



**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E),
ODISHA : BHUBANESWAR**

No. EDP Cell(263)/Digitization document/2019-20/64

Dated : 06.08.2019

NOTICE INVITING TENDER

The Deputy Accountant General (Admn), O/o the Principal Accountant General (A&E), Odisha, Bhubaneswar invites Tender for digitization of old records for approximately 7.5 lakh pages.

The documents(Instructions to the Tenderers- Annexure-I, Detailed Scope of Work- Annexure-II, Terms &Conditions-Annexure-III, Financial Bid Form-Annexure-IV, Technical Bid Form- Annexure-V) will be available in our website www.agodisha.gov.in and can be downloaded and used as documents for submitting the offer. The Firms who satisfy the eligibility criteria may submit their bids either personally or through post / courier along with required documents addressed to the Deputy Accountant General (Admn) so as to reach on or before 26.8.2019 (up to 3.00 PM).

Sd/-
Deputy Accountant General (Admn)
O/o the Principal Accountant General (A&E),
Odisha Bhubaneswar

Instructions to the Tenderers

1. Sealed “Technical & Financial bids” are invited for digitizing the Old record of the office of the Principal Accountant General (A&E), Odisha, Bhubaneswar consisting of approximately 7.5 lakh pages on actual work basis. The papers to be scanned will be mostly of A3, A4 size and written on both sides. It can be of other sizes typed or handwritten as well. The condition of some of the records is poor due to age of these records. The firm shall come up with technical solution for scanning / digitization of these brittle records as well.
2. Interested Parties may send their tenders in two separate sealed covers superscribing one as “Technical Bid”, other as “Financial Bid” and both the sealed covers would be put in a bigger sealed cover superscribed with “BID/QUOTATION FOR SCANNING & DIGITISATION OF OLD RECORDS” addressed to the Deputy Accountant General (Admn), O/o the Principal Accountant General (A&E), Odisha, Bhubaneswar so as to reach on or before 26.8.2019 (up to 3.00PM).
3. No tenders will be received after the due date and time mentioned above.
4. Technical Bids will be opened on 26.8.2019 PM at 4.00 PM in the office of the Pr. AG (A&E), Odisha, Bhubaneswar. On call the parties would demonstrate the process/ package for proposed solution in the office of the Principal Accountant General (A&E), Odisha, Bhubaneswar. The demonstration will be a part of Technical Bid. Financial Bids of the firms, found suitable on evaluation of Technical Bid and demo, will be opened subsequently on the due intimation to the Tenderers.
5. Bidder has to comply with the below mentioned pre-qualification criteria along with necessary proof, in absence of which, bid are liable to be rejected summarily.
 - Bidder should have proven experience in the field of digitization in any organization Govt./PSU/Company etc. and must provide proof for this.
6. The firm should be able to digitize the entire record within one year with minimum commitment of pages each day as may be mutually agreed in the space to be made available to the firm for the purpose of scanning / digitization.
7. The firm has to create its own scanning / digitization, cleaning, indexing, storing and retrieval facility setup.
8. No Hardware will be provided by this office. Firm should install all necessary hardware for digitization.
9. The interested firms can inspect the records lying in the GPF Library after contacting Branch Officer (Fund Library) on telephone No.-**0674-2396538(Ext-264)**during working hours of the office.
10. The office will deal with the firm directly and no middlemen / agents / commission agents etc. should be asked by the firm to represent their cause.
11. The office will have all freedom and right in evaluation of bids.
12. Pr. AG reserves the right to reject or accept any or all tender partly or completely at any time without assigning any reason thereof.

Important instruction to the Tenderer for digitization of Records

- i) Overhead Scanner should be used.
- ii) Scanning resolution should be 300DPI to 600DPI.
- iii) Average-to-poor quality originals – Low inherent contrast, staining or fading shall not be allowed.
- iv) Scan image should be clear and visible (Not Blur or damaged).
- v) Scan image should not be duplicated.
- vi) No page should be left while scanning the file.
- vii) No chemical/water should be used for manual flipping pages.
- viii) Scan image should be cropped in a proper manner and no content should be deleted.
- ix) In the file all images should be in proper sequence.
- x) If image is very large in size it must be in properly Stitched after being partially scanned.
- xi) Blank pages should be left in scanning time or scanned blank pages must be removed.
- xii) Scan image should not be corrupt.
- xiii) Map image should be saved in separate folder also.
- xiv) Record/Book/Files should be maintained/bound by vendor such as in original format.
- xv) Content should be in all format Raw TIFF, Clean Tiff, Clean JPEG and Clean PDF.
- xvi) Data will be received in all above four formats in hard disk, copied in system, server and NAS.

Detailed Scope of Work: -

The work includes scanning, digitization, cleaning, indexing, storing and retrieval of old records as per the following: -

a) Quality of scanning

The vendor will do the scanning in suitable compressed form as per following parameters:

- i) 300-600 Dots per inch (DPI) resolution with Colours (24bit) for brittle and very old document to maintain the originality of the document and making it searchable.
- ii) 300 DPI resolutions with Grey Scale (8 bit) for colour back ground documents ensuring originality and searchability of the documents.
- iii) 300 DPI resolution with black & White for legible documents ensuring originality and searchability of the documents.
- iv) Scan image should not be duplicated and all images should be in proper sequence.
- v) Scan image should be cropped in a proper manner and no content should be deleted.

b) Metadata

The metadata of each Case file is required to be recorded in the PDF file itself. The Metadata inserted inside the PDF must conform to the XMP (Extensible Metadata Platform) specification for storing rich Metadata, which enables importing of the Metadata fields directly in the Content Management System/Document Management System database. Annotations and bookmarks for the relevant pages are also required to be recorded in the PDF files and stored as separate attributes in the database for searching purposes;

XML (Extensible mark-up Language) output of the Metadata with other details of the PDF files are also required to be simultaneously generated by the Vendor.

The PDF files generated are required to be indexed, based on criteria to be specified so as to facilitate weeding of the digitized Case files by deleting files which are not required after expiry of the retention period.

c) Quality Assurance:

Every image must be readable. The best image quality should achieve by using state of the art Scanners, Processors & quality equipment with automatic exposure control features. The minimum scanning resolution should be 300 DPI, in general. However, the vendor should increase this if required, to ensure proper readability of output image.

d) Additional Key Points of Solution

- There should be provision for making a record available to user without login in the system.
- Department should be able to customize the interface of proposed solution as per its requirement. Vendor needs to submit multiple designs of interface.
- Software should have facility of web browsing for creating user friendly interface.
- Proposed system should have adaptive viewer and it should be compatible with old system on flash and new systems on HTML5 platform.
- Specification provided above must be adhered to.
- The successful vendor shall develop DBMS (Data Base management System) specific to the needs of the scanning & digitization of records of the Office.

e) Expected features of DBMS:

- i. Easy to use and Dash board interface

- ii. Designed to provide an overall view of the data, users and other information.
- iii. Quick search design-ensure that users get to their documents in the fastest possible way.
- iv. Web client- the application can be accessed from any browser.
- v. Help-option- Help file is provided with a task based approach.
- vi. Import indexing data-provision for importing indexed data via CSV txt files.
- vii. Tags-attach to simple text document with key words for searching.
- viii. Document Notes – add notes to each document to indentify information without reading the entire document.
- ix. Quick search – find any record by simply entering the data in the search box.
- x. Advanced search – expand the search bar to see more options and customize the search with save facility.
- xi. Sorting – sort search result.
- xii. Built in Word and Excel viewer – The build in MS-Word and MS excel viewer to view.doc and.xls files
- xiii. Print – Print one or more documents with a single click

f) Security: The following security features should be available in the DBMS.

- i. Roles-Map security roles to existing designations/job profiles to decide the level of access each user has to the document repository.
- ii. Share, Restrict or Assign control access by simply sharing and restricting a document from another user.
- iii. Control printing and saving facility to be provided, saving to local machine emailing by simply denying the Distribute permission for a document.
- iv. Event logging/Auditing Log details about user actions like addition and modification with the Even Logging feature.

The DMS is required to be developed using open source technologies only. The Vendor shall handover the complete software solution to the scanning & digitization of records of the Office with the source code and the intellectual Property Rights (IPR) including copyrights of the entire software solution.

DMS should have well established online support system in terms of Forums/Blogs. Vendor should provide link for such forum/blog in compliance. The offered DMS should have open data portability and should have facility to Archive to integrate DMS with any other application in future.

Complete Software Requirement Specification (SRS) for the entire project is required to be made available by the successful Vendor; technology used for implementation is required to be clearly elaborated and should preferably be open source.

g) Ease of Access:

- i) The effort required to gain access to a document shall be minimal and it shall be compatible various browsing options.
- ii) It should be easy to use and should have Dash board interface. Users can search for any item via a single field interface i.e. by inserting value in Google like single field through a drop-down menu. Help option should be provided with a task based approach where users can learn how to perform specific tasks.
- iii) Advanced search facility should be provided to see more options and customize the search with save searches facility later reuse.

h) Required Infrastructure: (Hardware and Software)

The vendor should provide necessary hardware (including Server, desktop systems, Overhead image scanners, printers, etc. in sufficient quantity), application software and other infrastructure for Scanning & Digitization work at the location of the Office. The

vendor shall ensure 99% uptime for the entire solution. The hardware supplied shall be the property of the Vendor and any maintenance required in this regard shall be the responsibility of the Vendor. No Hardware/software will be provided by the office. Only work place, Electricity and basic electrical fixtures required for the set-up of the Cell will be provided by the Office.

i) **Set-up of Scanning Centre:** The vendor should install set-up of scanning centre in the workspace provided by this office.

j) **Document Maintenance, Management and Accessibility:**

The scanned documents are to be stored in a structured manner for easy access and retrieval.

The selected Vendor will use open source development tools for developing all types of application software & utilities and these application softwares& tools shall be compatible with existing platforms.

File searching should be possible by file name, key words, author of the file and hierarchical position of the author, date created and date modified.

k) **Methodology**

The Vendor shall be required to independently arrive at the methodology, based on globally acceptable standards and best practices, suitable for the Office by providing the state-of-art technology by using scanner/overhead non-contract scanners.

The system should necessarily integrate the following features for smooth functioning:-

The system should allow collection of information along with hierarchy. The system should allow reviewing, commenting and approving by various personnel in the hierarchy.

The system should support movement of information across and within department.

The Vendor should also have to give the blue print/methodology with the capacity details, technology along with Hardware/Software along with details of manpower to be used for execution of scanning & digitization of records of the Office. The Vendor should have to submit the Technical Solution to the Office on the scanning & digitization of records of the Office.

l) **Training:**

I. Office Technical Team should be given training of all the application Software/utilities developed by the selected Vendor during the project.

Also, adequate training to the staff of the Office shall be provided by the company free of charge on the following: -

II. Archival (Scanning and storing)

III. Indexing

IV. Retrieval and printing.

Terms & Conditions

1. The firms are required to quote their lowest per page rates for scanning & digitization.
2. The rates so quoted should be all inclusive.
3. Each tender should be accompanied with ` 5000/- as earnest money pledged in the name of Accounts Officer (Cash), Office of the Pr. Accountant General (A&E), Odisha, Bhubaneswar in the form of demand draft or fixed deposit receipt or bankers cheque or bank guarantee. This deposit will be refunded to the unsuccessful tenderer on their written request.
4. Payment of 95 percent of the total amount will be made after completion of work as per actual work done after being certified by the concerned Group to the effect of completion of the work successfully and satisfactorily and the Balance 5 percent after submission of Performance Guarantee in shape of Bank Guarantee from a Nationalised / scheduled commercial bank equivalent to 5 percent of total value valid till THREE months after expiry of warranty period commencing from the date of successful commissioning of the completion of the work.
5. The firm shall survey the outturn of work periodically and make adequate adjustments by providing additional material, equipment and men to avoid piling up of work.
6. The process by which the firm will scan/digitize the records will include in batches as follows:-
 - a. Authorized representative of firm will receive files from staff of the office under proper receipt.
 - b. Prepare the files for scanning / digitization after the removal of tags, pins, dust etc. In case the firm finds any original document, which is in a very bad condition, it will make its best efforts to take out better print (either by typing on a separate sheet of paper or taking out a better photocopy thereof) and then put the said data in the relevant database. The original papers shall however be retained in the main file.
 - c. The firm will ensure that the documents / files / registers handed over to firm are kept in proper condition and no document is soiled / lost / misplaced / damaged.
 - d. It will be responsibility of the firm to return the file to staff of this office under acknowledgement in the same shape and condition in which it was taken. All scanned / digitized files will be stamped and duly signed by the user certifying that the "FILES/LEDGER CARD IS SCANNED / DIGITISED AND DULY RECONSTRUCTED" and the firm will be fully responsible for any loss / damage of any document.
 - e. Scan and digitize each page of registers and data is to be stored by way of images in Portable Document Format (PDF) with adequate resolutions 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 office and should be capable of adding more images, at later stage if needed, in an old stored file. The data so stored shall be in a non-editable form.
 - f. On completion of the work, the firm shall hand over the latest licensed updated software and also the database to this office, which shall become property of the Office of Pr. AG for all intents and purposes. The Firm will also provide the license copy of it to this office.
7. The PDF document should be searchable and created in one single step by processing the input image file thus ensuring that no intermediate manipulation of content is possible.
8. The firm will be allowed to do the Scanning / digitization during working hours on all working days. The timing and work schedule will be decided mutually between the office and firm.
9. The firm will fully maintain and give support for one year after the completion of the job.
10. The firm will not make any alteration, correction on the original document.

11. The database design as may be developed by the firm or its employees for and during execution of the work shall be handed over to this office and should not be used by the firm for any other purposes. The firm shall have no right, title or interest in it and shall not use it in any manner.
12. The Complete secrecy and confidentiality is required to be maintained by the firm and his employees during the term or after expiration of the agreement.
13. The firm shall not assign, in whole or in part, its obligation to any Third Party to perform under the Contract.
14. The firm shall not be allowed to take away any files/record etc. either in the shape of hard copy or soft copy and the work is to be carried out in the premises of this office itself.
15. If it is found any time that the scanning / digitizing, indexing storing or retrieval has not been done in accordance with the agreed terms and conditions, penalty by means of withholding further payment due to the firm and to recover the payment already made shall be imposed on the firm.
16. In case of failure to complete the work within the stipulated time as per agreed terms, this office may impose penalty @ 0.5 percent per day of the value of unfurnished pages agreed to be completed in addition to the recovery of other losses and damages that it may suffer.
17. The payment will be made on quarterly basis @ 80 percent of agreed rate for the work done (no. of pages scanned) during the quarter on submission of the bill, duly certified by the DAG (Fund). The firm will be responsible for liabilities of all kind including local and other taxes. The payment will be made after statutory deductions and penalties/damages, if any levied and recoverable under the contract for the work done as per agreed terms.

Sd/-

Deputy Accountant General (Admn)

Financial Bid Form

To

**The Deputy Accountant General (Admn)
O/o the Principal Accountant General (A&E), Odisha
Bhubaneswar-751001**

Sub:- Scanning and Digitisation

Ref:- Your Tender call Notice No _____ dated _____

Sir,

We have examined the tender for Scanning and Digitization works as described in the tender documents referred to above. Our rates for the items according to your specification and terms are as under.

Sl No	Description of documents for scanning & digitization	Unit Cost per page (in ₹)	Tax, if any (in ₹)	Other charges, if any (in ₹)	Total amount including all Taxes and other charges (in ₹)
1.	GPF Ledger Card (A3 Size)				
2.	FP Cases (A3 Size)				
3.	FP Cases (A4 Size)				
4.	FP cases (Legal)				

This is to certify that I / We agree with terms and conditions attached with the tender and also agree to complete the digitization work within the stipulated period and will provide necessary maintenance in the terms and conditions of the tender.

Place:

Signature with Seal of the Firm

Date:

Technical Bid Form

To

**The Deputy Accountant General (Admn)
O/o the Principal Accountant General (A&E), Odisha
Bhubaneswar-751001**

Sub:- Scanning and Digitisation

Ref:- Your Tender call Notice No _____ dated _____

Sir,

We have examined the tender for Scanning and Digitization works as described in the tender documents referred to above. Our Technical Specifications are as below: -

Sl. No.	Requirement	Information offered
	Description/name of the vendor (including legal status, ownership etc.)	
	Methodology to be used for digitization of Old record.	
	What would be the output/day in terms of number of pages that can be Scanned/digitized, indexed, stored and retrievable?	
	Maintenance and technical support services to be provided after supply of the software.	
	Number of technical persons to be deputed by the firm for the work (with details of their educational qualifications, experience, functions, etc.)	
	Number of non-technical persons to be deputed by the firm (with details of their educational qualifications, experience, functions etc.)	

	What is the Software propose to use for Scanning/digitizing, indexing, storing and retrieval?	
	How much space the firm may require to execute the work?	
	Steps to prevent accidental or intentional destruction of software and data.	
	Number of Servers (with configuration and OS) to be installed.	
	Number of Desktop (with configuration and OS) to be installed.	
	Number of Scanners to be installed with details such as make, model, Scanning / digitization speed, duty cycle and other features.	
	Other hardware equipment propose to provide.	
	Any other relevant information.	

This is to certify that the above information is true to best of my/our belief. Further, this is to certify that I / We before submitting this bid have read and fully understood all the terms and conditions contained in the tender documents and undertake myself/ourselves to strictly abide by them.

Place:

Signature with Seal of the Firm

Date: