

dw  
fms  
डॉ० हयाकृष्ण मथेला  
सचिव

# TENDER

For

Digitization of Old Documents

&

Implementation of Document Management System

Issued by

Board of School Education Uttarakhand,  
Ramnagar (Nainital)

website : [www.ubse.uk.gov.in](http://www.ubse.uk.gov.in)

dw  
डॉ० हयाकृष्ण मथेला  
सचिव

## Proposal

Sealed tenders are invited for and on behalf of Secretary, Board of Secondary Education Uttarakhand, Ramnagar, Nainital in Two bids – technical and financial from reputed agencies with proven competency in providing solution for digitization and Document Management System software in image processing for Digitization of Old Documents of the Board, preferably with quality certification and fulfill the eligibility conditions to digitize old records of 3,000 schools approximately 4.25 lakhs pages with the Board and to develop an application for Document management/storage and retrieval system. The job is to be completed through scanning and indexing of records for fast and quick reference and retrieval.

The tender forms complete in all respect along with EMD and cost of tender form be remitted in the form of Demand Draft in favor of **Secretary, Board of School Education Uttarakhand payable at Ramnagar.**

### Sealing of Envelopes:

A. The technical details and experience along with EMD demand Draft be sealed in an envelope super scribing "**Technical Details for digitizing old records and software development in image processing**"

B. The rates as per Annexure- II be sealed in another envelope superscribing "**Rates for digitizing old records and software development in image processing**"

C. Both these envelopes be sealed in an envelope superscribing "**Tender for digitizing old records and software development in image processing**"

Sale of Tender Form	28 Jan – 11 Feb 2015
Cost of Tender Form	Rs.200/- (Two Hundred only)+vat (13.5)%
Amount of EMD to be submitted along with Tender	Rs. 55000/- (Fifty Five Thousand only)
Last date for clarifications on the tender	11 February 2015., 5:00 PM
Last date for submission of bids	12 February 2015, 5:00 PM.
Opening of technical bids	13 February 2015, 11:00– 1:00 PM
Presentation by technically short-listed bidders	13 February 2015, 3:00 PM
Declaration of short-listed bidders for Financial bid evaluation	13 February 2015, 4:00 PM
Opening of Financial bids	13 February 2015, 4:00 PM

Incomplete/conditional tenders or tenders without earnest money or received after due date and time shall be summarily rejected. The validity of tenders be six calendar months. The **Secretary, Board of Secondary Education Uttarakhand, Ramnagar (Nainital)** reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

### Submission of bid and Correspondence/Clarification, if any in writing:

Dr D.K. Mathela  
Secretary  
Board of School Education Uttarakhand  
Ram Nagar, Nainital  
Uttarakhand -244715  
Phone : 05947-254275, Fax : 05947-255021  
Email : secy-ubse-uk@nic.in

Dr. D.K. Mathela  
सचिव



## Scope of Work

Board of Secondary Education Uttarakhand, Ramnagar, Nainital is looking for only turnkey solution providers having Document Management Systems experience and must have undertaken and executed project involving digitization of Hard/Print Copies, integrating with born-digital contents and providing post digitization Digital Solution like retrieval of images/records and to capture and integrate new arrival of digital records.

The activities involved shall be

- **Scanning/quality enhancement/cropping of existing Record/digitization :**
  - The documents/pages / etc of different sizes (A3/A4) are required to be transformed / converted into digital format (both images and/or pdf) and archived with proper indexing for easy retrieval (e-cataloguing) or JPG.
  - This digitization is a time bound initiative to be accomplished within upto 15 March, 2015.
  - The documents have to be digitized within the premises of **Board of School Education Uttarakhand Ramnagar (Nainital)** and no physical document or digitized material shall be allowed to leave the premises at any point of time.
  - The original document is fragile and likely to be lost in the near future, extremely valuable documents where re digitization is problematic, requires high quality prints 1:1 - we need as perfect copy as possible *usually 600 dpi or better 1200 dpi, with lighting and colour calibration lossless compression*
- **Development of application software for – Document Management System**
  - The agency should have to develop, test, implement and provide a application software to be run on intra-net / multi user/ multi-distributed environment with proper security provisions and audit trail for storage and retrieval of records on keys as specified by the Board.
  - The software should also be able to capture and integrate new arrival of digital / non-digital (after scanning) records
  - Sufficient number of copies (five – one original and four photocopies yearwise separately for Highschool and Intermediate exam) of software documentation & user manuals shall have to be provided
  - The training of Board of School Education Uttarakhand Ramnagar (Nainital) staff – for two days for one group consisting of upto 20 persons shall also be given

**Eligibility Criteria** (Please provide documentary proof for following with technical bid)

- A. Tender is open to all firms in India, engaged in providing Scanning /Digitization and Digital Archiving Solution
- B. The agency should be registered with Directorate of Service taxes and Provident Fund need only apply and the agency should submit the details of registration of their firm/company, income tax registration & copy of PAN Card, Sales Tax/VAT/Service Tax certificates.
- C. The agency should be registered with P.F & ESI.

*dh* डॉ० इयाकृष्ण मधेला  
सचिव



- D. The agency should have been certified ISO 9001:2008 or any other Certificate for quality Management.
- E. **The agency should have executed similar assignment for a total volume of 20 lakhs pages with at least 2 lakhs pages in a single assignment of Digitization and Digital Archiving Solution in last 3 financial years. These orders should be from any of the Government Departments / Autonomous Bodies / Examining bodies/ Corporate bodies. (Provide copy of work orders & successful completion certificates as the documentary or payment remittance as evidence.)**
- F. The agency should have average annual turnover of at least **Rs. 250 Lakhs (Two hundred Fifty Lakhs)** average during last three financial years. (Enclose proof of the audited balance sheets during last 3 Years).
- G. The agency should have at least 5 high speed, high performance, high definition/resolution page scanners of its own – to scan at least 10,000 pages at 600 dpi in two shift basis per day. (Please provide documentary proof of ownership) Since the entire project is to be executed onsite, all infrastructure Hardware-including Desktop computers, scanners, other equipments (as per requirement), all software and manpower to carry out the work are to be arranged by the agency at their own cost in Board's premises. Board shall provide space, Electricity and basic fixtures.
- H. Joint bids or outsourcing or subletting of any nature / third party would not be acceptable.
- I. The agency should give an undertaking that it has not been black listed by any Government / Autonomous/Examining Bodies
- J Sample images are to be provided in different Modes (Black & White, Color, and Grey Scale) along with the tender in DVD.

## Technical Requirements

### Scanning /digitizing / archiving:

- a. The old pages to be converted in requisite format will have to be cleaned before scanning.
- b. Numbering of pages has to be done before scanning.
- c. **The scanned images should be in TIFF format at early stage and final copy should be in searchable PDF-A file format.** The PDF files should be compressed.
- d. The output should be provided in set of two DVDs/HD (provided by the Board) i.e. one will contain Raw TIFF Images and other enhanced, searchable PDF-A.
- e. The output should be of acceptable readability, reasonable accuracy, consistent in term of tone and color reproduction and use neutral common rendering for all images.
- f. The scanner should have minimum of 600 dpi (dot per inch) optical responses or resolutions with [Bit depths: Bit, not less than 8-bit Grayscale, or 24-bit Color (True color)].

डॉ० दयाकृष्ण मथेला  
सचिव



- g. Image Enhancement – Basic Enhancement Raster cleaning, De-skew, De-Speckle Cropping & hole removal etc. shall have to be carried out on each images for optimum images clarity.
- h. No cropping is allowed for Raw Image, the entire document has to be scanned for maintaining original size and shape of the document.
- i. The scanning specifications for text support - the production of a scan that can be reproduced as a legible at the same size as the original (at 1:1, even the smallest significant character should be legible).
- j. Cleanliness of Work Area, Digitization Equipment, and Originals like Scanners, latens, and copy boards will have to be cleaned on a routine basis to eliminate the introduction of extraneous dirt and dust to the digital images. Many old documents tend to be dirty and will leave dirt in the work area and on scanning equipment.
- k. The final scanned copy in PDF-A should be legible, with completeness, image quality (tonality and color), and the ability to reproduce pages in their correct (original) sequence.
- l. Digital images should be created up to a quality level that will facilitate OCR conversion to a specified accuracy level. This should not, however, compromise the quality of the images to meet the quality index.
- m. A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with Board of Secondary Education Uttarakhand, Ramnagar, Nainital officials in charge of the project.
- n. The agency shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of documents; remove dust, taking them out of shelves and putting them back at its place etc.
- o. In case of any damage to content, same should be informed to Board of Secondary Education Uttarakhand, Ramnagar, Nainital without delay by the agency.

## **Application / Software**

### **A. Development of software**

- To develop and implement a LAN Based application software on multi user/ multi-distributed / compatible with Board's Network environment with proper security provisions.
- To integrate the software with Lan based application for affiliation being operational on-line
- Preferably platform independent

### **B. The software should be capable of :**

- Easy storage and retrieval of documents
- to capture and integrate new arrival of digital / non-digital (after scanning) records
- To index and categorise documents for easy access
- Managing multiple user accounts for access control

dr. डॉ. दयाकृष्ण मथेला  
सचिव

### C. The software should have the following features

- Scanning
- Storage
- Indexing
- Search & Retrieval
- User access
- Admin Control – creation of Users & Groups, setting privileges and rights folders or on specific documents
- Adequate Security Features with ability to set access controls at multiple levels
- Data Security and unauthorized access protection
- Built-in back up and data recovery features
- Scope for future enhancement

### D. The software should have the facilities:

- Independent of hardware
- Ability to access multiple applications concurrently being run by the customer using standard interfaces
- Ability to print reports direct to PC networked printers
- Ability to attach notes / annotations to documents
- Ability to capture digital records – Images, OCR Documents, Emails and attachment
- Custom report capabilities
- Online help and printer User Manuals
- User access

### Training & Manuals

- a. Documentation: Sufficient number of copies (five- one original and 4 photocopies) of software documentation & user manuals shall be provided by the agency.
- b. Technical and User Manuals – Both Admin & Users are to be provided
- c. Administrative and user level training are to be provided to the Board of Secondary Education Uttarakhand, Ramnagar, Nainital officials for a group of 20 persons (Training the trainer – approach methodology should be adopted).
- d. Training Manuals to be provided
- e. Develop FAQ

### Warranty

Warranty of the software would be for 03 Year- from the day of Installation and acceptance. This includes all type of technical support for smooth running of the software. No extra charges will be provided for any other reasons. Following is application support plan covered under warranty:-

- a. Trouble shoot/ fix simple application user interface related queries
- b. Assist application users in understanding application usage
- c. Perforating standard base services such as application health check and preventive maintenance
- d. Critical issues will be addressed and fixed within 48 hours

dr. सौ. दयाकृष्ण मथेला  
सौ. दयाकृष्ण मथेला  
र.चित्त



- e. Non show stoppers and non-critical issues will be fixed within 10 working days
- f. Support will be provided on all working days (Monday to Friday) from 10.00 AM to 5.00 PM except Public holidays
- g. Any modification in the software after acceptance shall be done free of cost during 1st year of implementation.

**Post Warranty Maintenance.**

Post Warranty Maintenance based on the performance of the company, may be extended further for a period of three to five years. This includes all type of technical support for smooth running of the software. One time Charges per year claimed shall be quoted in the financial bid. The application support plan (a) to (g) covered under warranty period shall be applicable

**TERMS AND CONDITIONS**

- a. The technical details may please be submitted in Annexure-I and rates in Annexure II
- b. The agency shall have to execute an registered agreement on non-judicial stamp paper of Rs. 100/- if considered for allotment of the work with terms and conditions enumerated in the tender form.
- c. The agency to which the work is allotted will be required to deposit 10 percent of the total likely amount payable to it for the work as a performance guarantee in the form of a Bank Guarantee.
- d. The time schedule may be required to be adjusted as per requirements of the Board of Secondary Education Uttarakhand, Ramnagar and is to be observed strictly as per directions of the Board of Secondary Education Uttarakhand, Ramnagar from time to time, as the work of scanning and software development is time bound and sensitive.
- e. Forfeiture of Performance guarantee:
  - 1. In case the agency is not able to execute the job in time or to the entire satisfaction of the Board of Secondary Education Uttarakhand, Ramnagar, Nainital, the Chairman, Board of Secondary Education Uttarakhand, Ramnagar, Nainital may allot the work to any other agency at any time. The difference between the rates agreed to between the Board and the third party, which would undertake such work shall be liable to be payable by the defaulting firm along with the penalty, if any, imposed by the Chairman of the Board.
  - 2. In case of non-retrieval of documents/records/ images and the agency is not able to retrieve the same, it shall be treated as mistake.

In the above cases, the performance/Bank Guarantee submitted by the firm shall be liable to be forfeited in whole or part as per decision of the Chairman of the Board, which shall be binding on the agency.

- f. The performance/bank guarantee shall be released after one year of successful completion of the project and contract.

डॉ० दयाकृष्ण नरैया  
सचिव

ak



- g. The agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy / proper care of documents/ data supplied by the Board. Each document and data given by the Board will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Board. In case of lapse, the agency will be fully responsible for the consequences.
- h. The Board reserves the right to reject any or all the tender without assigning any reasons.
- i. The decision of the Chairman, Board of Secondary Education Uttarakhand, Ramnagar, Nainital shall be final and binding upon in the event of any dispute arising out of the terms of the contract.
- j. The order may be awarded in full or part. The decision of the Chairman, Board of Secondary Education Uttarakhand, Ramnagar, Nainital may be final and binding upon the agency.
- k. The payment will be made after satisfactory completion of work only. No payment shall be made for the documents not scanned, indexed, merged or uploaded, retrieved upto the satisfaction of Board of School Education Uttarakhand Ramnagar (Nainital). The agency has to produce a certificate duly signed on this and the nodal officer in Board of School Education Uttarakhand Ramnagar (Nainital) shall certify the quantity and quality of the work. However, no payment shall be made for system study, analysis and designing.
- l. The data/ images shall be the property of the Board and the agency will have to supply two copies of the same on DVD/hard drive. (Hard drive shall be supplied by the Board) Data/images will not be erased without written permission of the Board.
- m. The agency shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of pages; remove dust, taking them out of shelves and putting them back at its place, paging etc. In case of any damage to content, same should be informed to nodal officer, Board of Secondary Education Uttarakhand, Ramnagar, Nainital without delay by the agency.
- n. In case the digitization work carried out is not according to the specification mentioned in the work order, the work will have to be redone. No extra payment shall be made for this.
- o. The proposed Application solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning.
- p. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc
- q. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository.
- r. Errors, Delays and Deductions:

de

डॉ० इयाकृष्ण मथेला  
सचिव



1. In case of any delay in supplying the desired output in digitization & archiving and software development, on the part of the agency, the following deductions shall be applicable :

- Penalty @ 2.5% per month delay shall be charged.
- In case of delay beyond 4 months no payment shall be made.

2. Delay in providing documents to the agency by the concerned department shall not be considered in the calculation of delay. In case of non-availability of pages to be scanned, the firm has to inform the nodal officer in writing.

3. Any variation in mis-match/linking of documents with the desired data while scanning of documents (OR) wrong retrieval of records/ images (OR) non-retrieval of records/images shall be treated as errors and shall be the responsibility of the agency. In case of such errors,

<b>% of error in pages</b>	<b>Deduction of Amount</b>
Upto 0.5%	Nil
Greater than 0.5% and upto 1%	5%
Greater than 1.0% and upto 2%	10%
Greater than 2.0% and upto 5%	20%
Greater than 5.0%	No payment

- The Bank Guarantee submitted by the agency shall be liable to be forfeited in whole or part as per decision of the Chairman of the Board, which shall be final. Excessive deduction on account of penalty shall be made from the Bill.
- Excessive payment, if any, have already been made to the agency shall be re-paid to the Board by the agency

**S. Installation of hardware & software:**

The entire project to be done in Board of Secondary Education Uttarakhand, Ramnagar, Nainital premises: All infrastructure Hardware-including Desktop computers, scanners other equipment's, all software and manpower to carry out the work are to be arranged by the agency at their own cost. The agency will take back the said equipments upon the completion of the assignment and will ensure complete deletion of data on equipment being taken back. Also, the agency will install the required software and all other systems and supporting software required to carry out the digitization work along with the team to carry out the digitization and indexing work and transfer the completed work in running condition to requisite media. However Board of School Education Uttarakhand Ramnagar (Nainital) will provide the Space, Electricity and basic fixture

However, the software development shall be done at the agency's premises.

- t. The entire work shall be carried out under agency's custody and the agency should follow all safety regulations and take all measures to prevent damage/ loss to the documents of the Board.

 डॉ० दयाकृष्ण मथेला  
सचिव

**BOARD OF SCHOOL EDUCATION UTTARAKHAND,  
RAMNAGAR, NAINITAL**  
(Technical Bid for Digitization of the Document)

**NOTE : 1 TO BE SEALED SEPARATELY ALONG WITH BANK DRAFT OF EARNEST MONEY**  
**2 Bidder must read the instructions/terms & conditions carefully before filling**

**1 - ABOUT THE FIRM**

a	Year of establishment	:	
b	Type of firm /organization (Proprietary/Private/Public/Govt.)	:	
c	Copy of Registration, (Attach Copy)	:	
d	Total Turnover during : 2014-15	:	
	2013-14	:	
	2012-13	:	
	(Attach photocopies of Audited Balance Sheet)		
e	Income Tax No. (PAN No. /TIN No.)	:	
	Service Tax Registration No.	:	
	(Attach photocopies of both)		
	(Attach photocopies of Income Tax Return)		
f	Details of premises : Owned/ Rented	:	
	Area in Sq.m	:	
g	Quality Certification No, if any	:	
	Details of Issuing Authority	:	
	Validity of Quality Certificate	:	From To
h	Activities of the organization :	:	
i	Since when engaged in	:	
	Image Processing ICR/OCR	:	
	Digitization of documents	:	
	Software Development related DMS/with image processing	:	

j. Past experience in developing software/ application for Scanning :  
(Copy of work order to be enclosed. Use separate sheet for details)

Year	Name of Organisation and contact person along with T.phone No.,	Technology used	Nature of Application	Duration for completion of job	Value of the Job.
2014-15					
2013-14					
2012-13					

**Note:-** Attach performance Certificate from the organization to whom you have rendered services. Please indicate telephone number and name of contact person for whom you have handled the above jobs.

*dr*  
डॉ० दयाकृष्ण मथेला  
सचिव



- k. Past experience in handling Digitization of records and Document management System with the name of the organization(s), nature of jobs, volume of work in terms of documents, duration for completion of job and since when:  
(Copy of work order to be enclosed. Use separate sheet for details)

Year	Name of Organisation and contact person along with T.phone No.,	Nature of work	No.of Documents involved	Duration for completion of job	Value of the Job.
2014-15					
2013-14					
2012-13					

**Note :-** Attach performance Certificate from the organisation to whom you have rendered services. Please indicate telephone number and name of contact person for whom you have handled the above jobs.

## 2. PROFESSIONAL SUPPORT AVAILABLE:

- a) Manpower:- Number of persons available at different level on regular roll and their experience in relevant field i.e in Scanning of Images and DMS software development.

### b) Image Scanners

Image scanners - make and specifications	No. Available	Dpi / Resolution	Year of Manufacture	speed of each scanner (per hour)

- (c) 1) Platform on which the application shall be developed:  
2) No. of licensed software sets available.

## 3. DETAILS OF BACK-UP FACILITIES AVAILABLE :

In the event of any emergency / break down in:

- i) Computer system
- ii) Power
- iii) Software
- iv) Image scanners/ hybrid image scanners

4. **Have you ever been debarred by any Board/University/Organisation/Corporates for scanning job / software development:** If Yes, Please mention why and when were you debarred. If No, Pl, attach a certificate declaring the same.

*dw*  
डॉ० दयाकृष्ण मध्येला  
सचिव

**5. Details of Earnest Money deposit:**  
(Please attach draft with this annexure)

Activities	Amount of EMD	Bank Details of EMD	Date of EMD
Digitisation of documents & development of Software for Document Management System			
Cost of Tender Form			

**Certified that all the terms and conditions of this TENDER are accepted by us.**

**Authorised Signatory**  
(With full name, Designation and stamp)


**Contact Person :** .....

**Off: Telephone No. :** .....

**Email Address :**

**Mobile No. :** .....

**Web Site :**

  
डॉ० हयाकृष्ण मधेल,  
सचिव



**BOARD OF SCHOOL EDUCATION UTTARAKHAND, RAMNAGAR NAINITAL**

**Financial Bid for Digitization of Old Documents**

**NOTE : TO BE SEALED SEPARATELY. RATES FOR THE WORK INDICATED IN THE TENDER FORM**

**A. Rates must be quoted exclusive of all taxes**

1. The bidders are required to quote their rate per page for scanning and digitization of documents. The rates so quoted should be all inclusive of (Preparing documents for scanning/digitization, Hardware/ Software/ Transport/ Manpower/ UPS, System Analysis and designing or any other charges).
2. Board of School Education Uttarakhand, Ramnagar (Nainital) shall not consider any upward variation/ fluctuation on account of any foreign exchange or any revision of rates at any time during the currency of the contract.

Sl.No	Activity	Rates exclusive of all taxes with details of taxes applicable and their rates		
		Rs. .... Per page of size		
1		A3	A4	Other
	a. Digitization of Documents (Including Cleaning, Scanning, Conversion to PDF, ting, Indexing for Retrieval Indexing on 0 – 5 Keys			
	b. Indexing on Additional 5 Keys			
	c. Indexing on Additional 5 Keys			
	d. Indexing on Additional 5 Keys			
2	Software Development for Retrieval and Document Management System along with User Manual and System Manual. (with Source Code and documentation for Source Code)	Rs. .... (One Time Cost)		
3	Software Development for Retrieval and Document Management System along with User Manual/System Manual. (without Source Code and without documentation for source code	Rs. .... (One Time Cost)		
4	Post warranty Annual Maintenance of Software	Rs. .... (up to 3 year)		
5	Training – (Additional to 4.3 of Tender document) if any inclusive of Administrator and User	Rs. .... (per training)		

**B. Taxes Applicable : .....**

1. Since the price bid is in INR, **Board of School Education Uttarakhand, Ramnagar (Nainital)** shall not consider any upward variation/ fluctuation on account of any foreign exchange at any time during the currency of the contract.

**Certified that all the terms and conditions of this TENDER are accepted by us.**

**Contact Person : .....**

**Off: Telephone No.: .....**

**Email Address:**

**Mobile No.: .....**

**Web Site :**

**Authorised Signatory  
(With full name, designation and stamp)**

डॉ० दयाकृष्ण मथेला  
सचिव

