to accept an arithmetical error or otherwise appearing on the face of the R.F.P. Document;
- e) The decision of the Managing Director, HPSEDC regarding forfeiture of Earnest Money Deposit (EMD) shall be final and shall not be called in question under any circumstances.

7.14 Price Structure:

The price quoted should be inclusive of all applicable duties and taxes. The price should be mentioned in terms of the amount payable by HPSEDC for design, development, implementation and maintenance (for a period of three years after successful implementation) of digitisation of records and its linkage to CMS as per the scope of Work, preparation of user manuals etc. and the irrevocable licence of the user of the software and solution etc. besides the source code etc. to be provided by the S.P. to HPSEDC. All costs and charges in the offer should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure.

7.15 Non-transferable offer

This offer document is not transferable.

7.16 Tender Evaluation

1. The Evaluation/Technical Committee will scrutinize the offers to determine whether the same are complete in all respects including Tender Fees, EMD, whether there are any errors in the offer, whether the documents have been properly uploaded and whether items are quoted as per the schedule, etc. Incomplete details as given below will be treated as non-responsive;
 - a. Not submitted in the manner as specified in the RFP document.
 - b. Received without the Letter of Authorization (Power of Attorney).
 - c. Are found suppressing the requisite details.
 - d. Having incomplete information, subjective, conditional or partial offers.
 - e. Submitted without the documents mentioned in the checklist.
 - f. Not compliant of any of the clauses stipulated in the RFP.



- g. For lesser validity period than the mentioned in the tender document.
2. Managing Director, HPSEDC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.
3. The Evaluation Committee will examine and evaluate the offers.
4. An offer determined as not substantially responsive will be rejected by the Evaluation Committee and may not subsequently be made responsive by the SP by correction of the nonconformity.
5. The Evaluation/Technical Committee may waive any minor formality or non-conformity or irregularity in the offer which does not constitute a material deviation according to the Evaluation Committee, provided such waiver does not prejudice or affect the relative ranking of any SPs.

7.17 Clarification of Offers:

To assist in the scrutiny, evaluation and comparison of offers, the Managing Director, HPSEDC, may at his discretion seek clarification(s) from some or all SPs on their offers. The request for such clarifications and the response may be in writing. If any S.P. fails to give the requisite clarification(s) then his/her offer/bid shall be liable to be rejected.

7.18 Format for Technical and Commercial Offer.

The suggested formats for submission of offers are as follows:

1. Index
2. Covering letter
3. Eligibility Bid- **Annexure I**
4. Technical Offer Format – **Annexure II**
5. Commercial Offer Format – **Annexure III**

7.19 Erasures or Alterations or Conditional offers or casual filling of bid form(s).

The offers containing erasures or alterations or any conditions will not be considered. There should be no hand-written material, corrections or alterations in the offer. The Managing Director, HPSEDC may treat such offers not adhering to these guidelines, hence unacceptable. Filling up of the information using terms such as “OK”, “accepted”, “noted”,

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“as given in brochure/ manual” is not acceptable. Managing Director, HPSEDC may treat such offers as incomplete and in his discretion may reject the same.

7.20 Evaluation and Comparison of bids

- I. The SP's offer must be complete in all respect and covering the entire scope of work as stipulated in this document. Any offer for doing partial work shall be straightway rejected.
- II. The SP must submit declaration regarding acceptance of Terms and Conditions contained in this document as per format enclosed at **Annexure-A**.
- III. The SP must submit declaration regarding clean track record as per format enclosed at **Annexure-B**. Such declaration must be signed by the person mentioned in **Annexure-B** and declaration signed by any other person shall not be entertained.
- IV. The evaluation process of the offer proposed to be adopted by HPSEDC as indicated under this clause. The purpose of this clause is only to provide the SPs an idea of the evaluation process that HPSEDC may adopt. However, the Managing Director, HPSEDC reserves the right to modify the evaluation process at any time during the whole process, without assigning any reason, whatsoever, and without any requirement of intimating the SPs of any such change.

7.20.1 Clarification

When deemed necessary, during the evaluation process, the Evaluation Committee may seek clarifications or ask the SPs to make Technical presentations on any aspect from any or all the SPs. at the cost of such SP(s). However, that would not entitle the bidder to change or cause any change in the substance of the offer submitted or price quoted.

7.20.2 Process of Selection of Service Providers

Bids would be evaluated as per the process defined in RFP.

7.20.3 Opening of Eligibility-cum-Technical Bids

The Evaluation Committee will open the eligibility-cum-technical bids of all the bidders and will examine the same as per format given at **Annexure-I**.

7.20.4 Evaluation of Technical Bids

The Evaluation Committee will evaluate the Technical Offers of the SPs in the presence of the representatives of those SPs who would like to be present at the time of such evaluation and who would like to demonstrate the methodology and proposed solution at the instance of the Evaluation Committee or the Managing Director, HPSEDC, at the

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time, date and place, as decided by HPSEDC. Such demonstration of the methodology and proposed solution may be viewed by the committee of members nominated for this purpose by the Managing Director, HPSEDC and the views expressed by such Committee shall have bearing on the process of examination of the bids by the Evaluation Committee. The evaluation committee shall evaluate the bids further (subsequent to qualification in preliminary evaluation), based on the documents submitted including the proposed approach and methodology, proposed timeliness and proposed resources. Each bidder would be essentially required to make a presentation for the same to the evaluation committee, if so desired by the Managing Director, HPSEDC. The Bidder must provide in the bid the above mentioned details in format specified in **Annexure-II**. The Hardware, LAN and other equipment necessary for setting up Scanning centre room etc. must be strictly as per Technical specifications laid down in this document.

7.20.5 Opening of Commercial Bids:

The Evaluation Committee will open the Commercial Offers of only qualified SPs v.i.z. who will obtain minimum 70 marks in the technical evaluation, in the presence of the representatives of the SPs who choose to attend, at the time, date and place, as decided by the Managing Director, HPSEDC.

7.21 Award of Order:

The process of award of contract is elaborated at **Annexure-IV**. The contract will be awarded to the S.P./Bidder whose bid shall be determined to be substantially responsive and as the best value bid which means that the bid which shall be ranked as **R1**.

- I. The award of contract would be decided on the basis of Weighted Score (30%) for the Technical score as per the marks awarded by Evaluation Committee for the Technical Proposal and Weighted Score (70%) for the normalized score as per the financial bids.
- II. After evaluation of all accepted proposals by the evaluation committee, the contract may be awarded to the most responsive bidder.
- III. In case Managing Director, HPSEDC does not find the best offer acceptable, it may go in for negotiations, which can be done with the SPs Rank 1 and second Rank 2 (R1 and R2). During the negotiations, a revised Techno-Commercial Offer will be taken from the representative of the SPs by way of sealed offer. This revised offer will replace/supersede the earlier Commercial Offer, provided that the original offer (i.e. Commercial Offer) will not be allowed to be changed to the detriment of the Managing Director, HPSEDC as far as rates of every individual items and terms/ conditions are concerned. Therefore, the

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prospective SPs are advised to send sufficiently senior representatives (who can take spot decisions) for negotiations.

- IV. The commercial offers shall be evaluated by the Managing Director, HPSEDC for completeness. If there is a discrepancy between words and figures, the amount in words will prevail. The Gross Bid Value as per **Annexure-III** shall be used by the Managing Director, HPSEDC for the purpose of commercial evaluation of offers.

8. Eligibility Criteria

The Service Provider (SP) should meet the following criteria as on the date of submission of the bid:

Sr.No.	Eligibility Criteria	Documents/ Information to be Provided
1.	<p>The Company/firm/partnership must be registered in India and must have been rendering related services as mentioned in the bid document. The Bidder should have been in operation for a period of at least 5 years as on the date of submission of the bid.</p> <p>(Attach documentary proof).</p> <p>No Consortium is allowed.</p>	<ul style="list-style-type: none"> • Certificate of incorporation in respect of Company. • Certificate of Commencement of Business • Memorandum and Articles of Association in respect of the Company.
2.	<p>Bidder should have average annual turnover of Rs. 3 Crores of the last 3 financial years (FY 18-19, FY 17-18 and FY 16-17) from IT services involving digitization, scanning and I.T. services.</p>	<ul style="list-style-type: none"> • Audited financial statements (reflecting overall turnover from the listed activities) for the last three financial years bearing clear cut mention that the turnover is from the services involving digitization, scanning and I.T. Services <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Auditors'/ CA certificate on the turnover as mentioned by the bidder bearing a clear-cut mention that the turnover is from the services involving digitization, scanning and I.T. Services.

3.	The Bidder should have had a net profit in the previous three financial years (FY 18-19, FY 17-18 and FY 16-17).	<ul style="list-style-type: none"> • Audited financial statement (reflecting profit in business) for previous three financial years AND • Statutory Auditors' certificate certifying the net profit as mentioned by the bidder
4.	Bidder should have not been blacklisted by any Indian or foreign Government organization/ agency for corrupt, fraudulent or any other unethical business practices in a similar or comparable project at the time of bid submission.	<ul style="list-style-type: none"> • Certificate from the Company Secretary or the Managing Director in respect of the Company and from the managing partner in respect of a firm and from the proprietor in the case of a proprietorship concern to the effect that the bidder is not currently blacklisted by any Government organization/agency in the form of Annexure-B.
5.	The company/firm/partnership should be registered with Service Tax Authority.	Attested copy of Registration Certificate & Service Tax Number.
6.	The bidder should have experience in supply, installation and support of digitization of records, DMS oriented work and I.T. Services in Government department or semi-government department or Boards/ Corporations/ PSUs.	Copy of Work Order along-with work completion certificate/ performance certificate should be enclosed.
7.	The bidders should have at least 50 Professionals on their payroll for the activities related to Scanning, Digitisation, DMS related work, I.T. Services.	Attach H.R. certificate along-with the list of Employees with exposure to Projects and Technologies.
8.	The bidder should have experience in system integration w.r.t digitization, scanning and DMS projects of a comprehensive enterprise IT infrastructure comprising of supply, installation and maintenance of Hardware and Software, Operating System and RDBMS etc.	Copy of Work Order and Completion Certificate specifying the detailed scope of work.

9.	The bidder should have ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012, I.S.O./I.E.C. 20000-1:2011 or Minimum CMMI Level-3 certification.	Copy of valid certificates
10.	The bidder must have paid the EMD and cost of the Tender Document.	If the cost of the Tender Document already paid, please attach proof such as receipt etc. As regards EMD and tender document cost not already paid, draft, in original, duly addressed to the Managing Director, HPSEDC Payable at Shimla.
11.	The bidder should obtain OEM authorization for all the proposed new products as per Annexure-J , if it intended to use any such product in the project.	OEM authorization, in original, as per Annexure-J .

9. Terms and Conditions

The terms and conditions are illustrative only and the detailed terms and conditions will be referred in the SLA to be signed with the successful bidder.

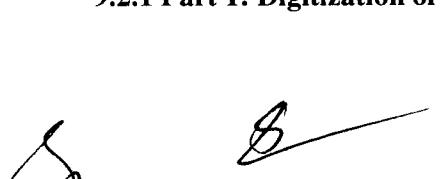
9.1 Performance Bank Guarantee

The SP must submit within 15 days of the signing of Agreement or issuance of work order whichever is earlier, a Performance Bank Guarantee from any Nationalized Bank or registered banking institution @ 5% of Gross Bid Value in the name of the Managing Director, HPSEDC for Total Contract Period plus 6 months after expiry of contract as per the format given at "**Annexure-VII**".

9.2 Payment Terms

The payment schedule for various components of the project is mentioned below. Successful completion of the pilot shall be the prerequisite for going ahead with the remaining contract and all payments for this contract will be released only on successful completion of pilot.

9.2.1 Part 1: Digitization of Records - Transaction Based Costs



Quarterly Invoices should be raised by the Service Provider upon completion of quarterly job/ work. 80% of payments shall be made based on work completed and approved by the Managing Director, HPSEDC or the Officer(s) nominated by him, remaining 20% payment shall be done during O&M period.

9.2.2 Part 2: DMS Cost – Cost of supply and Implement DMS

- a) 30% on delivery of DMS software to the concerned department of Himachal Pradesh that too on successful completion of the Pilot Phase including implementation of DMS with metadata and proposed volume of records as defined and agreed for the pilot phase.
- b) 40% after completion of digitization of all records in DMS and training and successful operation for duration of six months.
- c) 30% payment shall be made during O&M phase, 10% annually at end of year after deducting the penalty, if any.
- d) **Part 3: Operation and support maintenance Cost after implementation of project (Cost of Manpower for Support and maintenance Plus remaining cost of part1):** Quarterly payment *for period of 3 years at the end of each quarter after deducting penalty, if any.*

9.2.3 Method of Billing

To receive payments, the Bidder must submit an appropriately itemized invoice in triplicate to the Managing Director, HPSEDC for services performed along with all supporting documents approved by officer nominated by Managing Director, HPSEDC alongwith the Contract Number (or Purchase Order Number, if applicable).

9.2.4 Method of Payment :

Payment shall be based on quarterly basis for Digitization work after showing all log reports and the number of pages/ data digitized keeping all parameters. The bill is to be produced by 5th of every quarter and payment will be released at the earliest subject to availability of funds. The Bidder is responsible for completing the scope of work specified in this Tender. HPSEDC may withhold final payment until all services, reports and/or other deliverables specified herein have been completed in a form to the satisfaction of the HPSEDC.

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9.3 Penalty

SP is supposed to achieve the milestones in the specified time frame. Non adherence to the specified time frame will attract penalty @1% of Gross Bid value per week maximum to 15% of the contract value of the work in the form of forfeiture of the amount of Bank Guarantee or Demand Draft duly deposited as performance security. Subsequent changes recommended by the Managing Director, HPSEDC during implementation and maintenance phase will attract penalty @ 0.5% per week. Penalty shall also be imposed as follows for inaccuracy/errors detected during checking of works:

Sr. No.	Nos. of Errors (in per 100 digitized records)	Penalty (in % of the billed amount)
1.	No Mistake	No penalty
2.	1-05	10%
3.	06-10	20%
4.	11-15	30%
5.	> 15	Managing Director may decide to terminate the contract.

Records should be returned immediately after scanning of the same. In case of damage of the records, penalty would be imposed by the Managing Director, HPSEDC as elaborated in SLA. The aforesaid penalty shall be charged in addition to the liability of the S.P. to correct the error which had occurred in the process of the digitisation etc. of the record.

9.4 Acceptance Test

Department(s)/ HPSEDC will carry out the acceptance test for every deliverable. The SP has to arrange for demonstration of the project of digitisation of records and its linking to DMS.

9.5 Cancellation of Contract /Order

(i) Managing Director, HPSEDC reserves its right to cancel the order in the event of one or more of the following situations:

- a. If any batch of job/ services performed and software copies/ CDs/ Hardware copies carrying digital data do not match with approved specifications or approved samples and found inferior in quality, the entire lot will be rejected and no payment will be made for such a supply. Such items will have to be taken back by the service provider at his own risks and cost. No payment will be made for unsatisfactory jobs/ services and contract is liable to be cancelled along with forfeiture of security deposit.

- b. Delay in submitting the deliverables and all related services beyond the stipulated period.
 - c. Managing Director shall have the right to inspect the work or get it inspected by his representative or any authorized officer at any stage.
- (ii) Managing Director reserves the right to inspect the process of the scanning, digitization, indexing, storing methodology and the equipments during the contract period at any time.
- (iii) The Service Provider shall provide all possible information and extend such co-operation as desired by the inspecting authority of the department during the inspection work.
- (iv) In case, the Inspecting authority finds that the services and the equipments used are adversely affecting the quality of work, the Managing Director reserves the right to treat this as a breach of contract. As a result, the contract shall be terminated at the expenses of the Service Provider.
- (v) Delay in Project as per the agreed project timeliness shall also result in cancellation of the Contract/Order.
- (vi) In addition to the cancellation of purchase order Managing Director reserves the right to levy appropriate damages and deduct from the earnest money deposit (EMD) given by the Service Provider or foreclose the Bank Guarantee given in lieu of performance guarantee.

9.6 Non-Disclosure Agreement

The successful SP has to execute confidentiality agreement incorporating that any data/information which will be handled/ shared will be kept in strict confidence and neither the SP nor its associates or channel partners or SP's employees part with the data/information in any form to any body without prior written consent of the Managing Director.

9.7 Security

The SP should ensure all security (both physical and logical) to protect department's data, site, etc. by incorporating standard security measures.

9.8 Termination of the Contract

Managing Director reserves the right to terminate the entire and/ or part of the contract by giving one month's notice, in writing, to the S.P. or its authorised representative.

9.9 Indemnity

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SP has to indemnify the Managing Director against any claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from any proceedings initiated against Managing Director for any deficiency in services related to Project provided by the SP during the period of contract or on account of any Intellectual Property Rights etc. concerning this digitization project.

9.10 Force Majeure

The SP shall not be liable for payment of liquidated damages, forfeiture of its performance security, termination of the contract for default, if and to the extent that the delay in performance or other failure to perform its obligations under the contract is/are attributable to force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the SP and not involving the SP's fault or negligence and not foreseeable by the S.P. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity or either in fires, floods, strikes, lock-outs and freight embargoes.

However, if a **Force Majeure** situation arises, the SP shall promptly notify this fact to the Managing Director, in writing, of such conditions and the cause thereof within three calendar days. Unless otherwise directed by Managing Director, the SP 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.

Notwithstanding above, the decision of Managing Director, HPSEDC shall be final and binding on the S.P.

9.11 Publicity

Any publicity by the SP wherein the name of HPSEDC is to be used should be done only with the explicit written permission of Managing Director otherwise, it would also be treated as violation of the essential condition of the contract and the contract shall be liable to be terminated solely on this ground with usual consequences for termination of the contract as mentioned in this document.

9.12 Service Level Agreement

SP would be required to enter into a Service Level Agreement with the Managing Director, HPSEDC at the mutually agreed terms within **three weeks** from the date of issuance of Letter of Intent. In case the SLA is not executed within the said stipulated period, the Managing Director will be at liberty to forfeit the EMD and also to cancel the letter of

intent and the bidders declared as R2 and R3 will be invited to sign Service Level Agreement.

Any modification to the existing tender which includes proposed amendment till the date of final bid will form part of SLA. However, any deviation/ modification from the tender clause will be at the sole discretion of Managing Director, HPSEDC.

9.13 Resolution of Disputes:

Managing Director, HPSEDC and the SP shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If, after thirty days from the commencement of such informal negotiations, Managing Director, HPSEDC and the SP are unable to resolve amicably the contractual dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators- one to be nominated by the Managing Director, HPSEDC and the other to be nominated by the S.P. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators, in writing, before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Conciliation Act, 1996 shall apply to the arbitration proceedings and the venue and jurisdiction of the arbitration shall be at Shimla, Himachal Pradesh.

During the period of arbitration or any dispute pending in any court of law / arbitrator, SP has to ensure that there is no disruption of services and all the services are continued during the period of pendency of such proceedings.

9.14 The Tender Process:

Managing Director, HPSEDC invites prospective service providers to respond to this tender document. The goal of this document is to create data base of digitized records and its linkage with DMS. Instructions for preparing and submitting information are set forth below.

- Upon this document, the prospective SP is in a position to prepare and submit the response. On subsequent receipt and evaluation of responses by the Managing Director, HPSEDC, it does not commit to award a contract to any Software Developer even if all of the requirements stated in these documents are met.

- Managing Director, HPSEDC reserves the right to make no selection and enter into no agreement as a result of this tender document.
- Managing Director, HPSEDC will not be responsible for the reimbursement of any cost or expenses, which any prospective SP may incur as a direct or indirect consequence of preparing or submitting their response to this tender document.

Annexure I: Eligibility Bid

The bidder should attach following checklist for compliance with important criterion in the eligibility bid to be submitted:

Name and Address of the Company/Firm/Proprietorship concern etc:

Sl. No.	Description of the requirement.	Whether the requirement Complied with or not (Reply in Yes or No.)	Supporting Document attached with Page number.
1.	Whether cover letter attached?		
2.	Whether all pages of bid are numbered, signed by authorized signatory and bids are sealed properly?		
3.	Whether proof of authorized signatory (Power of attorney/ Board declaration etc.) furnished?		
4.	Whether EMD and Draft for RFP cost (if not paid already) attached?		
5.	CVs (Curriculum Vitae) of Key resources proposed, Details on the total number of resources proposed and resource deployment plan.		

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6.	Whether list of the total employees on the pay roll of the S.P. attached with their educational qualifications and designations.		
7.	Whether Turnover proof (Balance Sheets etc.) attached as per Qualification Criteria?		
8.	Whether list of projects where scanning, digitization and I.T. Services work have been done along with work order and successful implementation certificate obtained from the Heads of these offices attached.		
9.	Whether OEM authorization form for all the proposed new products as per Annexure-J attached?		
10.	Certificate from the Company Secretary or the Managing Director in case of a company and the Managing Partner in respect of a partnership firm and Proprietor in the case of a proprietorship concern to the effect that the bidder is not currently blacklisted by any Government organization/agency in the form of Annexure-B attached.		
11.	Whether copies of requisite ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012, I.S.O./I.E.C. 20000-1:2011 or minimum CMMI Level-3 certification attached.		



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12.	A brief description that how the 'source code' shall be disclosed and how the irrevocable license(s) shall be provided to the concerned department.		
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Annexure-II: Technical Bid Format

Technical Proposal shall be submitted containing following details and the same shall be evaluated as per the below-mentioned criteria:

Name and Address of the Company/Firm/Proprietorship concern etc:

Sl. No.	Criteria	Marks Assigned	Marks Scored	Remarks (Bidders need to specify the reference page number)
1.	Financial strength of the Bidder	10		
	1.1 Overall Average Turnover of the company (Audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor should be attached) past three consecutive financial years (FY 18-19, FY 17-18 and FY 16-15).			Bidder needs to supply the Audited Balance sheet and Profit & Loss account; OR Certificate from the statutory auditor clearly indicating the turnover from Digitization/scanning/ I.T. services
	1.2 3 Crores-4 Crores	4		
	1.3 4 Crores – 5 Crores	5		
	1.4 5 Crores – 6 crores	6		
	1.5 6 Crores – 7 Crores	7		
	1.6 7 Crores – 8 Crores	8		
	1.7 8 Cores - 9 Crores	9		
	1.8 More than 9 Crores	10		
2.	Approach and Methodology (Including Project Approach, Methodology and Innovativeness; Work plan and Project Management, Data and Metadata Portability, and Presentation before the Committee of the HPSEDC)	15		Bidder needs to supply details as per Annexure-F
	2.1 Project Management Approach and Methodology	3		
	2.2 Project Milestones & Deliverables	3		



	2.3	Record Digitization & Scanning Methodology	3		
	2.4	Risk Management and Mitigation Strategy	3		
	2.5	Quality Assurance / Quality Control	3		
3.	No. of Projects of Digitization of records completed during last 5 years i.e. between 1 March, 2013 till the date of Submission of Bid as per criteria mentioned below:		24		Bidder needs to supply Work order and Completion certificate(s) containing required information with clear cut mention that work was pertaining to Digitization/ Scanning and I.T. Services and what was the total cost of the project.
	Project marking criterion				
	Project cost \geq 5 Lakhs	1 Mark			
	Project cost \geq 10 Lakhs				
	Project cost \geq 20 lakhs	2 Marks			
	Project cost \geq 30 lakhs	3 Marks			
	Project cost \geq 50 lakhs	4 Marks			
	Project cost \geq 70 lakhs	5 Marks			
	For each such project points shall be awarded subject to maximum 24 marks.				
	3.1	Project-1			
	3.2	Project-2			
	3.3	Project-3			
	3.4	Project-4			

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4.		Key Personnel Deployed for the assignment (Team Leader/Project Manager and other key experts proposed and their respective time committed for the said project in HPSEDC). Bidder with maximum personnel and quality of experience and qualification will be considered for maximum points and the rest will be given points on <i>pro rata</i> basis.	16		
	4.1	Profiles for Project Manager, Team Leaders.	6		
	4.2	Profiles for technical, domain experts	5		
	4.3	Profiles for Support Staff	5		
5.		Equipment Proposed to be installed at own cost in the Department(s) of Himachal Pradesh (Servers, scanners, computers etc.)	15		Bidder needs to supply details as per Annexure-D
	5.1	The proposed equipment will be evaluated with respect to the adequate sizing and quality. Bidder with maximum sizing and good quality will be considered for maximum points and the rest will be given points on <i>pro ratabasis</i> .			
6.		DMS software on Open Technology / platform	20		Bidder needs to supply details as Per Annexure-I
	6.1	If there is no deviation and value addition to the			



		specifications as given in			
		DMS Technical specification, the bidder would get 70% of the points attributed for this head. For each negative impact 10% of the points attributed to this head shall be deducted and for each value addition 10% of the points attributed to this head shall be added. (Note: The overall points shall be restricted to the maximum allowed under this head irrespective of the positive impact)			
Total Score for Technical Criteria			100		

Note: To qualify technically bidders needs to have overall score more than 70% and in each individual criterion score must be more than 50%.

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Annexure-III: Commercial Bid Format

Annexure-III-A: COMMERCIAL PROPOSAL SUBMISSION FORM (ON BIDDER'S LETTER HEAD)

uploaded as PDF in Commercial Bid.

Date:

RFP No.

To

The Managing Director,
HP State Electronics Development
Corporation Ltd, 1st Floor I.T. Bhawan,
Mehli, Shimla-171013.

Sir,

We, the undersigned, offer to provide services for digitization of records and their linkage to DMS. Our attached Financial Proposal is for an amount of Rs.----- (Rupees-----) including all taxes and duties. Our Financial Proposal shall be binding upon us upto expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.

Methodology –

Our Bid shall be valid for a period of 180 days from the last date fixed for submission of the bids in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period and on acceptance it shall remain binding on us till the conclusion of the entire project.

If our Bid is accepted, we commit to submit a performance bank guarantee in accordance with the Bidding Documents;

We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed;

We also understand that 1.5 crore pages to be got scanned/digitized by your office is an estimated figure and the same may be more or less but in both the eventualities, our rates shall be the same as quoted by us.

We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Yours **sincerely**

Name.....

In the capacity of.....

Signed.....

**Duly authorized to sign the Application for and
on behalf of.....**

Stamp/ Seal.....

Three handwritten signatures are present: one signature on the left, a middle initial 'S' with a horizontal line through it, and a signature on the right.

Annexure-III-B: Cost Components (On Bidder's Letter Head)

Name and Address of the Company/Firm/Proprietorship concern:
Financial Proposal

Summary of Financial proposal:

Sl.No	Item	Provide detail breakup of costs in table	TOTAL PRICE (Rs.) [including All Taxes out of pocket expenses and other charges etc.]
1	Transaction Based Costs	Table A	Total Cost (A) [as per table A]
2	Cost of supply and Implementation DMSand integration with CMIS	Table B	Total Cost (B) [as per table B]
3	Cost of Manpower for Support and maintenance	Table C	Total Cost (C) [as per table C]
	Total Gross Bid Value		= Total Cost (A) + Cost (B) + Cost (C)

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E
AD

Provide cost breakup details in below tables:

(A) Table A - Transaction Based Costs

Sl.No	Items to be Digitized	Units	Unit Rate (rate per image /page)	Amount (Rs.)
	1	2	3	4=2*3
1	Cost of Digitization of records i.e. scanning, entering meta data, indexing, data entry etc.	1,50,00,000 (*Approximately)		
	Total Cost (A)			
Total Cost (A) in Words:				

Note *: The Number of records to be digitized may increase / decrease.

(B) Table B: Cost of supply and Implement DMS and integration with any other software used by the department:

Proposed Software	Description	No. of Users	Total Cost (INR)
Cost for DMS software and other software Licensing & Implementation along-with providing source code.	DMS Software, Web Content Management System, RDBMS, Image Management Software, Invisible Water Marking Software, OCR, ICR and all other softwares and third party tools required for completing the scope of work for the digitization project. The license costs should provide for both internal -Intranet and VPN Users as well as Internet users. (All software licenses must either be One Time Licenses (not requiring annual / periodic payments for support and maintenance).		
Total of (B) Rs.			
Total Cost (B) in Words:			

80

8

CD

(B) Table C: Cost of Manpower for Support and maintenance after Commissioning of the Project:

Sl. No.	Team Member	No. of Resources	Manpower cost (per month) (including All Taxes, out of pocket expenses and other charges etc.)	Total Cost (for three years i.e. $12 \times 3 = 36$ months)
		A	B	$C = A \times B \times 60$
1.	Technical Staff*			
2.	Non-Technical Staff*			
Total Manpower Cost				

Note: * Qualification for Technical Field Staff at minimum should be either 12th class pass along with 3 years diploma in IT / Computer Science OR graduation with one year diploma IT/ Computer Science.

Notes:

1. The Service Provider must provide complete details of ALL softwares that are required to be procured / developed for the execution of project of the various Government Departments/ Semi-Govt./ PSUs/ Autonomous Bodies etc. in Himachal Pradesh. The software(s) to be developed/proposed to be on Open Platform Technology and compatible to the windows/ Ubuntu-Linux/ iSO Operating System. Break up of all relevant software(s) required to execute the project (including OS and RDBMS) should be provided as a Separate Annexure called "**Details of Software proposed to be Procured and Deployed**" to be included both in the Technical Proposal as well as Financial Proposal. The Technical Proposal should only give the technical details and NOT the prices, whereas the Financial Proposal should also give the price breakup of each software item.
2. The Total Cost ((A) + (B) + (C)) will be considered as the Total Financial Price for financial evaluation.
3. The Service Provider must provide details of what all is included in their Technical support and ATS (both during and after the project completion) and what is chargeable as extra.
4. The Service Provider has to ensure that it uses only standard,

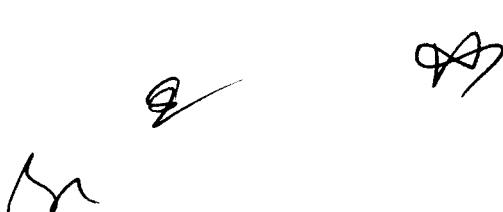
internationally used RDBMS and other related software so that all data, images and metadata is fully portable into DMS application software / RDBMS etc. (at any point in time).

5. The rates to be quoted should be inclusive of all taxes and duties with breakup including providing of requisite irrevocable licences for use of any D.M.S. Or Software to be developed by the S.P. and also a clear undertaking that requisite source code for the use of solution/software used by the S.P. in the project shall be provided to the concerned department without charging any extra cost and the concerned department shall exercise proprietary rights over all the solutions/softwares and source code etc. used in the said project.

Date: _____

Seal and Signature of the SP

Place: _____



Handwritten signatures and initials, including a large 'S' and 'A' above a signature, and a stylized 'M' at the bottom left.

Annexure IV: Award of Order

The final score used for calculating the most responsive bid shall be calculated based on a Quality Cum Cost based evaluation, following table shows the weightage to be used for calculating the total overall score of the bidders:

The Normalisation of Technical and Financial score shall be done by awarding maximum marks to the bidder having highest technical score and lowest financial bid, respectively. The total score shall be arrived by using the following formulae:

Total score, S = 30 % (Technical score of bidder) +70% (Lowest Financial bid received/ Financial bid of bidder). The bidder having the highest overall score 'S' shall be declared R1 and he/she/it would be invited for negotiations/awarding contract first.

Calculation for R1, R2 and R3

Sl.No.	Bidders	Financial Score (FS)= 70% * (Lowest Financial bid received/ Financial bid of bidder)	Technical Score (TS)=Technical Score of the bidder * 30%	Total Marks = FS+TS	Rank of Bidders
1.					
2.					
3.					
4.					
5.					

Annexure V: Volumes of Records

Sl.No.	Records Type	Count
1	Record to be digitized	1,50,00,000 pages

Note:

- i. The figures provided in the above table are tentative and actual figures may vary. However, these figures may be used for computing the estimates and evaluation.
- ii. Payments will be released on actual work assigned to the selected agency and work completed by the agency.
- iii. 20% of the documents may be in legal size and 80% may be in different sizes varying from A4 to A0 etc.
- iv. About 2 to 3% of the documents may be hard bound and there may be possibility of very few documents in the book form.
- v. The bidder will be allowed to unbind and bind the documents which are in book form and which cannot be scanned by use of over-head scanners or cameras etc. but strictly under the permission of the Managing Director, or his representative. However, the cost for unbinding and rebinding shall be included in the cost of digitization/scanning.

A set of three handwritten signatures or initials, likely belonging to officials involved in the process, are placed here. The first signature on the left is a stylized 'S'. The middle signature is a stylized 'E'. The third signature on the right is a stylized 'AS'.

Annexure VI: Manpower Details

Name of the Company/Firm/Proprietor concern:

Note: - Details filled in in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sl. No.	Name	Designation	Qualification	Experience	Date of Employment with Company
1.					
2.					
3.					
4.					
5.					

Date: _____

Seal and Signature of the

SP

Place: _____



Annexure VII: Format for Performance Bank Guarantee

To

The Managing Director,
H.P. State Electronics Development
Corporation Ltd., 1st Floor, I.T. Bhawan,
Mehli, Shimla-171013.

1. Whereas M/s _____ (hereinafter called the Service Provider) has to carry out the work of “Digitization of the records and its linkage to DMS“ as per agreement dated _____ signed by the Managing Director, on behalf of HPSEDC (hereinafter to be called as the “Client”).
2. NOW THEREFORE KNOW ALL THE MAN THESE PRESENTS THAT WE,-
_____, having its Head Office at

- (hereinafter called “the Bank”) are bound to the “Client” in a sum of Rs. _____ (_____) for which payment will and truly to be made to the “Client”, the Bank binds itself, its successors and assignees by these presents.
3. “The Bank” further undertakes to pay to the “Client” upto the above amount on receipt of its first written demand, without the “Client” having to substantiate its demand. The Client’s decision in this regard shall be final and shall not be called in question under any circumstances. The Bank Guarantee will remain in force upto ___. However, its validity can be got extended before ____ solely at the instance of the “Client”. This clause shall remain valid notwithstanding anything else contained contrary in the document.
4. Our liability under this guarantee is restricted to _____ and it will remain in force upto _____ unless a demand, in writing, is received by the bank on or

[Handwritten signatures/initials]

before

_____, all your rights under the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities there under.

5. Sealed with the Common Seal of the said Bank this _____ day of _____ 20

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____ day of _____ 20 _____

For Bank _____

Witness

Signature

Name

M/s _____

Three handwritten signatures in black ink. The first signature on the left appears to be 'S', the second in the middle is a stylized 'B' or 'S', and the third on the right is a stylized 'A' or 'D'.

Annexure A: Acceptance of Terms and Conditions Contained in RFP

Date: _____ 2014 Tender Reference No.:

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd.,
1st Floor, I.T. Bhawan, Mehli, Shimla-171013.

Subject: **Acceptance of all the terms and Conditions contained
in the tender document.**

Sir,

I have carefully gone through all the Terms and Conditions contained in the RFP Document [No. _____] regarding digitization of various department(s) records and their linkage to DMS.

I declare that all the provisions of this RFP Document are acceptable to my Company/firm/proprietorship concern. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours

Sincerely,

Name:

Designation:

Company:

Address:

Note: - Copy of authorisation by competent authority in the bidders company pertaining to not only this form but entire bid should be enclosed.

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Annexure B: DECLARATION REGARDING CLEAN TRACK RECORD

Date: _____ 2014 Tender Reference No.: _____

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd.,
1st Floor, I.T. Bhawan, Mehli, Shimla-171013.

Subject: Declaration regarding clean track record of the firm / company / proprietorship concern.

Sir,

I have carefully gone through the Terms and Conditions contained in the RFP Document [No._____] regarding digitization of records of various departments and their linkage to DMS and CMIS. I hereby declare that my company has not been debarred/black listed by any Government/ Semi Government organization in India or abroad. I further certify that the competent authority in my company has authorized me to make this declaration.

Yours Sincerely,

Name:

Designation:

Company/firm:

Proprietorship
concern. Address:



Annexure C: List of Summary of CV Information

Expert Team and Summary of CV Information

Position Assigned	Name of Team Member	Employment Status (fulltime, or other) and duration)	Education/ Degree (Year/ Institution)	No. of years of relevant project experience	Signature by (expert/ other)

Please Note:

This plan is supposed to provide details of Key Personnel that the Service Provider plans to deploy for executing the assignment(s).

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**Annexure D: Equipment Proposed by the Service Provider to be installed in
Digitization Centres in various departments at its own expenses.**

Hardware proposed to be installed and used at the various departments of Himachal Pradesh for digitization work in Digitization Centre by the Service Provider, at the time of commencement of Pilot Phase and subsequently used to complete rest of the work. Tentative list of equipments is given below:

- Computing devices i.e. servers (web /application and database servers) with OS and other required tools and devices such as antivirus etc.
- Storage & Backup Solution to store digitized data such as SAN, SAN Switch, Tape Library, Backup Software.
- DMS (Document management System Software)
- Switches/ Router to connect different devices
- Rack to place computing resources
- Scanners to scan the documents to be provided by the SP.
- The software to be used to scan the old record having blots etc. to clear such blots.
- UPS
- Furniture
- Any other equipment required to complete the digitization work.

Sl.No.	Proposed Equipment/ Device(s) for Digitization	Key Specifications of Equipment / Device(s)	Reasons for Selection of Equipment / Device(s)

Annexure E: Work Plan

Work Plan

Work Plan and Project Management Strategy for complete period of the project

Sl. No.	Activity	Month											
		1	2	3	4	5	6	7	8	9	10	11	12
1													
2													
3													

- a) Identify major risks and risk mitigation plan at the start of project and during the project implementation by individual milestone.
- b) Indicate all main activities of the assignment, including deliverables, progress reports, and other benchmarks such as approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- c) Duration of activities shall be indicated in the form of a bar chart.

Dr *S* *AS* *J*

Annexure F: Proposed Project Approach Methodology

Describe the proposed approach and methodology for completing the assigned work for the project in not more than 50 pages (examples, detailed notes, standard handouts, company brochures, white papers, sample manuals etc. should be included as Annexures and therefore would NOT be counted in the 50 pages (A-4 size) limit for the main Technical proposal)

Include all the items detailed below:

1. **Project Management:** Outline your approach for Designing, managing and implementation of this project keeping in mind the scope of work and the unique nature of the records of the various departments of Himachal Pradesh. Include the following in your Project Management Methodology:

- Your Vision for the Digitization and Development and Implementation of DMS Software Project.
- Project Management Plan
- Project Team Structure
- Risk Management and Mitigation Strategy
- Project Tasks
- Project Deliverables
- Project Milestones (Mentioning Start Date and End Date)
- Testing approach & methodology

2. **Record Digitization Methodology:** For each type of artefact/document describe the proposed process of scanning and Digitisation, including the following details:

1. Artefact/document preparation.

- Detail how you intend to prepare records for scanning (include unbinding, repairing, cleaning, rebinding as necessary).
- Highlight the staff and time requirements for this process and how you will maintain the required rates of scanning.
- Records Integrity and safety: Describe the procedure you would be following for safe handling and return of records.
- Scanning Methodology.
- For each category details the staff and equipment that will be used to capture the scanned image.

- Describe the scanning process for each artefact/document including the brittle and tattered old record and registers etc.
2. Creation of Indexing and Metadata
- a) Describe the steps you would take for creation of metadata with special reference to e-Governance standard for Preservation Information Documentation (e-Gov-PID) of Electronic Record, notified by the Department of Electronics & Information Technology (Deity), Government of India.
 - b) How would you avoid duplication during metadata creation?
3. **Documents Management System (DMS):** Provide details of all the software(s) you will be using (DMS - including but not limited to RDBMS, Web Content Management System, etc.) to execute the assignment. Break up of all relevant software(s) required to execute the project (including OS and RDBMS) should be provided as a Separate Annexure called "*Details of Software proposed to be Developed, Procured and Deployed*" to be included both in the Technical Proposal as well as Financial Proposal. The Annexure in Technical Proposal should only give the technical details and NOT the prices, whereas the Annexure in Financial Proposal should also give the price breakup of each software item. Explain how you will:
- a) Prepare and finalize the detailed functionality that needs to be implemented within the DMS solution from SRS (Software Requirement Specifications) phase to final testing and deployment of the application software.
 - b) Integrate the Image Processing System within the DMS solution.
 - c) Implementing the DMS.
 - d) Train the staff on DMS. The DMS require below mentioned key components:
 - (i) **Architecture:** Software should have strong architecture which can take care of huge load of data and should cover all technological aspects for present and future requirement.
 - (ii) **Scalability:** Scalability is one of the key requirements in any software. It should be scalable enough for taking care of huge amount of data and load on high number of users approximately 300-350.
 - (iii) **Security and Access Control:** Software should provide strong security mechanism which are globally accepted and followed specifications for security.

- (iv) **Globalization:** Software should support multiple environments and should be on the global and open standards.
- (v) **Library Service:** Software should have strong storage and search mechanism which provided multiple search options to the user and make data retrieval easy.
- (vi) **Unlimited Content Types:** Looking at present and future requirement of the concerned department, contents and evidence may come in multiple file formats. Thus software should have capability of handling multiple file formats like image files, audio video files etc.
- (vii) **XML:** Looking at regular upgradation in technology and introduction of new application in the interval of every 3 to 5 years, proposed solution should have provision of exporting the data into XML format from where it can be imported into any other software. Such type of functionalities are available in international standard software in out of the box manner and it provides independence to the concerned department of porting the data from one solution to another solution without taking help of solution provider.
- (viii) **Content Intelligence:** Software should have intelligent search features like thesaurus search on top of basic index based search and **full text search**. Such type of features enables an end user in searching the required content without having the full knowledge of the way of cataloguing of digitized data in system.
- (ix) **Content Exchange:** Looking at future possibility of creating a unified platform for various department across country, software should have provision of doing content exchange with other applications.
- (x) **Scanning and Imaging:** Software should have provision of doing scanning of records and uploading it in software with required indexing parameters in desired form.
- (xi) **Workflow:** Once these records are digitized it is required to move these files in electronic manner from one stake holder or user to other stake holders or user. For such electronic movement of files and keeping track of these activities, workflow module is required.

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4 Quality Assurance / Quality Control

Provide the following:

- a) Describe the Quality standards and procedures that would be followed during execution of the project.
- b) Describe the steps you would undertake to ensure quality assurance and control.
- c) How would you determine acceptable quality and what steps you would take if the quality is not considered up to mark/desired level?
- d) Describe the methodology and the solution/software to be used to digitize the brittle and the old tattered record so that such record, after digitisation could be readable and preserved in a presentable condition.

5 DMS Technical and User Manuals

Provide examples of either published or web based technical and user manuals for the proposed DMS solution. These should be attached as an “Annexure” to the Technical Proposal.

6 Training and Other Services

Please provide the following information on training and other services:

- a) Describe briefly the training which you would provide to the staff of the concerned department of Himachal Pradesh.
- b) Identify the standard training and any customized training that is available to reflect the needs of concerned department of Himachal Pradesh, and include any limitations such as class sizes, locations, and time limits. (**All training costs shall be a part of the total financial proposal.**)

7 Post Implementation Support

Detail the services offered as Post Implementation Support for the DMS including:

a) Technical support services:

Outline briefly your plans to implement the following technical support services for the concerned department of Himachal Pradesh:

- i. Telephonic support.

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- ii. Email support.
- iii. On-site technical support.

b) Maintenance services

Describe and explain the following:

- i. Frequency of system maintenance.
- ii. Nature of system maintenance requirements.

8 Providing of Source Code of the Software and Solution to be used by the S.P.:

Briefly describe that how you will provide the Source Code of the softwares and Solutions and D.M.S. to be used by you in the entire project of the digitisation, scanning, retrieval of scanned/digitised data etc. Please note it is one of the essential component of the entire project.

A handwritten signature consisting of three stylized letters: 'S', 'E', and 'A'.

Annexure G: Scope of Work

The detailed description of the tasks to be performed by the selected Service Provider/vendor is mentioned below:

1. Rapid assessment

One of the biggest challenges/task in the Digitization project is that on one hand some of the artefacts/documents are priceless but in poor physical condition, on the other hand the Service Provider is expected to meet daily minimum digitization target of excellent quality. Keeping this target in mind, the Service Provider must acquire a thorough understanding of the record of concerned department and the manner in which the current systems and procedures work. This should enable the service provider to determine:

- a.** The type of hardware/software required for digitization of each category and kind of artefact/material/document or equivalent.
- b.** The number of each such equipment.
- c.** Location and layout of such equipment.
- d.** The work schedule to achieve the task in the desired time frame.

2. Detailed action plan for digitization of documents.

The staff of the concerned department would be handing over the documents for digitization in batches based on the pre agreed daily target. A ‘Batch Quality Form’ detailing the current quality of the document to be digitized would be prepared and recorded by the staff of the concerned department which would be duly signed by the Service Provider's staff while accepting. The Service Provider shall be responsible for returning all artefacts/documents in the same condition (as evidenced by the Batch Quality Form) as it got them. An officer in-charge from concerned department would also be present (inside the Digitization Centre) for handling the document as well as providing assistance to the Service Provider. The Service Provider is responsible for taking expert care of all the artefacts/documents handed over to them. If the Service Provider is found to have caused damage to the documents due to any act of omission or commission, penalties would be levied on the Service Provider and may result in the termination of the contract as per the contractual terms agreed with the Service Provider. Service Provider should ensure that the material/artefacts/documents they obtain from the concerned department are in a condition suitable for working without damage. If a particular

Three handwritten signatures are present at the bottom of the page. From left to right: a signature that appears to be 'B.R.', a signature that appears to be 'S.', and a signature that appears to be 'A.S.'.

file / folder / batch received by the Service Provider are found to be in a very poor / fragile condition, the Service Provider is at liberty to carry out restoration / repair procedures as per approval of the Officer In-charge.

a) Prepare a detailed work plan with the milestones and timelines for the digitization process for each category of archived material. This work plan once approved by the Managing Director, shall form the basis of monitoring the progress of work on this project.

b) The work plan should also take into account the prioritization of the artefacts/documents to be digitized as decided by the Managing Director.,

c) Detailed workflows for digitization to include:

- Procedure and workflow for collection and digitization of artefacts/documents which are to be digitized.
- Document preparation (like: unbinding, repairing, cleaning, counting the number of pages, rebinding, if required).
- Scanning methodology/image management/enhancement for each type of artefact/document.
- Quality Control, and rescanning procedures, including QA/QC steps for ensuring the desired quality of all images based upon parameters like.
 - Image Clarity
 - Conform of images of the pages with that of original
 - Resolution
 - Black band & blemish removal, if any
 - Deletion of blank and invalid pages
 - De-skewing
 - De-speckling
 - Cropping (No content should be missing)
 - Image orientation
- Indexing, metadata creation or data entry (if required) etc.

Three handwritten signatures or initials are present here, likely representing the approval of the Managing Director mentioned in the text above.

- Initial storage of digitized content.
 - Returning artefacts/documents to storage media and submitting to concerned department for verification.
- 2.** Set up a fully equipped digitization room in concerned department for carrying out the scanning and indexing work for different kinds of material/documents. As mentioned in the tender document, the Service provider is expected to know and bring in (including, but not limited to):
- a) All the required hardware/software and supporting equipment(s) (servers, computers, scanners, OCR/ICR, cameras, etc.) required to set up a Digitization Centre. The concerned department will only provide the basic infrastructure like space, electricity /water and connectivity and the hardware as mentioned in **Annexure-H**. No furniture will be provided by concerned department. Service Provider will take back the said hardware/software/furniture installed by him in the concerned department for the purpose of the execution of the said project only upon the completion of the assignment/task. It may be understood clearly that the Service Provider is only required to provide the complete IT Infrastructure within the Digitization Center (required for doing the digitization activities and running DMS).
 - b) The required DMS software and all other systems and supporting software required to carry out the digitization work and implement the DMS.
 - c) The personnel/staff needed during the contract period.
 - d) The Service Provider would be responsible for the safe upkeep and maintaining the highest level of confidentiality and Integrity of all physical and electronic records within the Digitization Centre. In case ANY document in electronic form or otherwise is found stolen, copied, damaged, corrupted, made use of in any form by anybody other than the concerned department, the Service Provider shall be held liable for civil / criminal proceedings and may lead to immediate termination of the contract, at the sole discretion of the Managing Director,. For this clause,

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- all acts of employees, associates, representatives, agents etc. of the Service Provider shall be automatically deemed as acts committed by the Service Provider also.
- e) All equipment(s) and their specifications related to the digitization project would be suggested by the selected Service Provider as part of its Technical Proposal.
 - f) The Service Provider must ensure that all DMS searches must return results within a maximum time of 3-4 (Three to Four) seconds and ALL pages of the DMS must open (on concerned department intranet) within a maximum time of 2-3 (two to three) seconds. The Service Provider should suggest and install all equipment(s) (especially Servers) keeping these service benchmarks in mind. For evaluating these service benchmarks, the system shall be tested on the Servers and Desktops installed within the Digitization Centre by the Service Provider in a LAN and not on internet.
 - g) Stress & Regression Tests will be conducted with simulated test data to evaluate the performance of the system (as prescribed in the above mentioned clause) at full load at the project completion. Passing this stress test shall be one of the key prerequisites for considering the Pilot successful and going ahead with the rest of the project. For full load stress test, the number of concurrent users will be assumed as 300-350 which may increase further by the same number or more.
 - h) All the Server(s) installed at the Digitization Center, must have an uptime of 99.9%. If the production server/ Web server is down beyond 0.1% measured on a monthly basis, a penalty of Rs. 1,000/- (Rs One thousand only) per day will be imposed. The evaluation committee of the concerned department would evaluate the bids based on the specifications and adequacy of equipment proposed to be installed at the Digitization Centre by the Service Provider.

3. Pilot Project

- a) Successful completion of the pilot shall be the prerequisite for going ahead with the remaining contract. All payments under this contract shall commence only after the successful completion of pilot project.

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- b) Using a representative sample of the artefacts/documents of concerned department, the Service provider will conduct a pilot of the Digitization process. The purpose of the pilot project is to gauge the ability of the proposed work plan and workflow to digitize artefacts/documents with the required speed, quality of digitized records and care of original artefacts/documents. DMS will be implemented and data incorporated from the digitized artefacts during the Pilot. The functionality and performance of the DMS will also be assessed. The criteria by which the Pilot Project Digitization processes are assessed:
- Number of artefacts/documents digitized per day (according to the figures stipulated in the Expected Time Schedule).
 - Quality of digitized records and metadata (records conformity with image Technical Specifications and agreed metadata standards will be assessed).
 - Care and Handling of artefacts.
- c) In addition to the above three broad criteria, a detailed User Acceptance Criteria for the Pilot shall be prepared jointly by the concerned department and Service Provider before the commencement of the Pilot. The Pilot shall be considered successful or otherwise based upon the detailed acceptance criteria so agreed.
- d) The Pilot Project allows the Service Provider to improve their Digitization processes by adjusting the Workflow and Work Plan based on the findings of the ongoing assessment of the PilotProject.
- e) The assessment of the DMS in terms of functionality and performance will be conducted as per the Service provider's response to the DMS Functionality Matrix submitted in the technical proposal.
- f) The Pilot Project would not be approved for full implementation by the concerned department until all assessment criteria are approved by concerned department.
- g) It is expected that a total of **5 Lakh pages** (artefacts/documents) would be covered in the pilot phase in concerned department. **These 5 Lakhs artefacts (for the Pilot) would be selected in a manner to ensure that all kinds, types, categories and condition of artefacts are included**

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in this sample (e.g. the papers which are unlisted and unpaginated shall also be included) so that this sample is adequately representative of the complete collection.

- h) The Service Provider shall demonstrate how the complete Pilot data and metadata can be ported into DMS / Software to be deployed at concerned department.

4. Batch Preparation

This would include sorting of documents, physical preparation of documents (Defiling, De stapling, creasing (removing wrinkles etc), pasting etc.), distributing batches to scanning operators and preparing documents for return after scanning. Generally, the following activities in the batch preparation stage may need to be undertaken:

- a Documents segregation and additional de-stapling, creasing (removing wrinkles etc.), dusting, applying Tape to torn pages, trimming crumpled documents as may be required.
- b Segregating and categorizing the documents on the basis of document type and the condition as well as importance from the preservation perspective.
- c De-tagging, if required.
- d Document type separation and Sequencing - the documents are to be put on specific sequence as in the condition it was handed over.
- e Blank sheet / bar-code have to be inserted after each Document as an identifier between two Documents, which is recognized by the scanning software as a file separator.

5. Digitization of the Artefacts/documents

- a) The digitization of the records of the concerned department will begin after successful completion of the Pilot Phase.
- b) The digitization process will follow the approved Workflow and Work Plan provided by the service provider and as refined and approved during the Pilot Phase.
- c) Digitization will be required to ensure the images to be as close to the

- original as possible. Image enhancements may be done at a later stage.
- d) As a rule of thumb unbinding of registers/files etc. shall be taken on extra care. The Managing Director, shall consider granting written permission for unbinding the cases, based upon receipt of such request made by the Service Provider furnishing the necessary justification. Rebinding, wherever required will be done by the Service Provider.
 - e) Standard cleaning processes, which do not interfere with/affect the original artefacts in any manner will be allowed. Suitable policy for what is considered acceptable levels will be mutually agreed by the selected Service Provider and by the Managing Director, during the implementation phase.
 - f) The Service Provider must follow the following standards:
 - I.S.O.15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012, I.S.O./I.E.C. 20000-1:2011 or Minimum CMMI Level-3 certification

6. Metadata and Indexing of the materials digitized

- a) The Service Provider must ensure the proper indexing of the images/documents. The parameters for indexing and creating metadata have to be provided and finalized by the successful bidder in consultation with department.
- b) Metadata at the concerned department would be populated from three sources:
 - Catalogues and metadata/indexing information provided by concerned department along with the Data and other artefacts.
 - Metadata which can be picked up through intelligent automated OCR / ICR procedure inbuilt in the digitization workflow and
 - Keywords, abstracts, synonyms etc. as defined by “domain experts”. The first two categories mentioned above shall be the responsibility of the selected bidder while the last one will be the joint responsibility of concerned department and the Bidder. The concerned department encourages bidders to use

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latest cutting edge technologies to maximize the automatic extraction of metadata.

- c) The Service Provider shall ensure that the metadata for all records includes article headlines extracted through zoning and segmentation techniques.
- d) The selected bidder would start with the available catalogue information and additional metadata would be added later in the existing tables, as required by Dublin Core Metadata Elements.
- e) The solution should have the capability to refine and add to the metadata over the years, based on user feedback captured in the system.
- f) The DMS must provide and the Service Provider must implement a thesaurus of keywords / phrases of metadata so as to support the searching features. All search features must automatically use the thesaurus for locating the records for not only the word /phrase typed by the user but also all its synonyms.

7. Compliance Standard for Metadata Creation

- a) The Service Provider must follow the following standards for metadata:
 - Dublin Core Metadata Elements
 - Open Archival Information Standards (OAIS)
 - MARC 21 formats standards for representation and communication of bibliographic information in machine readable form.
 - e-Governance standard for Preservation Information Documentation (e-Gov-PID) of Electronic Records, Department of Electronics & Information Technology (DeitY), Govt. of India, December, 2013.
 - US Library of Congress Encoded Archival Description (EAD) standard based on SGML/XML syntax. In case of any differences in the above standards, the Service Provider shall recommend and suggest the equivalent or approach the concerned department for approval.

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- b) The indexing and database structure for a particular type of artefact/document would be finalized in discussion with the Section concerned at the concerned department. However the basic structure must include:
- Case Type, number, year
 - Judge Name
 - Petitioner's Name(s)
 - Respondent's Name (s)
 - Advocate's Name (s)
 - District Name
 - Latest Case Status
 - List type
 - Category
 - Bench Type
 - General Remarks
 - Type of Document
 - Date of Document
 - Keywords
 - Section
 - Acts
 - Rules
 - Regulation
 - Date of Storage
 - User, who entered it
 - Free Text Search
 - Section Details

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- Single Bench Cases, Division Bench Cases, Full Bench Cases
- No. assigned to the case in the register of the Record Keeper.

8. Quality checks and validation of digitized material and checking of catalogue data /index in coordination with concerned department:

- a) **The concerned department would constitute a team of internal staff, which may also include any expert or experts in the field from outside or within the concerned department to do a quality check of the output produced by the selected bidder.**
- b) **The Quality Control Mechanism as defined by Service Provider and agreed by the concerned department must be followed in all cases and the Service Provider must implement it through Quality Assurance Plan to ensure this.**
- c) **The Service Provider will prepare and implement a Disaster Management Plan for the safe upkeep of all electronic documents and DMS solution and other relevant Data.**

9. Documents Re-filing

Once the Images and data have gone through the Quality Assurance process, the activity of putting back the pages in the same Documents shall commence. Some of the key activities in this process are:

- a) **Stapling:** After the completion of scanning, Quality Checking and uploading, the documents should be stapled back, if required.
- b) **Removal of Separation Sheet:** The separation sheet inserted as separator between two files/records/Document types should then be taken out.
- c) **Rearranging/Re filing & handing over of documents:** The Document Re-filing operator will receive the bundle of Files scanned and shall sort it in proper manner. He will check that mix up of documents from two separate Documents should not happen, and right document should get filed back into the respective Documents. The Documents are handed over to client in batches with the checklist attached with due signoff.
- d) Finally document would have to be arranged/re-filed in the same order as the original one so as to return them in the same form.

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10. Documents Management System (DMS)

- a) The concerned department requires three images/digital documents for each artefact/document which is digitized: Original File (for the original image before any cleaning procedures), Cleaned File (original image after it has been cleaned and enhanced), Print File (image used as standard file in DMS for user viewing).
- b) The details and specifications of each of these three files are to be mentioned by the bidder.
- c) The Service Provider should provide and maintain Production Server(s) and at least one Live Server at concerned department. The Live server would be accessed by end users at different levels while the Service Provider would continue to work on the Production Server.
- d) All digitized images along with metadata would initially reside on the production server(s) and once they are quality assured by the concerned department they would be transferred to the Live DMS Server to be used for concerned department Intranet / Internet.
- e) The Service Provider shall as directed by concerned department (Either during the contract period or just before completion) install DMS with all supporting software and utilities along with the FULL DATA onto the concerned department, Server(s) so that concerned department can run the solution smoothly and independently on its own Server(s) and supporting infrastructure, when they decide to do so.
- f) The Service Provider shall provide a tool within DMS for MIS reporting which gives a real time update on the status of digitization work (at different stages) and a complete audit trail of all activities using log reports.
- g) The Service Provider must ensure that all DMS searches must return results within a maximum time of 3-4(Three- Four) seconds and ALL pages of the DMS must open (on the concerned department intranet) within a maximum time of 2-3 (Two-Three) seconds. The Service Provider should suggest and install all equipment (especially Servers) keeping these service benchmarks in mind. The number of concurrent users can be considered as 300-350 for designing the system to achieve

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this response which may increase further by the same number or more.

- h) The DMS must have a facility for saving all searches so as to track the artefacts/documents usage patterns.

11. Solution Testing

- a) Before going live, the Service Provider should carry out detailed QA/QC test (Quality Assurance / Quality Control) plans so that all the defined functionality features of DMS are thoroughly tested and found to be working satisfactorily and the service benchmarks (all searches must return results within a maximum time of 3-4 seconds and ALL pages of the application software must open (on the concerned department intranet) within a maximum time of 2-3 seconds.) are being met fully. For evaluating these service benchmarks, the system shall be tested on the Servers and Desktops installed within the Digitization Center on LAN and not on internet by the SolutionProvider.
- b) The Managing Director, would supervise the Service Provider in creation and monitoring of test cases, assistance in conducting test runs and reruns on the basis of cases.
- c) The Service Provider shall carry out testing procedures till they generate results which are acceptable to the Managing Director.,

12. Technical and User manuals

- a) The Service Provider should submit a comprehensive, step by step user/technical manual (with screenshots) for digitization of new artefacts and maintenance of the DMS solution in future.
- b) At a minimum the following four manuals are expected to be delivered by the Service Provider:
 - Digitization Process Technical Manual (Process flowcentric)
 - Digitization Process User Manual
 - DMS Technical Manual
 - DMS User Manual / productionServer

*All manuals must be available as online help as part of DMS system.

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- c) At a minimum, the user manual should provide detailed step by step procedure for the following modules:
 - Adding New Content
 - Editing Existing/New Content
 - Deleting Content
 - Adding keywords to Thesaurus
 - Adding/editing metadata
 - Updating of donors database
 - Back Up of data
 - Viewing/Creating Reports
 - Creation and Maintenance of User Accounts
 - A Trouble Shooting Guide
 - Uploading of data on the Live Server / Production Server
- d) The Service Provider should submit 05 hard copies and one soft copy (in a CD/DVD) of the user/technical manual to the concerned department.
- e) All manuals are subject to approval by the Managing Director.,

13. Detailed Specifications for ICT Infrastructure

- a) 4 months prior to the completion of the project, the Service Provider shall submit a detailed Hardware/Software Requirement Specification document to the concerned department stating what equipments the concerned department would require in future to set up the requisite infrastructure to run and maintain the DMS (since the vendor will take back the equipments after the completion of contract). The hardware and software requirement specifications documents should cover hardware, software, networking and any other additional equipment required for digitization and maintenance of DMS.
- b) The concerned department shall procure the said infrastructure at its own cost as per the advice by the bidder/ Service provider.

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- c) It shall be the Service Provider's responsibility to migrate the entire DMS solution (along with all the supporting software) and full data (RDBMS, image files etc.) onto the new Servers procured by the concerned department and make sure that entire solution is Live and working satisfactorily.

14. Training of the Staff / Officials

- a) Capacity Building is an integral part of this project. The selected bidder would train the staff of the concerned department (approximately 300-350) to use and maintain the DMS software solution on their own, on scanning the record, creating metadata etc. The training would be measured by requisite skills upgradation, not duration. A combination of class room sessions and practical training would be required for that.
- b) The Service Provider would identify the number of the staff of concerned department that is to be trained for future maintenance/updating of the DMS system and digitized records, in consultation with the Managing Director.
- c) The Service Provider should provide a detailed training roster / plan for the identified representatives of the concerned department and should basically cover the following modules:
- o Operation and routine maintenance of all hardware equipment
 - o Operation & routine maintenance of all aspects of the DMS software
 - o Trouble shooting
 - o Back Up / Restore of archival database
 - o Scanning of the records
 - o Creation of metadata
 - o Indexing
 - o Sorting

15. Post Implementation Support

- a) Implementation is expected to be carried out within 2 years of time. The Service Provider shall provide a post implementation technical support for at least five years.
- b) The Service Provider should provide details of what is covered as part of this technical support.

- c) Post implementation support beyond the post implementation technical support period of 5 years may be considered at the discretion of concerned department.

16. Software Licensing / Development

(a) The Service Provider must provide details of all licenses required to operate the DMS solution. This includes any and all third party software licenses required for operating systems, databases and any other software components that form part of the solution. The softwares should be on open platform. All supporting softwares shall be the property of the concerned department. The Service provider should have experience of development and implementation of software projects at Government level Public Sector, Corporation, State Government, Central Government, etc.

(b) The Service Provider shall also supply to the concerned department through its Managing Director, the **source code** of the softwares/solutions/DMS used in the project of digitisation, scanning, retrieval, archival etc. of the record of the concerned department. However, it is made clear that the '**Source Code**' of operating system of the computer system shall not be required.

17. DMS Technical Support

The Service provider will provide technical support services for the DMS which will include the following:

- a) **Technical support for the staff of the concerned department:** The Service Provider shall provide all the required technical and managerial support to run and maintain the DMS software and all its components. It shall deploy in the concerned department itself suitably qualified and experienced technical support person(s) to assist the staff of the concerned department with DMS problems whenever necessary. The space for such technical support person(s) shall be provided by the concerned department.
- b) Technical support which needs to be provided to DMS users shall include (but not limited to):
 - a. Webform where technical queries can be submitted and receive a response within an acceptable time period (as mutually agreed).

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- b. Phone number where technical queries can be directed at trained support staff.
- c. **Frequently Asked Questions (FAQs):** The Service Provider shall compile details of common problems/mistakes and solutions to these so that the same can be made available as a standard help within DMS and also through email and web form.
- d. Proper escalation matrix for support and proper response to the problems faced.

18. Project Deliverables

- a) DMS software which consist of:-
 - SRS
 - SDD
 - SOURE CODE
 - Test plans
 - Acceptance Plan
 - All respective manuals
 - Implementation Report / Plan
- b) Report about the records of the concerned department
- c) Digitization Centre - Equipment Specifications
- d) Detailed Work Plan
- e) Digitization Workflows for all types and categories of artefacts
- f) Fully Equipped Digitization Centre
- g) Disaster Management & Recovery Plan
- h) Approved Project Pilot
 - Installation and Approval of DMS
 - Approved Digitization Processes

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- i) Revised Digitization Workflows
- j) Ongoing reporting from Digitization
 - Monthly Progress Report
 - Quality Control/Assurance Reports
 - Artefacts/documents Batch Submission/Return Reports
 - Population of DMS Database
 - Various MIS Reports
- k) Technical and User Manuals
- l) Hardware/Software Requirement Specification documents
- m) Training Completion Report of the staff of concerned department.
- n) Post implementation Support - ATS. (Annual Technical Support).
- o) Migration of full DMS Solution with complete data and metadata on the Servers of concerned department, before project completion.
- p) Complete written documentation on procedures to be followed for full portability of all data and metadata into DMS Software.

19. Technical Specifications and Requirements:

Specifications	Judgment / Order, Records A3 / Legal / A4/ Old Rare Books, Journals, ILR Publication
File Format (Print File)* / view file	PDF/A OR EQUIVALENT/ XML output
Scanning – Optical Resolution	100x100,200x200,300x300 or as directed
Colour / Bit Depth	12/ 24 Bit Colour
Feeding (Scanning) Method(*)	Manual / Flatbed/ sheetfed/ Book / ADF Scanners or as directed.
Indexing	Documents
No. of Fields to be Indexed (indicative)	20-25
Threshold	Yes


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De-skewing	Yes
De-speckling	Yes
Cropping	Yes
Pagination Required	Yes
Image Size	Same as the Original document
Image Enhancement Process (Scanning and Stabilization Intervention)	Yes
File Name	Accession No.
Invisible Water Marking	Yes
Automatic image processing tools and methods for perfect image and batch conversion	Yes

(*) The Quality / Conditions / Age of the documents, would determine whether to use (**flatbed / book /Sheetfed /Overhead/ADF etc.**). Given the condition of the artefacts/documents, in some cases book / overhead scanners may be required. All images should be true colour representation of the original records. Generated PDF file should have provision for security features for the required outputs PDF. **Each scanned/digitized document on file or the data is to be stored by way of images in Portable Document Format PDF/ A with adequate resolutions with free text search facility and ensure the readability and ease in retrieval including cleaning and spot reduction.** The images so stored in the database should be properly indexed as per the requirements of the concerned department and should be capable of adding more images, at later stage if need be, in an old stored file. The data so stored shall be in a non-editable form. Below are the mandatory specifications of required PDF / A Fileformat.

The PDF's should comply with the following specifications:

- a) PDF / A format (**ISO 19005-1:2005**)
- b) The compressed PDF files created for viewing should also be 50-80% compressed as compared to standard CCITT G4 / JPEG compression (in



- TIFF / JPEG / PDF file format) for Mono / Color / Grey scale images retaining Searchability, good view and printquality.
- c) Should be linearized PDF (as defined by PDF reference manual (**ISO 32000-1:2008**) to ensure faster web viewing.
 - d) In case of images with printed English text, the output PDF document should be searchable. In this case the PDF should also be reflowable so that the text readjusts itself on the basis of the size of the screen.
 - e) Searchable PDF should be created in one single step by processing the input image file thus ensuring that no intermediate manipulation of content is possible.
 - f) Should be enabled for interactive use (applying digital signature in batch mode). Also it should be possible to digitally sign these PDF files using free Adobe Reader.
 - g) Both the PDF's – Lossless PDF / A for archival and compressed PDF's for viewing, should be generated in a single step i.e. there should not be multiple / modules / processes for generating different types of required PDF outputs. Software should be capable enough of generating multiple type of PDF Files by selecting single source images for one time only.
 - h) Automated Meta data insertion in the PDF files – Metadata available in spreadsheet **or** text file should be inserted into the PDF file in a single step during the creating of the PDF file itself.
 - i) The metadata inserted inside the PDF should conform to the XMP specification for storing rich metadata. This will enable any content management system that supports XMP to import this metadata as indexes.
 - j) Apart from above functionalities bidder should have readily available security provision for below mentioned functionalities, HPSEDC may ask it at additional cost if required:
 - k) Security features for the required output PDF's – All these security features should be applied to PDF's in a single step while creating the PDF files :
 - Password protected.
 - Certificate protected.

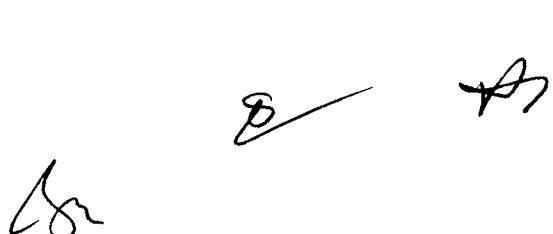
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- FIPS- 140 compliant AES-256 encryption.
- Digital signature and secure Time-stamping.
- Print-disabled.
- Policy- protected – it should be possible to apply persistent and dynamic policies that help maintain confidentiality and control use of PDF's.
- The concerned department should be able to change usage rights for PDF, even after the file is distributed to users outside the DMS.
- The concerned department should be able to create a short term offline access to PDF by adding an expiration date after which the document can no longer be opened even when it is outside DMS.
- It should be possible to apply dynamic watermark on these PDF's based on the policy used to create the PDF.
- The viewing of the PDF's on Internet and Intranet should be secure.
 - PDF documents when opened in any browser should be viewed with download / save disabled.
 - These PDF files should be easily searchable on metadata using standard search utility on the local computer.
- l) The bidder has to develop and supply two copies each of the software products along with the source code. The bidder has to develop the software specific to the needs of the concerned department with water marking and digital signature facilities.
- m) Software in Open Source platform Solution shall be used.
- n) The software module should have multiple accesses with security features, with facility for updating of Information.
- o) Licensed copy of the application software and database design as may be developed by the bidder or its employees for and during execution of the work shall vest in concerned department and the bidder shall execute necessary documents for the same and also get as assignment from its employees, in favour of concerned department.

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RFP for Scanning and Digitization of Records of various departments in Himachal Pradesh.

- p) The database created by the bidder shall be retrievable in Portable Document Format by the user. Necessary training for the retrieval of the database for the Scanning/digitizing, storing and organizing is to be imparted to the staff of concerned department.
- q) The retrieval parameters will be finally decided by the concerned department in consultation with the bidder.
- r) The data is to be stored by way of images in **Portable Document format** with adequate resolutions to ensure the readability and ease in retrieval. The images so stored in the database should be properly indexed as per the requirements of concerned department and should be capable of adding more images, at later stage if need be, in an old stored file. The data so stored shall be in a non-editable form.



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Annexure H: DMS Technical Specification

1. DMS (DOCUMENT MANAGEMENT SYSTEM):

The proposed DMS software would be web based technology and it should be on open platform. The DMS solution should be **Commercial Off The Shelf (COTS)** in order to reduce overall system development and maintenance time and costs. The DMS shall be an integrated web technology based solution that allows the concerned department to integrate all types of records, Judgments / orders and enable the end user to search quickly and comprehensively. The same DMS software shall be capable of running seamlessly over Intranet, Virtual Private Network (VPN) as well as on the Internet. The DMS shall provide extensive features for searching of the database, such as text based searching, context based searching, keywords based searching, index based searching etc. The DMS Solution would be a web based system and is required to include the full functionality of Web Content Management and work flow Software as well. The DMS solution should also provide electronically capturing of Data from the Hand Written / Typed Application Forms with the help of ICR's/ OCR's technology or equivalent or better solution. The DMS should also have the functionality of receiving and sending the electronic Circulars and Memos. to District offices using Internet / Intranet depending on the requirement. The details of the functionality required from the DMS solution is given in this bid. All Service providers / bidders must provide their responses to each of the functionality defined in the Functionality Matrix as part of their Technical Proposal. This Matrix shall form a part of the scope of work for implementation of DMS and the Service Provider's implementation of the functionality defined herein, shall be the key indicators of Service Provider's performance evaluation. Supply, Install, Customize and implement Document Management System (DMS) Software and associated software with the functionalities as mentioned below:

Sl.No	Functionality
A	General Requirements
1.	Ability to support all web browsers like IE 6.0 and onwards, Firebox, Google Chrome etc. The system shall support multiple databases such as Oracle, SQL, My SQL (LAMP), Posgres SQL, etc.

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JPN*

2.	Inter-operability - The systems must seamlessly integrate with developed Application and shall support interface with other open-standard systems.
3.	Scalability should be high. The systems shall be designed for 24x7 operations.
4.	Version Control and management – The proposed Document Management Systems shall have versioning features to track and document revisions made.
5.	Maker-Checker Functionality for user creation, Document Upload, work flow etc.
6.	The proposed Document Management solution should have capability to integrate with the work flow mechanism.
7.	The proposed Document Management Systems should have its own image viewer for different image file formats that is required to ensure smooth operation of the integrated systems.
8.	The proposed systems must be able to interface with the existing third party systems and databases
B.	Architecture Requirements
1.	The Document management system shall adopt a browser-based approach so that the solution has the ability to be portable to other platforms.
2.	The system shall support Multi-tier architecture with each tier fully independent
3.	Remote Image Server for Bandwidth Optimization: The solution should support remote image server architecture wherein content files are saved at the remote location and related metadata in the central server for bandwidth optimization while accessing the documents. The remote data could be replicated on manual or scheduled basis as per the requirement for the MC.
4.	The system shall support Scalable architecture to support clustering at each layer i.e. Web server, Application server and Database for Fault Tolerance and Load Balancing.
5.	The system shall support separate Document server for better management of documents
6.	The system shall support distributed Document Repositories for document upload and access at local level, which can be replicated with central repository at scheduled intervals.






7.	The system shall provide XML based API toolkit for system integration and application development
8.	Support for Web Desktop for Browser based access on Linux/Windows clients
9.	Support for replicating images at remote sites for faster retrieval
10.	The system shall provide Image processing libraries that support image enhancements, and other imaging features like compression and extraction etc.
11.	The system shall support unlimited storage capacity by automatic / manual creation of Volume disks of predefined sizes and disk labeling.
12.	The system shall be Unicode compliant for supporting different languages and shall also provide localization kits for localizing the User Interface in particular language.
13.	LDAP authentication and single sign-onsupport.
14.	Should be based on open standards and have API support for data import and export
15.	Ability to Support ODMA (Open Document Management API) or WebDAV (Web-based Distributed Authoring and Versioning) for integration with desktop applications
16.	Supports Image Enable framework for image enabling business applications.
C	Document Scanning Requirements
1.	The DMS shall support temporarily storing the scanned images locally before uploading to the central server.
2.	Ability to check the quality of the scanned image and make corrections/adjustments to improve the quality of the scanned image.
3.	Ability to support quick scanning and indexing of bulk documents. Scanning through browser plug-in.
4.	Ability to support automatic cropping / masking of whole/any part of the document. This ability should be user defined and also document wise.
5.	Automatic categorization of scanned images as different documents like application form, supporting documents,Field report etc.
6.	Facility to scan multiple pages into batches for auto/manual processing
7.	Ability to support any scanner available in the market.



8.	Ability to support large volume scanning (up to 1,00,000 pages per day).
9.	Ability to support automatic segregation of batch of dockets based on Barcode, Blank page, Fixed page and auto Form recognition.
10.	Ability to assign document types (as application form / age proof / residence proof etc.).
11.	Ability to Manual/Automatic Indexing using Barcode, OCR, MICR, CSV data from other Applications.
12.	Ability to support standard Image Operations such as deskew, despeckle, rotate, invert, zoom-in/ zoom-out, zoom percentage etc.
13.	Simplified Export of scanned batches into DMS with Auto folder/Subfolder creation document filing and indexing on user defined fields.
14.	Ability to generate extensive Reports and Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc.
15.	Support for writing add-ins for integration with other systems and facility to insert a Menu for add-on.
16.	Ability to support automatic indexing from specified zones like Application id using OCR functionality.
17.	Easy to use GUI for setting the scanning properties like indexing parameters, document and folder nomenclature, zones for data extraction etc.
18.	Ability to provide for Compression of scanned image files in Standard Formats like TIF.
19.	Ability to support all the special image enhancement functionality offered by the scanner through the driver interface.
20.	Ability to support Web based scanning
21.	Produces/uses standard TIFF V6 CCITT G4 files without modification. State whether further compression is possible.
D	Document Acquisition Requirements
1.	Ability to support Bulk Import of image and electronic documents through an integrated functionality
2.	Ability to support automatic archival of Incoming Fax as images through an integrated functionality and shall also automatically index on required parameters



3.	Ability to support Direct upload from WebDAV, ODMA Compliant applications
4.	Ability to support document capture through Print
E	Handling of Un-scanned document Requirements
1.	Ability to support facility to generate paper profile for tracking of physical documents, which are not scanned and shall provide detailed reports. Ability to provide for the total number of pages to be scanned in each template. If a page is missing alert to be given.
2.	Inbuilt facilities to electronically move profiles and complete user level tracking on the same.
F	Archival of electronic document Requirements
3.	Ability to support categorization of documents in folders-subfolders etc.
1.	Ability to link cross-related documents like Application form and Field report, Grievance and reply sent etc.
2.	Ability to provide search facility in the same interface, so that users are able to search the documents to be linked.
3.	Ability to support versioning of documents with facility to write version comments.
4.	Ability to allow Locking of documents for editing and importing it back into the system through check-in/Check-out features.
G	Document View Requirements
1.	Ability to support Applet for viewing Image documents.
2.	Ability to support for viewing documents in native application.
3.	Ability to provide facility of putting text, graphic and image annotations with features like highlighting, marking text, underlining, image stamps etc. on document pages.
4.	Ability to support automatic stamping of annotations with user name, date and time of putting annotations. The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations.
5.	Ability to provide for securing annotations for selective users/selective types of documents like all papers scrutinized by officers/users concerned.
6.	Ability to configure bitmap stamps at corporate level, so that it is available to all



	users.
7.	Ability to facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.
8.	Ability to support for Thumbnails on image documents and viewing of the same.
9.	Ability to support all standard Image operations such as deskew, despeckle, rotate, invert, brightness.
10.	Ability to support taking print outs with or without annotations.
11.	Linking of Documents for cross-referencing related documents.
H	Version Management Requirements
1.	Version control for tracking document revisions.
2.	Image and electronic document versions, version comments.
3.	Check-In and Checkout support for collaborative working on documents.
I	Indexing
1.	Ability to support automated creation of document database indexes (e.g. through bar coding, etc.).
2.	Ability to allow users to customize database and indexing parameters (e.g. users can create index fields based on customer name, customer number etc.).
3.	Ability to allow documents to be moved from one folder to another and re-indexed without re-scanning.
4.	Ability to provide for index processing to be performed while other stations are actively searching, viewing, scanning and editing.
5.	Ability to provide facility to set particular fields as mandatory or unique.
6.	Ability to support Automatic full text indexing for Text search.
7.	Ability to provide for multiple indexes for different types of documents.
8.	Ability to provide for user-defined indexes for easy search and retrieval of files and folders.
9.	Ability to provide for filing and Indexing of documents for quick retrieval.
10.	Ability to provide facility to add keywords with documents to act as quick reference for the
11.	documents



12.	Ability to Support Auto indexing using CSV (Comma separated values) import from other applications.
J	Search and Retrieval Requirements
1.	Ability to support searching of text documents based on user-input character strings, keywords, etc.
2.	Ability to support search queries using Boolean operators (e.g. AND, OR and NOT, wildcard) and fuzzy textsearch.
3.	Ability to allow a search of OCR'd Documents by text string.
4.	Ability Upon completion of search, immediately to display all selected images and support quick navigation through documents.
5.	Ability to provide for save and publish common searches for quick access.
6.	Ability to provide for quick search within a saved search.
7.	Ability to provide for use a saved search as a template for similar searches.
8.	Ability to provide for view search values for custom fields before searching.
9.	The system shall provide ODMA support for search and retrieval.
10.	Ability to provide for rapid search and retrieval on multiple very large document repositories (25 million pages or more).
11.	Search Criteria should be configurable.
12.	The system shall support facility to export results in excel or any other format.
K	Documents handling Requirements
1.	Web-based interface utilizing web 2.0 or latest technology
2.	Drag and drop interface for move, copy, and delete
3.	Drag and drop multiple documents
4.	Context menus provide quick access to common actions
5.	Single document upload (optimized for larger files)
6.	Web-based multi-file upload
7.	Multiple file download
8.	Detailed document id card shows all Relevant information
9.	Associated content (parent, child, peer, forms, projects)

For ✓ ✓

10.	Create id cards without file attached to generate doc id
11.	Track paper documents
12.	Document export utility
13.	Unlimited custom fields (document metadata)
14.	Custom field types (text, date, numeric, and drop down etc)
15.	Record retention rules
16.	Role-based security with inheritance
17.	Detailed audit history
18.	Developer access to all document capabilities
19.	Send documents as links or attachments
20.	Email dynamic links to documents (latest rev returned)
21.	Email subscriptions to notify changes
22.	Document states: draft, pending approval, released
23.	Pre-defined workflow processes and ad-hoc routing
24.	Ability to modify document identifiers if needed
25.	Facilitate and track comment threads
L	Security Requirements
1.	The Document management system shall support definition of Users, Groups and Roles relation in the system
2.	The system shall support access permissions on Folders, documents and object level
3.	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download)
4.	The system shall support system privileges like Create/Delete Users, Define indexes etc.
5.	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database
6.	The system shall support extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after



	three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.
7.	The system shall support Disaster recovery by replicating the data at remote locations
8.	The system shall provide support for HTTP/SSL for secured data transfer
9.	The system shall provide LDAP support for integrating with directory services and shall support single sign on
10.	The system shall support Extensive Audit trails at document, Folder and for highest levels for each action done by particular user with user name, date and time
M	Easy Web Administration Requirements
1.	The system shall support web-based administration module for the complete management of system.
2.	The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries
3.	The Admin module shall provide easy to use interface for Index structure definition, that can be used by different users
4.	The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated.
5.	The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.
6.	Diagnostics monitoring activities of different components e.g. Logs consolidation and capturing, missing indexes, audit log size etc.
7.	Batch mode support for administrative operations e.g. change ownership, user deletion.
N	Image Editing Requirements
1.	The Document management system shall support Image Editing operations such as page insertion, deletion, merge/split page(s) etc.
O	Document Delivery and Distribution Requirements
1.	The Document management system shall support multiple document delivery methodologies



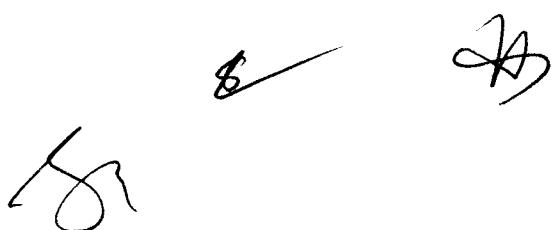
2.	The system shall allow users to download documents through HTTP depending upon the access rights
3.	The system shall support for Print/Mail/Fax of documents
4.	Easy to print by page or by document object.
5.	Supports remote print/fax services
6.	Supports common SMTP-based mail systems.
P	Reports and Audit Trails Requirements
7.	The Document management system shall support extensive Reports and audit trails
8.	The system shall support Extensive Audit trails at user, Folder and Cabinet levels
9.	The system shall provide facility to generate Audit trails on separate actions, and between specific date/times
Q	Adaptive Workflow Requirements
1.	Adaptive Workflow for routing and tracking of documents, messages and Forms
2.	Create Ad-hoc or predefined routes for automatic document routing on sequential / parallel routes.
3.	Route Work-items to users inboxes for their action i.e. task assignment for each user
4.	Facility of attaching documents and folders in work items
5.	Facility to act upon, forward, return or complete Work-items
6.	Support for referring Work-items to other users outside the pre-defined route
7.	Time -based/ Event -based reminders
8.	Provision of putting shared and secured notes for collaborative working on Work items
9.	Facility of associating a note-sheet with the file enabling users to comment and review.
R	Scalability and Multi-site Deployment Requirements
1.	One or more Transaction Servers should be able to connect to a Database Server.



2.	Same Transaction Server can connect to one or more database servers
3.	Solution should support deployment of clustered database solution.
4.	Multi-server deployment for scalability, load balancing and fault-tolerance.
5.	Supports page-wise data fetching of multipage images for better bandwidth utilization
6.	Supports pre-fetching of remote Images, for fast retrieval at local sites.
7.	The solution shall support the high volume of transactions and documents through such features as server replication and clustering or equivalent. Peak transaction load to be given
8.	Supports deployment of multiple web servers, which can seamlessly connect to the same or multiple transaction servers.
9.	Supports deployment of local web-servers across locations, which connects to central Application Server layer farm.
10.	Scalable to handle thousands of users and billions of documents
11.	Support for web-server and Application Server farms
12.	Can be deployed in centralized manner
13.	Capability to define various categories of documents for different units like branches, Regional offices.
14.	Ability to define and adopt the different archival policy both at the category level and at individual document level
15.	Enable automatic movement of documents to preserve area of those documents, which have completed specific archival periods.
16.	Ability to scan images offline and upload in bulk. These images may be bulk upload from a file/folder
17.	Ability to support browser based scanner
18.	The movement on WAN should be in an encrypted form with min 16 bit architecture encryption.
19.	Ability to have digital shredding
20.	Ability to define view rights to a document including those documents which are sent through CD, email etc.
21.	Branch should be able to define checklist of Annexure/attachments for a

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8
A

	document
22.	Ability to check the documents online and give a report of missing documents with an overriding facility
23.	Automatically crop photo and signature and create a single file of less than 16 kb and store in the server in a pre-defined folder with pre-defined name like Customer ID.
S	User Management Requirements
1.	Users management (on Server for centralized application) should be available to Administrator(s).
2.	There should be comprehensive User management system. The Organization should be able to create different levels of users with different powers. There should be templates for a group of users. System should facilitate the creation of different levels of users and assigning different levels rights. There should be provision for disabling a user temporarily or on permanent basis.
3.	The access to the software should be based on user-id and password. The software should capable to support two-factor authentication, if the Organization decides to adopt the same. Should be able to support digital signature
4.	The passwords for software should adopt strict and complex password policy and should prompt to change the passwords at defined intervals. The user should be able to change the password at any time.
5.	The System should have online help, FAQ, knowledge base feature for all types of users, depending upon their level. Suitable training to users should be provided and details in this regard have to be furnished in the Bid.



Handwritten signatures in black ink, including a stylized 'S' and 'H', and a signature that appears to begin with 'K'.

Annexure I: OEM Authorization Form

(Authorization to be taken from Hardware/Software OEM's)

Ref. No._____

Date:

To,

The Managing Director,
HP State Electronics Development Corporation Ltd.,
Ist Floor, IT Bhawan, Shimla-171013

Sub: RFP ref No:

Sir,

Please refer to your Notice Inviting Tenders for Appointment of an Agency for
Digitization of the record of concerned department.

M/S _____ (Bidder), who is our reliable
distributor/partner for the last _____ years, is hereby authorised to quote on
our behalf for this prestigious tender.

M/S _____ (Bidder) is likely to continue as
our business partner during years to come. We undertake the following regarding the
supply of all the equipments/products and related software as described in the said tender.

1. Authorization for M/S _____
(Bidder) to sell the hardwares / software.
2. Confirm that the products quoted are not "end of life or end of sale products" as on
Bid Submission date. If in case the support for the product quoted has been stopped/
withdrawn till the time of delivery of equipment, the same will be changed with the
equivalent or superior product at no extra cost.
3. Undertake that the support including spares, patches, and upgrades for the quoted
products shall be available for 7 years from the signing of contract or 6 years from
the FAT.

Yours faithfully,

(NAME) (Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be
signed by a person competent and having the power of attorney to bind the manufacturer. It
should be included by the Bidder in its bid.

