



NATIONAL INSTITUTE OF ELECTRONICS & INFORMATION TECHNOLOGY

(An Autonomous Scientific Society of Department of Electronics and Information Technology (DeitY),
Ministry of Communications and Information Technology, Govt. of India)

Ref.No..NIELIT/HQ/IT/60(14)/2013

October 31, 2014

NOTICE

INVITING TENDER FOR JOB WORK PERTAINING TO SCANNING AND DIGITIZATION SERVICES

Schedule of Events

Nature of the Work (Procurement of Services/Goods) Outsourcing	Scanning of documents in order to migrate from physical file to e-file
Details of Contact Person for clarifications/queries	Shri B.B. Dua, DD (Tech.) NIELIT Headquarters Electronics Niketan, 6, CGO Complex, New Delhi – 110003 Tel.: 24363936 Email: bb.dua@nielit.gov.in
Cost of Tender Document (non-refundable)	Nil
Estimated cost of works over a period of Three (03) months	Rs.12-15 Lakhs
Earnest Money Deposit (EMD)	Rs.50,000/-
Publishing Date	31.10.2014 (Friday)
Website for downloading Tender Document, Corrigendum's, Addendums Etc.	http://www.nielit.gov.in , www.deity.gov.in , www.eprocure.gov.in
Date & time upto which the queries/questions/objections including inspection of samples on the Tender Document will be received	07.11.2014 (Friday) 17.00 hrs
Bid Submission Closing Date & Time	17.11.2014 (Monday), 17.00 hrs
Technical Bid Opening Date & Time	18.11.2014(Tuesday),11.00 hrs
Address where the Tenders are to be submitted	The Registrar NIELIT Headquarters Electronics Niketan, 6, CGO Complex, New Delhi – 110003
Venue for Technical Bid opening	NIELIT Headquarters
Date, Time and Venue of opening of Financial bids	Will be intimated later to the technically qualified bidders
Bid Validity	180 Days from the closing date of bid submission

Tender Document For Scanning And Digitization Services

(closing on 17.11.2014 at 17.00 Hrs. and Opening Of Technical Bids on 18.11.2014 at 11.00 Hrs)

INFORMATION TO BIDDERS

1. Application shall be considered in the prescribed Application Form only that is downloadable from the URL <http://www.nielit.gov.in/tenders.aspx>. No physical sale of Application form will be done.
2. Interested applicants are advised to study the document carefully. Submission of Application shall be deemed to have been done after careful study and examination of the document with full understanding of its implications.
3. The Bidder shall bear all costs associated with the preparation and submission of its bid and NIELIT will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bid process
4. **Excuse from Claim:** The Bidder at no point of time can excuse themselves from any claims by NIELIT whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation etc. as mentioned in RFP document.
5. **Adherence to Schedule:** The Bidder has to adhere to the time schedule of activities mentioned in the RFP and no request to change the last date or extend period / time for submission shall be entertained by NIELIT. However, NIELIT reserves the right to extend the date/time for submission of the responses without assigning any reason by notifying in its website.
6. NIELIT reserves the right to separate the scope of hardware supply and any other licenses from the total contract and procure the same itself.
7. **Submission of Bid:** The technical and financial bids should be submitted as mentioned in the Annexure 6 & 7. Submission of bids in any other format may result in invalidation of such bids. Any technical or financial bid submitted cannot be modified after the closing date and time for submission of the bids offers unless specifically permitted by NIELIT.
8. **Confidentiality of Process:** Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for the award of the Project shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.
9. **Right to Termination/Cancellation:** Notwithstanding anything contained in this document, NIELIT, reserves the right to cancel/terminate the bid/proposal process without assigning any reason whatsoever, at any time prior to signing the contract and NIELIT shall have no liability for above-mentioned actions.
10. **AUTHENTICATION OF BID**
The Bid Document shall be signed by a person or persons duly authorized to bind the organization to the Contract. The person or persons signing the Bid Document shall sign all pages of the Bid Document and each page of the bid document should be properly numbered. Corrections/findings in the bid shall be authenticated by signature of the authorized signatory.
All the Bidders have to abide by all the terms and conditions mentioned in this RFP.

11. ADDRESS FOR SUBMISSION OF BID

Bid complete in all respect shall be delivered to:

**The Registrar,
National Institute of Electronics and Information Technology (NIELIT),
Electronics Niketan Building,
6, CGO Complex,
Lodhi Road, New Delhi - 110 003, India**

In addition to the above, all envelopes including the inner envelopes shall indicate the name and address of the Bidder.

If the outer envelope is not sealed and marked as required, NIELIT will assume no responsibility for the Bid's misplacement or premature opening.

12. LATE BIDS

Any Bid received by NIELIT after the deadline for submission of Bids prescribed in this document, will be summarily rejected and returned unopened to the Bidder. NIELIT shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

13. OPENING OF TECHNICAL BIDS:

NIELIT will open technical bid as per schedule. The bidders may depute their representative (maximum 2 nos.) for the event. The Bidder's representatives who are present shall sign the attendance roll evidencing their attendance. Even if no representative of the bidder is available, the Bids would be opened as per schedule. In the event of the specified date of Bid opening/presentation being declared a holiday for NIELIT, the Bids shall be opened at the appointed time and location on the next working day.

14. ANNOUNCEMENT OF BIDS:

The Bidder's names, modifications, if any in the Proforma and the presence or absence of requisite fees and such other details will be announced at the opening of technical Bids. No bid shall be rejected at bid opening except for late bids.

15. BIDS NOT CONSIDERED FOR EVALUATION:

Bids which are rejected during any stage of the Bid evaluation process shall not be considered for further evaluation, under any circumstances.

16. CLARIFICATION OF BIDS:

To assist in the examination, evaluations and comparison of bids, NIELIT may, at its sole discretion, ask the Bidder for clarification on the bid submitted. The request for clarification and the response shall be in writing by post or email or by facsimile. If the response to the clarification is not received before the expiry of deadline prescribed in the request, the bid shall be rejected. No representation in this regard would be entertained after rejection of the bid.

17. OPENING OF FINANCIAL BIDS:

Financial Bids will be opened and compared after the technical evaluation. The financial bids will be opened of only technically qualified bidders. The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by NIELIT during opening of financial Bid.

NIELIT will prepare minutes of the Financial Bid Opening. The date, time and venue of opening of financial bid will be intimated later through e-mail/phone to the technically qualified bidders.

18. COMPLETENESS OF BIDS:

NIELIT will examine the Bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document. Information must be furnished in comprehensive manner against each column of Bid Document.

19. RECTIFICATION OF ERRORS:

Bidders are advised to exercise greatest care in entering the pricing figures. No requests regarding correction of mistakes in the financial bids will be entertained after the bids are opened. Any interlineations, erasers, alterations, fluid-marking, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with his/her signature. Arithmetic errors in bids will be corrected as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the evaluation committee, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern or whichever is logically correct.
- Notwithstanding the above the decision of the Evaluation Committee shall be final and binding.

20. REJECTION OF BID:

The Bid shall be submitted duly filled by downloading application form in RFP from NIELIT /DeitY/ CPP Portal. Bids submitted by Telex, fax or email would not be entertained.

Bid may be rejected at any stage of the evaluation if it is found that the company has provided misleading information or has been black-listed by a central or any state government or has indulged in any malpractice/ unethical practice and has not honored contractual obligation elsewhere.

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by NIELIT and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or Reservation by the Bidder.

21. VALIDITY OF BID:

Bids shall be valid for acceptance for a period of at least 180 (One Hundred and Eighty) days from the last date for submission till signing of the agreement or furnishing the Performance Security, whichever is later. The Bid with any lesser validity period is liable to be rejected.

22. UNDERTAKING FOR REASONABLENESS

The bidder will give an undertaking with financial bid that to the best of their knowledge and belief:

- a. Tendered rates are at par with the prevailing market rates and not more than the price usually charged for secure code of same nature/class or description from any private purchaser either foreign or as well as Government purchaser.
- b. In respect of indigenous items for which there is a controlled price fixed by law, the price quoted are not higher than the controlled price.
- c. Services/Products/Goods supplied, will be of requisite specification and quality.

23. ENQUIRIES AND CLARIFICATIONS:

- i. In respect of clarifications sought, the following shall apply:
 - NIELIT reserves the right not to consider any condition that is found unacceptable.
 - If in NIELIT's opinion, certain conditions are acceptable, in whole or in part, the same shall be finalized by NIELIT and the accepted conditions will be incorporated in the RFP.
 - In respect of suggestions / alterations proposed, NIELIT may consider them and the result will be circulated to all bidders.
- ii. If NIELIT deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements to this RFP. Such supplemental information, including but not limited to, any additional conditions, clarifications, minutes of meeting, official communication over email/ post, etc. will be communicated to all the bidders by e-mail. Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- iii. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, NIELIT, at its discretion, may extend the deadline for the submission of bids. Designated Contact person is:

Sh. B.B. Dua
Deputy Director (Technical)
National Institute of Electronics and Information Technology,
Electronics Niketan, 6, CGO Complex, New Delhi – 110 003, India
Ph No: +91 11 24363936
Email: bb.dua@nielit.gov.in

- iv. Any queries with regard to scope of work, eligibility criteria etc, following official may be contacted :

Sh. Shameem Khan
Joint Director(System)
National Institute of Electronics and Information Technology,
Electronics Niketan, 6, CGO Complex, New Delhi – 110 003, India
Ph No: +91 11 24367715
Email: shameem@nielit.gov.in

Section 1 - Introduction to NIELIT

NIELIT (erstwhile DOEACC Society) is an Autonomous Scientific Society under the administrative control of Department of Electronics and Information Technology (DeitY), Ministry of Communications and Information Technology, Govt. of India. It was set up to carry out Human Resource Development and related activities in the area of Information, Electronics & Communication Technologies (IECT).

The Society, has its presence at 31 locations i.e. at Agartala, Aizawl, Ajmer, Aurangabad, Calicut, Chandigarh, Chennai, Chuchuyimlang, Churachandpur, Delhi, Gangtok, Gorakhpur, Guwahati, Imphal, Itanagar, Jammu, Jorhat, Kohima, Kolkata, Kokrajhar, Leh, Lucknow, Lunglei, Patna, Ranchi, Senapati, Shillong, Shimla, Silchar, Srinagar, Tezpur with its Head quarters at New Delhi.

The Society is engaged in carrying out Education & Training Programs - both in the Formal & Non-Formal sectors in the area of IECT. Its mandate includes development of Industry oriented quality education and training programs in the state-of-the-art areas, to establish standards and to be the country's premier institution for Examination and Certification in the field of IECT. It is also a National Examination Body, which accredits institutes/organizations for conducting courses in the non-formal sector Education in the field of IT and related areas.

NIELIT Centres are conducting long-term courses at Post-Graduate level (M.Tech) in Electronics Design & Technology, Embedded Systems etc. which are not normally offered by Universities/Institutions in the formal sector. Other long term courses conducted by the Centers are Diploma Level courses in Electronics Production & Maintenance, Electronic Engineering, Computer Science & Engineering, Masters in Computer Application, and Bachelor in Computer Applications etc., which are affiliated to respective State Universities/Technical Boards.

As for non-formal Sector, the NIELIT Centres are conducting various long term courses viz. NIELIT 'O', 'A', 'B' & 'C' level Courses, Computer Hardware & Maintenance O/A Level and O/A/B level courses in Bio-informatics, Entrepreneurship development, etc. depending upon the demand in respective region. NIELIT also offers Course on Computer Concepts (CCC), Basic Computer Course (BCC), Awareness Computer Course (ACC), which are basically IT Literacy Level Courses for anybody and everybody.

The NIELIT Centres are also imparting training in Short Term Courses in the areas of Information Technology, Electronics Design & Technology, Manufacturing Technology, Maintenance Engineering, ITES-BPO etc. Besides the training activities, NIELIT Centres are offering consultancy services and undertaking software development projects in addition to Govt. sponsored projects in the area of Education & Training, R & D, etc.

Objective

The main objectives of NIELIT are

- To generate quality manpower and develop skilled professionals in the area of Information, Electronics & Communications Technology (IECT) and allied fields, by providing world class education & training and accreditation services.
- To provide continuing support to learners and trainers through active design & development of innovative curricula and content aligned with the dynamically changing IECT scenario as and when required.
- To establish a globally recognized quality system of examination and certification and provide a fair assessment of the competency of students.
- To continue to implement various NIELIT Schemes in the Non- Formal Sector in the IECT area.
- To establish standards in the area of IECT and to develop market oriented courses in the emerging areas as per the need.
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- To impart continuing education for up-gradation of knowledge and skills of Industry professionals & academicians considering high obsolescence in the area of IECT.
- To provide entrepreneurship development program in the area of IECT.
- To develop and promote the culture of market to encourage and nurture industry oriented design and development.
- To provide Consultancy and Services to Government and non-Government Organizations in IECT

Activities of the NIELIT (HQ) and its Centres

Core activities of the Society - Education & Training in the area of Information, Electronics and Communication Technology (IECT) are different from other educational programs of similar nature, in scope and quality, in the following aspects:

- Flexible programs with consistent and timely updating of Course Curricula to conform to industry needs, so that the students graduating from the Society should not only find employment but also be sought after by the Industry.
- Industry participation in the formulation and running of programs, particularly for imparting hands-on-experience.
- Latest Technology is used in all operations of the Society.
- Regular feedback from customers i.e. students and Industry.

The above IT Education & Training Programs are categorized as follows:

- IT Education & Training for fresh students;
- Continuing Education (Refresher training/up-gradation) for working professionals through Short-Term/Long-Term Courses;
- Training of Trainers at various levels; and
- New courses in emerging areas of IECT

The Society is also engaged in Data Processing, Software Development and Consultancy projects in addition to Education & Training Programs.

1. Objective of the RFP

The eOffice is a Mission Mode Project under the National eGovernance Programme (NeGP). It is aimed to conduct the office procedures electronically for a simplified, responsive, effective and transparent working in all government offices. NIELIT is also in the process of implementing the same at its office for:

- Establishing a paperless environment in its office
- Transforming the existing manual, paper driven processes in to electronic workflow

To implement the same, Bids are invited from eligible bidders for providing Scanning and Digitization Services to NIELIT. The scope of the project envisages all services related to Scanning and Digitization as detailed in Clause 2 of the RFP document.

While NIELIT is seeking suitable bidder for the current scope of work as listed in this tender, the bidder thus selected may also be required to service the other 31 locations as listed above in section-1 on the same terms and conditions laid out in this tender.

It may be noted that the bidder should be willing to execute the project in all the above cities and that the quantity of the scanning will vary.

NIELIT's scanning and digitization service offers a turnkey solution to digitize the documents, maps, records, bulletins, brochures, books etc. bringing onsite setup for scanning, digitization, archival and retrieval of scanned documents. The scanning and digitization infrastructure setup will be at the user department.

- Scanning and Digitization: The documents will be scanned and digitized and the e- data would be handed over to the user department.
- Archival and Retrieval: Digitized data is indexed and cataloged as per the metadata requirements of the user department.

2. Scope of Work

2.1. It is always imperative for any organization to meet accepted standards for managing its large official records. These standards are designed to ensure that electronic images of paper source documents, where the image is intended to replace the original as the official record, are captured in a way that ensures their reliability, authenticity, and usability over their entire retention period and that allows the images, or copies produced from the images, to be authenticated as true copies of the originals and to be admissible as evidence in legal proceedings. NIELIT hopes to achieve the following by scanning and digitizing documents for its various departments:

- Less Storage space for preserving the documents
- Reduction in overall Searching time.
- Increase in productivity of processes and office personnel
- Availability of the document for sending over email
- Reduced turnaround time of processes
- Increase control over all the important digitized documents by restricting access.

2.2. The entire process of scanning and digitization of office documents has been divided into following stages:

- Stage 1: PRE SCANNING
- Stage 2: DOCUMENT SCANNING
- Stage 3: DELIVERY
- Stage 4: POST SCANNING, STORAGE , RETRIEVAL & BACKUP

2.3. Detailed Scope of Work

A. Stage 1: Pre Scanning (Preparation of Document Prior to Scanning)

- Numbering of “FILES” with “BARCODED SERIAL NUMBER” labels
- Sequencing of “FILES” based on “BARCODED SERIAL NUMBER” labels.
- Preparing the “PAGES” within the “FILE” with “PAGE NUMBERING”
- Creating an inventory prior to taking “FILE/s” for DOCUMENT SCAN.

B. Stage 2: Document Scanning

- Allocating “FILES” for each “SCANNING MACHINE”
- Scanning each page of the “FILE”
- Restoring “FILE” in same sequence (Page & File No. wise)
- Creating an inventory for the scanned “FILES” and Check with “Inward”
- Physical storage of “FILE” for easy retrieval till the QC is passed
- Handing over the physical “FILES” in “AS IS” condition to the respective Single Point of Contact (SPOC) at NIELIT.

Records would be scanned and digitized at NIELIT premises and the bidder shall be responsible for collecting them from different units of the department to carry out the digitization work. The documents would be received in lots as agreed mutually between the bidder and the department. The bidder shall provide sign-off on number of documents received from the department.

- The bidder shall maintain a note of the document details in a register while collecting

These documents. The log register should contain at least the following details:

- Name of the document collected
 - Size of the pages in document (A4, legal, A3, etc.) along with the count
 - Total number of pages in the document
 - Collected from (NIELIT Official)
 - Date of Collection
 - Expected date of return
 - Returned to (NIELIT Official)
 - Returned by (bidder representative)
 - Actual date of return
- After collection of documents by the bidder, it would be the responsibility of the bidder to maintain and return the documents in their original form to the End User Department.
 - Any damage to the documents collected shall make the bidder liable for the same.
 - The bidder shall check for the number of documents in a file in presence of the representative of End User Department.
 - The bidder shall be responsible for removal of unwanted dust, removal of tags, pins, threads, rubber bands etc and sorting & numbering of pages in the document file in the correct order.
 - The bidder will carefully unfold and flatten the documents to eliminate creases and wrinkles
 - The bidder shall take special care in preparing the documents which are too old and that may not be in good physical condition and as very delicate they may not be directly scanned. This may include (but not limited to) pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned directly. Some documents which are folded at the edges may even require ironing to straighten them. Documents should be prepared such that normal scanner can scan it. In such cases bidder can use a photo scanner for scanning such documents.
 - The bidder shall take extreme care towards handling of documents so that their chronology is not disturbed or to maintain the sequence of records in the files. For example, Multi-page documents that must be kept together (e.g., a letter with an attachment)

- Segregating the documents to be scanned into batches. The size and content of a batch shall be determined by each unit of the End User Department based on the nature of the documents being scanned and that unit's workflow. Procedures for batching must be documented in the unit specific procedures and must include the use of batch sheets (with e.g., batch number, scanner operator ID, and date scanned) for subsequent traces and storage.

C. Stage 3: Delivery:

- Uploading of the scanned "PDF" of all the "Files" to the Secured Data Centre. The security of the data is of prime concern and the Data Centre should be managed by the bidder with disaster recovery. The solution should be capable of uploading the scanned "FILES", ON-SITE from the scanning location at NIELIT office , New Delhi
- The solution provided by the bidder should provide the respective stake holders at NIELIT to "VIEW" the uploaded scanned "FILE/s" and "APPROVE" or "REJECT" the same based on the QC performed by them.
- Access rights to NIELIT with audit logs, reports and dash boards for managing the scanning, indexing, secured storage and secured retrieval of the "files" belonging to NIELIT.
- The size & quantities of documents as of now shall be A3 (76,000)andA4 (11,00,700). However, these figures may increase as the NIELIT intends to undertake such work from administrative ministry/departments/attached offices.
- The size and scanning needs may vary as per the requirement of the End User Department.
- The selected bidder shall have adequate infrastructure to scan and digitize documents .
- The scanned documents shall be converted into PDF formats as per the requirement of the end user department. Scanning of Green sheets and Correspondences would be done separately and stored in a folder. All the pages of a single file have to be stitched together to generate an exact replica of the physical file. Scanned Green sheets would be stitched into a single PDF File separately and Correspondence files would be scanned separately into a single PDF File . All the pages that are scanned should become sequential and become individual pages of a single PDF file.
- The bidder will be responsible for quality assurance and will go through all documents to see if they are complete and legible. The bidder will undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and return. The bidder's staff will perform quality check to ensure that each page is fully rendered, properly aligned, and free of aliasing/ distortions. When necessary (e.g., poor image capture of an illustration), the staff will re-scan from the original text and insert the image(s) into the proper image file sequence. The Final QC will be done by NIELIT within 7 days of the daily scans being available to them for viewing.
- The bidder shall perform following image enhancement activities:
 - a. The bidder shall ensure that the quality of scanned images are enhance to the optimum level
 - b. The bidder shall perform skew, de-skew activities on the scanned document to make the image straight
 - c. image straight
 - d. The bidder shall carry out cropping and cleaning of images like removal of black noises around the text, providing equal margins around the text
 - e. In case the documents are not legible, the bidder shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.

f. No document shall be scanned more than once and no blank pages shall be deleted if they are part of file. The blank page in a file is a page that is entirely blank, or has only page number, or has only rubber stamp.

- The bidder will deploy its own human resources for all the above mentioned activities. The bidder will deploy adequately skilled manpower resources to complete the job within the specified time.

Indexing

- After documents/images are scanned and stored in digital form, they would be indexed . Robust Search Engine capable of searching the “FILE” on the basis of at least following indexed fields
 - i. File Number
 - ii. Wing /Section
 - iii. Created On
 - iv. Subject /Title of the File

Note :All Index Fields will be in English Language Only and No Translation will be needed.

- The bidder will establish procedure for checking the accuracy of indexing and making necessary corrections as accurate indexing is required for efficient retrieval of digital documents from Central storage.
- At the end of the process, all paper documents will be returned in their original form to the department.

D. Post Scanning:

- After scanning, the physical document would be pinned together/ tagged in the same form as it was given for scanning by the individual units of any department. At the end of the process all paper documents will be returned in their original form to the department.
- Each page shall be serially arranged and shall be counted while giving the documents back to the department
- The bidder is required to use their own MIS tool to generate fortnightly reports for tracking the digitization status. These reports would contain basically summary of records scanned and stored..

F. Storage and Backup

- A folder structure has to be followed while storing the digitized data in the central storage.
- Nomenclature of the digitized file should be in accordance with the e-Gov standard and should be discussed with the End User Department.

SECTION 2 – DELIVERY OWNERSHIP:

For the successful delivery of the project, the ownership of providing the key components will be as below:

Sl. No	Key Component	Ownership
1	Role based access rights to the various stake holders with Audit Logs, Reports and Dash Boards For Managing the Scanning, Indexing, Secured Storage And Secured Retrieval of The “Files” belonging to various departments of NIELIT	BIDDER
2	Infrastructure	
	<ul style="list-style-type: none"> • Computers • Data Centre/Secured data Storage facility • Document Scanners • Photo Scanners • UPS • LAN Ports, Consumables ,Servers, File Movers, Stationery etc. 	BIDDER
3	Manpower	BIDDER
4	Operations and Delivery Process	BIDDER
5	Availability of the physical “ File/s” as recommended by the BIDDER	WILL BE PROVIDED BY NIELIT, NEW DELHI
6	Space for Work	NIELIT

SECTION 3 – ELIGIBILITY CRITERIA

- The average annual turnover of the Bidder for past three years (2012-13, 2011-12, 2010-11) should be at least equal to 30% of the estimated tender price.

The bidder should have been in the business of providing Scanning and Data Processing Services for a minimum of 3 years.

During past two years (2012-13, 2011-12), the bidder should have satisfactorily completed the similar contracts for either of the following:

- A single contract for a value of at 80% of the Tender Value; or
- Two contracts each for a value of 50% of the Tender Value; or
- Three contracts each for a value of 40% of the Tender Value.

In addition to the above, the bidder must meet the following eligibility criteria also:

S. No.	Criteria	Eligibility (Y/N)
1.	<p>Project Experience : Previous Experience of the bidder in successfully executing similar work of scanning and digitization services for Government/ PSU Organizations in India in last 3 years (from the date of submission of RFP response) with Volumes (Submit Work Orders along with Completion Certificate clearly depicting the volume of pages) Bidder should have the total experience of scanning minimum 20 Lakh pages during the period of 2 years.</p>	
2.	<p>Scanners Owned by Bidder: 1. Atleast 05 ADF scanners with minimum Speed of 50 ppm) (copy of purchase order to be submitted for ADF scanners)</p>	
3.	<p>Bidder's Manpower resources on roll: (Minimum 7 regular persons) (List of manpower for the year 2011-12, 2012-13 & 2013-14 along with their designation and Date of Joining to be provided)</p>	
4.	<p>Software Licenses owned by bidder : (Please provide a proof of purchase in form of invoice from the OEM/ authorized re-seller(license Software for PDF creation, merging, splitting)</p>	

Note:

- 1) Proof of purchase of hardware/ software should be in the name of the Bidder
- 2) The manpower certificate shall be duly signed by HR head and shall be notarized

- The bidder must possess all valid certificates as mentioned below and should submit self attested copies:
 - ✓ VAT/Service Tax Registration Certificate
 - ✓ PAN Number
 - ✓ Income Tax Return for FY 2012-13 , 2011-12, 2010-11

All the columns, in the proforma should be duly filled and supporting documents e.g. DD towards EMD, proof of turnover, proof of commencement of Business, photostat copies of the job award letters from at least three customers being served in the business of providing Scanning and Digitization for a minimum of 3 years with comprehensive list of such customers etc., must be submitted with this Bid.

Any overwriting/cutting/fluiding should be authenticated by the signatures of the individual, who has signed the Bid. Non-adherence will lead to rejection of the Bid.

A copy of this Tender Document with each page duly signed by the authorized signatory (who has signed the Bid), should be enclosed with the Technical Bid in token of bidders confirmation to accept the terms and conditions and other provisions contained in it.

Incomplete Bid shall not be considered and will be summarily rejected.

Financial Requirements/ Compliance:

- The Bidder should deposit Earnest Money of Rs.50,000/- in the form of Demand Draft in favour of NIELIT New Delhi along with the Technical bid. The bid received without required Earnest money will be rejected.
- The Successful bidder should submit performance security @ 10% of the contract value in the form A/C payee demand draft/ pay orders/ Bank Guarantee/ FDR of any of the nationalized bank in favour of NIELIT, New Delhi within 15 days from the award of the contract, which remains valid up to 60 days beyond the date of completion of all contractual obligation of the firm/company.
- EMD shall be refunded to the successful bidder on receipt of performance security.
- The Bidder should have a positive net worth during each of the last three financial years (2010-11, 2011-12 & 2012-13). (Copies of Profit & Loss)

Other Requirements/ Compliance

- A bidder is not eligible to participate in this RFP while under sanction by NIELIT, whether such sanction was directly imposed by NIELIT, or imposed by NIELIT pursuant to the Agreement for Mutual Enforcement of Debarment Decisions. A bid from a sanctioned or

cross-debarred firm will be rejected. Similarly, at the time of bidding, the firms having black-listed/ debarred in participating in any procurement activities by any State or Central Government in India are not allowed to bid. Undertaking to this effect shall be submitted by the bidder on his letter head.

SECTION 4. EVALUATION OF THE BIDS:

Bid Evaluation Criteria:

- In the first instance the Technical Bids shall be opened by the authorized representatives of NIELIT in the presence of representatives of bidders, if available.
- The date and time for opening of the Technical Bids is given on the top of this document;
- The Bidders may depute their representatives for the Technical Bid opening event.
- The Technical Bids will then be evaluated by NIELIT, internally;
- Once the Technical Bids are accepted, the Commercial Bids of the vendors (whose Technical Bids have been accepted) shall be opened, the date for which shall be communicated to the vendors through e-mail/phone.
- If any vendor so desires, it may depute its representative for Commercial Bid opening event also.
- The L1 bidder will be the one quoted lowest price in Financial Bid (Annexure -6) The L1 bidder will normally be awarded the contract. However, NIELIT reserves the right to ignore the L1 bidder for the reasons, to be recorded in writing.
- The decision of the Managing Director, NIELIT shall be final and binding.

Section-5 Payment Schedule

5.1 NIELIT shall make payments to the bidder selected as per the schedule given below. Bidder will furnish Satisfaction Certificate duly signed by the client along with the bill.

1. Scanning and Digitization Work

S.NO	MILESTONE	Payment (in Percentage)
1	50% of the scanning and digitization work including scanning, indexing and cataloging and storage	40% The bidder needs to present the phase completion certificate from the client defining the quality percentage and time taken to complete the assignment
2	100% of the scanning and digitization work including scanning, indexing and cataloging and storage	60% The bidder needs to present the phase completion certificate from the client defining the quality percentage and time taken to complete the assignment

5.2 A penalty would be levied from bidder and would be deducted from the payment due under the following circumstances:

- The timeline for completion of Items 1 & 2 above is 3 months from the date of award of Purchase Order issued to the bidder. If there is a delay in completion of the project as per the stipulated timeline, a penalty would be levied on the bidder as depicted in the following table:

S.No	Delay (in days)	Penalty (in Percentage(%))
1	1 – 15 days .	0.25 % per day of the total contract value
2	16-30 days	0.5% per day of the total contract value
3	More than 30 days	NIELIT may terminate the contract and no payments will be made to the bidder. The work order shall be assigned to L 2 bidder at the cost of L 1 bidder beside forfeiture of Performance Security.

5.3 NIELIT will make all efforts to make payments to the Bidder within 30 days of receipt of invoice(s) if it is accompanied with all necessary supporting documents.

Annexure 1: Financial Information

Please provide CA certified financial information of three last declared financial years.

	2010 – 11	2011 – 12	2012 - 13
Annual Turnover (Lakhs of rupees)			
Annual Turnover from Scanning and Digitization Services (Lakhs of rupees)			
Net worth (Lakhs of rupees)			

Note

- Please attach copies of relevant financial statements and audited accounts for the three last declared financial years
- Please attach the copies of Profit and Loss Accounts for the three last declared financial years
- Certificate from Statutory Auditor is mandatory for turnover from scanning and digitization services

Annexure 2: Firm Strength

(On Bidder's letter head)

To
Managing Director,
NIELIT
New Delhi

Subject: Firm Strength

Respected Sir

This is to certify that <<Company Name>> have minimum 07 professionals on its rolls as of 31 March 2014.

Dated this Day of 2014

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of bidder

Annexure 3: Project Experience

Sr. No.	Items	Details
General Information		
1	Customer Name	
2	Name of the contact person and contact details for the client of the assignment	
Project Details		
3	Project Title	
4	Start Date: MM/YYYY End Date : MM/YYYY	
5	Number of staff deployed in the assignment	
Size of the project		
6	Total Cost of the project	
7	Technologies / Products used	
8	Number of pages scanned	
9	Advanced features provided	
10	Any other information to be shared	
<i>11. Narrative Description of the Project</i>		
<i>12. Documentary Proof and necessary details</i>		
<i>Please attach the proof - Work Orders Certificates</i>		

Annexure 4 – Infrastructure Available with Bidder

We hereby certify that the following infrastructure is available and owned by <<Name of the Bidder>> as on the date of bid submission. NIELIT Technical Evaluation Committee may verify the same by visiting the site

HARDWARE					
S. No.	Description	Configuration/ Details	Number of items available	Year of Purchase/ Date of Installation	Purchase Value (in INR)
1	Servers				
2	Desktops				
3	Printers				
4	UPS				
5	Data Storage Facility				
6	Backup Devices				
Scanner					
S.No	Description (Make & Model)	Number of items available	Maximum Resolution (DPI)	Scanning Speed (PPM)	Purchase Value (in INR)
7	Scanner				
System Software					
S. No.	Description	Configuration/ Details	Number of items available	Year of Purchase/ Date of Installation	Purchase Value (in INR)
8	Desktop OS				
9	Scanning Software				

(Please add more rows to include details of hardware/ software infrastructure available with the bidder)

(Please provide a proof of purchase as per the following description:

1. Purchased from India: Tax Invoice
2. Purchased from outside India: Import invoice along with customs clearance)
3. For software products please provide proof of purchase in form of invoice from the OEM/ authorized re-seller.

Place:

Date

Name:

Bidder's Signature and Seal:

Annexure 5 – Number of professionals employed category wise

We hereby certify the category-wise number of professionals on our payroll as on the date of bidding

S. No.	Category	Designation	Details of Key staff (Name, Contact Number)
1	Project Management		
2	Scanning Operations		
3	Quality Control		
4	System Administration		

(Please add more rows to include details of manpower resources available with the bidder)

Place:

Date:

Name:

Bidder's Signature and Seal:

FINANCIAL BID
(On Company Letter Head)

The Bidder must attach the Enclosed Format For The Financial Bid Submission by marking the envelope
as
Financial Bid – Scanning & Digitization .

- The bidder should deposit Earnest Money of Rs.50,000/- in the form of Demand Draft in favour of NIELIT, New Delhi along with the Technical bid. The bid received without required Earnest money will be rejected.
- The Successful bidder should submit performance security @ 10% of the contract value in the form A/C payee demand draft/ pay orders/ Bank Guarantee/ FDR of any of the bank in favour of NIELIT, New Delhi within 15 days from the award of the contract, which remains valid up to 60 days beyond the date of completion of all contractual obligation of the firm/company.
- EMD shall be refunded to the successful bidder on receipt of performance security.

Note : Bidders are required to quote as per format below. Non-compliance of the same would lead the disqualification.

Sr. No	Solution	Unit	Frequency	Price (INR)
1	Scanning, Digitization & Indexing Including access to Centralises storage /Data centre for retrieving the scanned files	Per Page	One Time	

Note:

1. Above prices quoted are exclusive of all Taxes and Govt. Levies. All taxes etc. to be mentioned separately. (However, this would not be considered while calculating the L1 bidder)
2. All Pages including Blank Pages need to be scanned
3. Both Sides of every page in a "FILE" need to be scanned
4. Page Size Per "FILE" varies as A4 and/or LEGAL
5. Condition of the pages varies from Good, Fragile to Acidic
6. Indexing of the "FILE" to be done on required fields as mentioned in the RFP
7. Page means each side (either typed or handwritten or blank) of A4/legal paper.

(BIDDER's Signature)

Name:

Designation:

Contact No:

Annexure 7: Technical Bid

Proforma for Furnishing Technical Bid

(Please go through the terms and conditions in tender document before filling up this Proforma)

1. Name, Address and Telephone Number of the Organization. :
2. Date of commencement of Business (Please furnish proof in support of your statement). :
3. Status of the organization (i.e. whether Proprietorship, Partnership, Private Limited / Public Limited Company, Registered under Societies Registration Act, etc.) :
4. Registration Number of the Organization. (Please attach Certificate of Registration / Incorporation). :
5. Name of the C.E.O. / Proprietor :
6. Name, designation and address, including phone/mobile number of the Contact Person. :
7. Annual Turnover : 2010-11
(Attach Photostat copies of Balance Sheet / I.T. Returns / C.A.'s Certificate). 2011-12
2012-13
8. Sales Tax / VAT No. :
9. Service Tax No :
10. P.A.N. of the Organization :
11. Details of three prominent organizations served / being served with similar services (attach a comprehensive list).

<i>Name & Address</i>	<i>Name & Phone No. of contact person</i>	<i>Annual cost of contract</i>	<i>Since when the services are being provided.</i>

12. Details of E.M.D. (enclosed D.D.) : D.D. No. _____ dated _____ for Rs. /- drawn on _____ Bank in favour of NIELIT, payable at New Delhi.

13. Number of employees on the rolls of the bidder. : Managerial :
Supervisory :
Clericals :
Others (*please specify*) :
14. Number of clients being served in and around Delhi on the date of submission of bid (*please enclose a comprehensive list with address and telephone numbers*). :
15. Details of contracts successfully completed-Information towards fulfillment of provisions under Section-3 of the Tender Document.(Please enclose copies of contracts/Purchase orders and satisfactory supply certificate from customer organisation) :

DECLARATION:

- a) It is certified that the information furnished above is correct.
- b) We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. Disagreement and solution proposed has been listed in a separate sheet and being attached with this Bid. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and Conditions, is enclosed.
- c) We understand that the decision of the NIELIT to accept / reject “the points of disagreements and proposed solution provided by us” would be final and binding.
- d) The signatory to this bid is authorized to sign such bids on behalf of the organization.

Signature: _____

Name: _____

Designation: _____

Seal of the Company: _____

Date:

Annexure VIII

BANK GUARANTEE

To

National Institute of Electronics & Information Technology
Electronics Niketan
6, CGO Complex,
New Delhi – 110 003

Sub: Performance Guarantee for _____

Dear Sir,

This Deed of Guarantee executed by the _____ (Bank name)a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and carrying out banking business including guarantee business and having its head office at _____(hereinafter referred to as 'the Bank") in favour of NIELIT, an autonomous body of Department of Information Technology, Ministry of Communication & Information Technology Government of India and having its Registered office at Electronics Niketan, 6, CGO Complex, New Delhi – 110003 for supply of _____ (name(s) _____ (Rupees _____) (Approx. ___% of _____), being the total value of the items purchased including all taxes) after supply and installation of the items towards performance warrantee of the item (s) Supplied.

This Guarantee is issued subject to the condition that the liability of the bank under this guarantee is limited to a maximum of ` _____ (Rupees _____ only) and the Guarantee Shall remain in force upto _____ (_____ year from the date of Issue of this Bank Guarantee and cannot to invoked, otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____ by the NIELIT, New Delhi.

And whereas the bank _____ (name and address) has agreed to give on behalf of the Supplier a Guarantee:

Therefore, we hereby affirm that we unconditionally Guarantee and are responsible to you on behalf of the Supplier, upto a total amount of _____(Rupees _____ only) and we undertake to pay you, at the very first instance without any demur upon your demand without cavil or argument, any sum or sums as specified by you within or upto the limit of _____(Rupees _____) i.e. the amount of bank guarantee as aforesaid, without your need to prove or to show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank or supplier or beneficiary.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN

The bank hereby covenants and declares that the guarantee hereby given is an irrevocable on and shall not be revoked under any circumstances and/ or by a Notice or otherwise.

The Bank agrees that the amount hereby guaranteed shall be due and payable to NILEIT on serving us with a notice before expiry of Bank Guarantee requires the payment of the amount and such notice shall be deemed to have been served on the bank either by actual delivery thereof to the Bank by registered post at the address of the Bank.

This guarantee shall remain in force up to _____ provided that if so desired by NIELIT, this guarantee shall be renewed at the instance of supplier or NIELIT for a further period as may be indicated by them on the same terms and conditions as contained therein.

Dated

SEALED & SIGNED BY THE BANK

Note: for information

1. The guarantee should be furnished by a Nationalized Bank/Scheduled Bank, authorized by RBI to issue a Bank Guarantee.
2. This bank guarantee should be furnished on stamp paper specified for the purpose.
3. The stamp paper should have been purchased in the Name of the Bank executing the Guarantee.

Annexure - IX

SELF-DECLARATION – NO BLACKLISTING

To

The Managing Director
National Institute of Electronics and Information Technology (NIELIT),
Electronics Niketan, 6, CGO Complex, Lodhi Road,
New Delhi - 110 003, India

In response to this RFP document pertaining to “Scanning and Digitization services”, I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt and /or fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the award of work contract if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

Annexure- X

Letter of undertaking

(ON THE LETTER HEAD OF THE APPLICANT)

To

The Managing Director
National Institute of Electronics and Information Technology (NIELIT),
Electronics Niketan, 6, CGO Complex, Lodhi Road,
New Delhi - 110 003, India

Subject: Inviting Tender For Job Work Pertaining To Scanning And Digitization Services

Dear Sir,

This bears reference to NIELIT _____. We, hereby, accept all the terms and conditions for submitting bid as mentioned in this RFP document.

We hereby certify that no terms and conditions have been stipulated by us in the submitted Bid. We warrant that services provided by us do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall prevent NIELIT from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of the contract on this account.

The above document is executed on ___/___/2014 at (place) _____ and we accept that if anything out of the information provided by us is found wrong our work order shall be liable for rejection.

Yours faithfully,

Signature:

Name: _____

Designation: _____

Place: _____

Date: _____