

Form No. DOWNLOADED



## Request for Proposal

for

### Record Management Solution

*(Digitization, e-cataloging and On-Site Record Management of documents)*

HIMUDA/NIT/Tech/RMS/

Dated:

Name of the Bidder:			
Address for the Correspondence:			
Telephone No.:		Fax No.:	

- ❖ Last Date & Time for depositing Bid form: 17.082011 at 1500 hrs
- ❖ Bid to be opened on 17.082011 at 1530 hrs in office of HIMUDA

Website : [www.himuda.com](http://www.himuda.com)

**Himachal Housing & Urban Development Authority**

Nigam Vihar, Shimla (H.P)-171002

**Price: Rs. 5000/- Only**

# Record Management Solution for HIMUDA

## H.P HOUSING & URBAN DEVELOPMENT AUTHORITY

Nigam Vihar, Shimla-2

### Notice Inviting Bids

for

### Record Management Solution

Himachal Pradesh Housing and Urban Development Authority (HIMUDA) proposes to implement **Record Management Solution** in the Head office at Shimla for which sealed bids are invited on turn-key basis on behalf of Chairman, HIMUDA, from eligible bidders having requisite experience and capabilities for taking this assignment subject to the terms and conditions mentioned in Request for proposal(RFP) document. This assignment will involve two stages. Stage one is Digitization of existing Record i.e. Document Management Solution (DMS) and second stage is Record Management Solution (RMS).

Bids would be considered in the prescribed form/ document only. It can be obtained from the office of the CEO-cum-Secretary, HIMUDA, Nigam Vihar, Shimla-2 during office hours on any working day on payment of Rs. 5000/- (non refundable) in cash or demand draft in favour of the bidding/bidding authority . In case the bid/Bid form is sought by post Rs. 50/-towards postal charges will be charged extra. Form can also be downloaded from web site [www.himuda.com](http://www.himuda.com) . Sale of RFP will start from 15<sup>th</sup> July,2011 upto 30<sup>th</sup> july,2011.

**CEO-cum-Secretary  
HIMUDA**

# Record Management Solution for HIMUDA

## Mandatory Conditions

1. Bid would be on turn-key basis. It would not be splitted within a department.
2. Bids will not be accepted without earnest money. Bids received after the prescribed time and date will not be accepted & considered.
3. The Bid comprises of two Bid systems i.e. Qualifying Bid and Financial Bid. The bidder has to submit Earnest money specified above along with the qualifying bid. Bids must be submitted in accordance of bidding process defined in chapter 11.
4. Bids would be considered in the prescribed bid form/ document only. It can be obtained from the office of the biding authority during office hours on any working day and payment of Rs. 5000/- (non refundable) in cash or demand draft (DD) in favour of the CEO-cum-Secretary, HIMUDA. In case the bid form is sought by post Rs. 50/- towards postal charges will be charged extra. In case of downloaded form ,cost of form i.e. Rs.5000/-should be submitted in shape of Demand draft in favour of CEO-cum-Secretary, HIMUDA in a separate envelop duly subscribed as “cost of RFP document”.
5. The biding authority is CEO-cum-Secretary, Himachal Pradesh Housing and Urban Development Authority, Nigam Vihar, Shimla –(H.P) 171002 .
6. Biding authority is not bound to accept the lowest bid and may reject any bid or any part of the bid without assigning any reason thereof.
7. The Bidders will have to submit invariably sales tax registration number and “IT Registration no.” from the Commercial Taxes Officer concerned without which the bids will not be considered (Exemption certificate if any is to be enclosed).

Signatures of the Issuing Authority

**CEO-cum-Secretary, HIMUDA**

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## Chapter 1

### DEFINITIONS & ACRONYMS

Bidder	The eligible entity may be firms/company/consortium /individual who will participate in bidding process	
Biding Authority	H.P Housing &Urban Development Authority, HIMUDA	
DOIT&C	Department of Information Technology and Communications	
HP	Himachal Pradesh	
Campus	Offices/ Sections of the HIMUDA department.	
Purchaser	HIMUDA	
RFP	Request for Proposal	
SLA	Service level Agreement	
HIMUDA	Himachal Pradesh Housing and Urban Development Authority	
e-cataloging software	A LAN based e-cataloging software containing original images and pdf in the web server of HIMUDA.	
Record Management Solution	DMS	Scanning, Digitization of Record
	RMS	On-site Customize Physical Record Management of record
	e-cataloging software	Document Management Software for Secure and Confidential digitized Data and physical record Management i.e. Search & Retrieval.
EMD	Earnest money Deposit	

## **Chapter 2**

### **INVITATION FOR BIDS**

- 2.1 HIMUDA is planning to carry out digitization, e-cataloguing and On-Site Record Management of the existing old documents / drawings etc. Pertaining to various Sections of HIMUDA.
- 2.2 HIMUDA now invites bids from interested bidders for digital conversion of existing documents/files/drawings which includes the e-cataloging, On-Site Record Management and Retrieval Software.
- 2.3 Bids would be considered in the prescribed bid form/document only. A complete set of Bid Documents may be purchased by any interested bidder on the submission of a written application to the office of the bidding authority during office hours on any working day on payment of Rs. 5000/- (non refundable) in cash or demand draft (DD) in favour of the CEO-cum-Secretary, HIMUDA. In case the bid form is sought by post Rs. 50/- towards postal charges will be charged extra. Bids not submitted in prescribed form will be rejected.
- 2.4 The complete bid document has also been published at the Department website <http://www.himuda.com> for the purpose of downloading. Application made on such form shall be considered valid for participating in the bid process. In case of downloaded form, cost of form i.e. Rs.5000/- should be submitted in shape of Demand draft in favour of CEO-cum-Secretary, HIMUDA in a separate envelop duly subscribed as "cost of RFP document". Bids without cost of form will be rejected.
- 2.5 Complete bidding procedure has been defined in ensuing chapters.
- 2.6 Bids can be submitted up to 15:00 hrs on 17-08-2011. Qualifying Bids will be opened **on 17/08/2011** at 15:30 hrs in the presence of the representatives of the bidders who choose to attend the opening of the bids. Qualifying bids will be taken up for further processing and the Financial Bids of qualified bidders only will be opened. The date & time of opening of Financial Bids will be notified separately to the qualified bidders.
- 2.7 No further discussion / interface will be held with the bidders whose bids have been rejected / disqualified / technically disqualified.
- 2.8 The financial bids of disqualified bidder will be returned back to them.

## **Record Management Solution for HIMUDA**

2.9 CEO-cum-Secretary, HIMUDA reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

2.10 Interested bidders may obtain further information from the office of HIMUDA, Nigam Vihar, Shimla 171002 (H.P) India on any working day between 15-08-2011 to 30-08-2011 upto 17:00 Hrs.

2.11 Bidder has to fill and deposit bid form along with the appropriate EMD.

## Chapter 3

### IMPORTANT DATES

S.No	Events	Dates	Location
1.	Date of Issue of Notice Inviting Bid (NIT)	10-07-2011	In news papers, Web Site of HIMUDA <b>Error! Hyperlink reference not valid.</b>
2.	Date of Commencement for Sale of Bid Document	15-07-2011 to 30-07-2011 upto 17:00hrs	Office of HIMUDA, Nigam Vihar, Shimla. form id downloadable from <a href="http://www.himuda.com">www.himuda.com</a>
3.	Last date for receipt of queries for pre bid meeting	01-08-2011 till <b>1200 hrs</b>	Fax: +91-177-2623860
4.	Date and time of Pre-Bid Meeting	02-08-2011 at <b>1100 hrs</b>	
5.	Last Date & Time of Submission of Bid document	17-08M-2011 till <b>1500 hrs</b>	Office of HIMUDA, Nigam Vihar, Shimla
6.	Date & Time of Opening of Qualifying Bid	17-08M-2011 till <b>1530 hrs</b>	Office of HIMUDA, Nigam Vihar, Shimla
7.	Date & Time of Opening of Financial Bid	<b>Will be intimated to the successful qualified bidders.</b>	

## Chapter 4

### PROJECT PROFILE

4.1 HIMUDA is facing new challenges of preserving and management of their documents for longer period. HIMUDA has initiated efforts to digitize and Proper up keeping this physical record in a systematic manner at HIMUDA's premises. This assignment will involve two stages. Stage one is Digitization/scanning /quality enhancement/cropping of existing Record i.e. Document Management Solution (DMS) and second stage is proper management of physical record i.e. Record Management Solution (RMS) with e-cataloguing of both stages using software for easy search and retrieval of scanned images and stacked record/files.

4.2 Stage-1 is the digitization would primarily be utilized for information sharing among the users like Employee, Customers etc. or public access as per policy of HIMUDA(DMS).

4.3 Stage-2 is the on-Site Record Management Solution which should provide proper Security, Confidentiality, Tracking, Secure Retrieval and Reinsertion of Record(RMS).

4.4 For maximizing the value of information available in any organization's documents requires easy accessibility so that the decision-makers can refer to it when and where it's needed. The search for information process, with the manual searching, faxing, photocopying and hand distribution, is costly, time consuming and may be the cause of damage of the original document. The inefficiencies of the process divert the employees from their core responsibilities thereby jeopardizing the efficiency of the organization and adversely affect crucial business of making and productive use of the information. The organization in this age relies upon fast information access for peak productivity. Thus Record management is essential for every organization. In the current scenario records are being stored and managed in the accordance with the existing policies so that they cannot properly locate, loaned, referenced and tracked throughout their lifecycle. A Record Management Application not only allows polices to be re-defined and implemented but also helps to manage paper documents throughout their life cycle in a secured environment, with confidentiality, software based tracking system with Retention information and MIS helps to understand the proper maintenance of Record.

4.5 The e-catalogue is a platform for creating capturing managing delivering and archiving large volume of documents and contents. The system enables these to manage unstructured contents. It handles scanned documents, Images, Electronic Documents, Electronic data output with equal efficiency and ease. By integrating this dynamic content with business rules work flows and people, e-cataloguing provides seamless collaboration, communication and knowledge sharing across and beyond the Enterprise.

4.6 An e-cataloguing solution automates this paper shuffle, effectively routing information to

## Record Management Solution for HIMUDA

appropriate persons while being flexible enough to handle exceptions to the rules. It saves time and money by reducing photocopying, hand delivery and repetitive dragging and dropping.

4.7 An efficient and methodically sound e-catalog is crucial to cope with the large quantity and the complexity of digital resources to be preserved. In the last couple of years a lot of experience has been gained in digitization projects. Furthermore, basic archival principles require that all treatment of archival material is recorded and preserved in order to ensure its authenticity and understandability over time.

4.8 In today scenario the digitization helps to preserve the physical document for long period of time (reduces physical movement) and it is more important to manage physical record in a systematic manner. Professional records management ensures that the records are stored in safe, secure and pest free environment. The tracking of records from its creation till its eventual destruction is done through software based on bar code technology.

### **The major benefits are : Less Cost**

- Labor spent responding to public information requests
- Time-consuming document retrieval from records rooms & offsite storage
- Adhering to records retention schedules and ensuring timely destruction of expired record
- Compiling, approving and distributing agendas
- Record Management protects valuable asset.
- Shelter confidential data.
- Eliminate misplace files.
- Increase productivity & efficiency.
- Improved workflow process.
- Accurate & Uniform data collection.
- Increased manager effectiveness.
- Ensure Privacy.
- Preserving mission-critical public records over the long term
- Difficulty controlling access to and distribution of sensitive records
- The cumulative impact on your budget, productivity and quality of public service
- Reduced Liability
- Peace of Mind

### **The Potential**

- Save time and labor
- Retrieve records instantly with Intelligent Search capabilities
- Simplify retention schedule management with portable volumes
- Streamline legislative management processes
- Guarantee future accessibility of public records with digital archiving and Records Management.
- Protect records integrity with comprehensive security measures
- The cumulative benefits of maximizing efficiency and improving service to your citizens

4.7 The e-catalog puts documents in the reach of citizens when they need them through a single

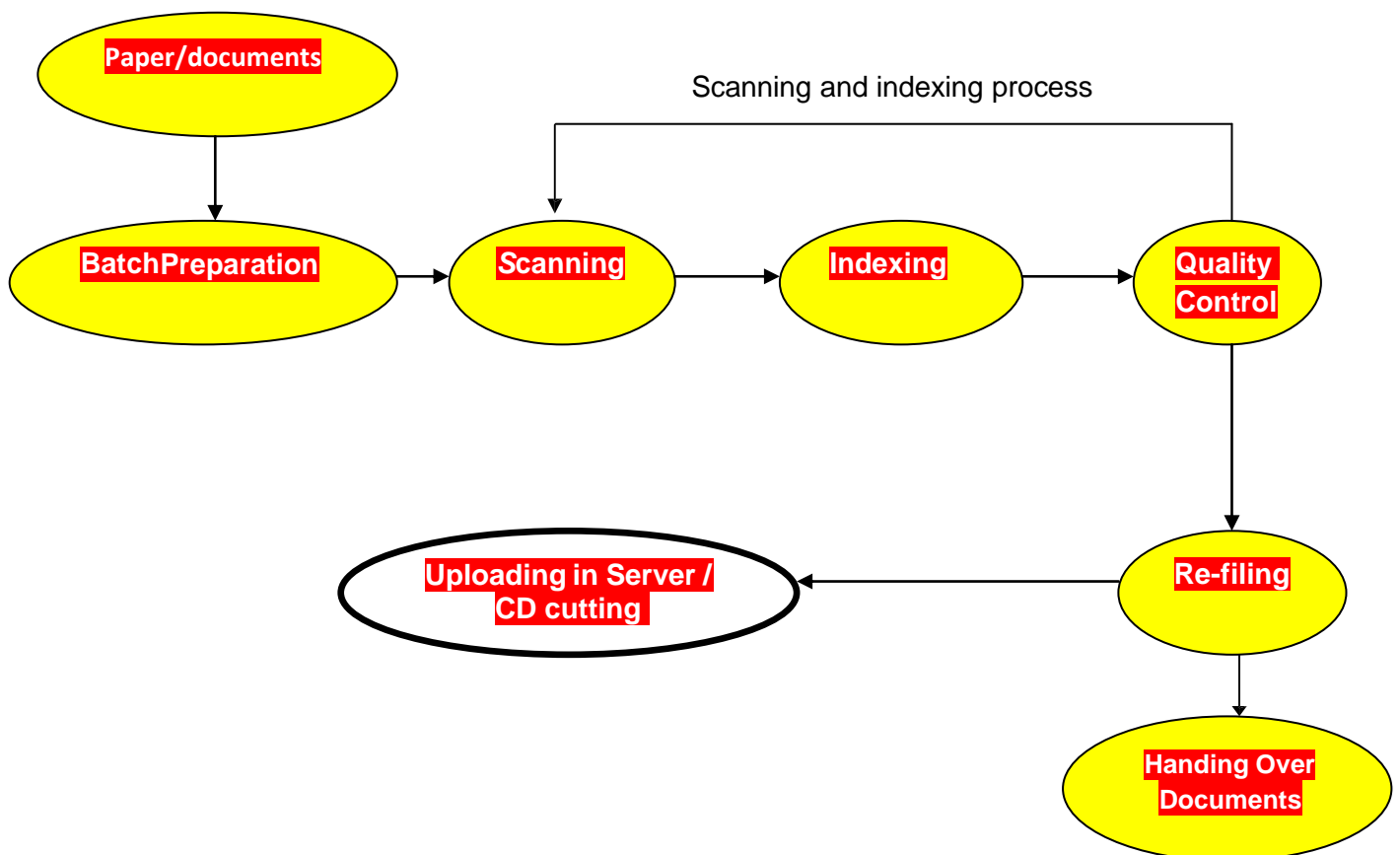
# Record Management Solution for HIMUDA

knowledge repository.

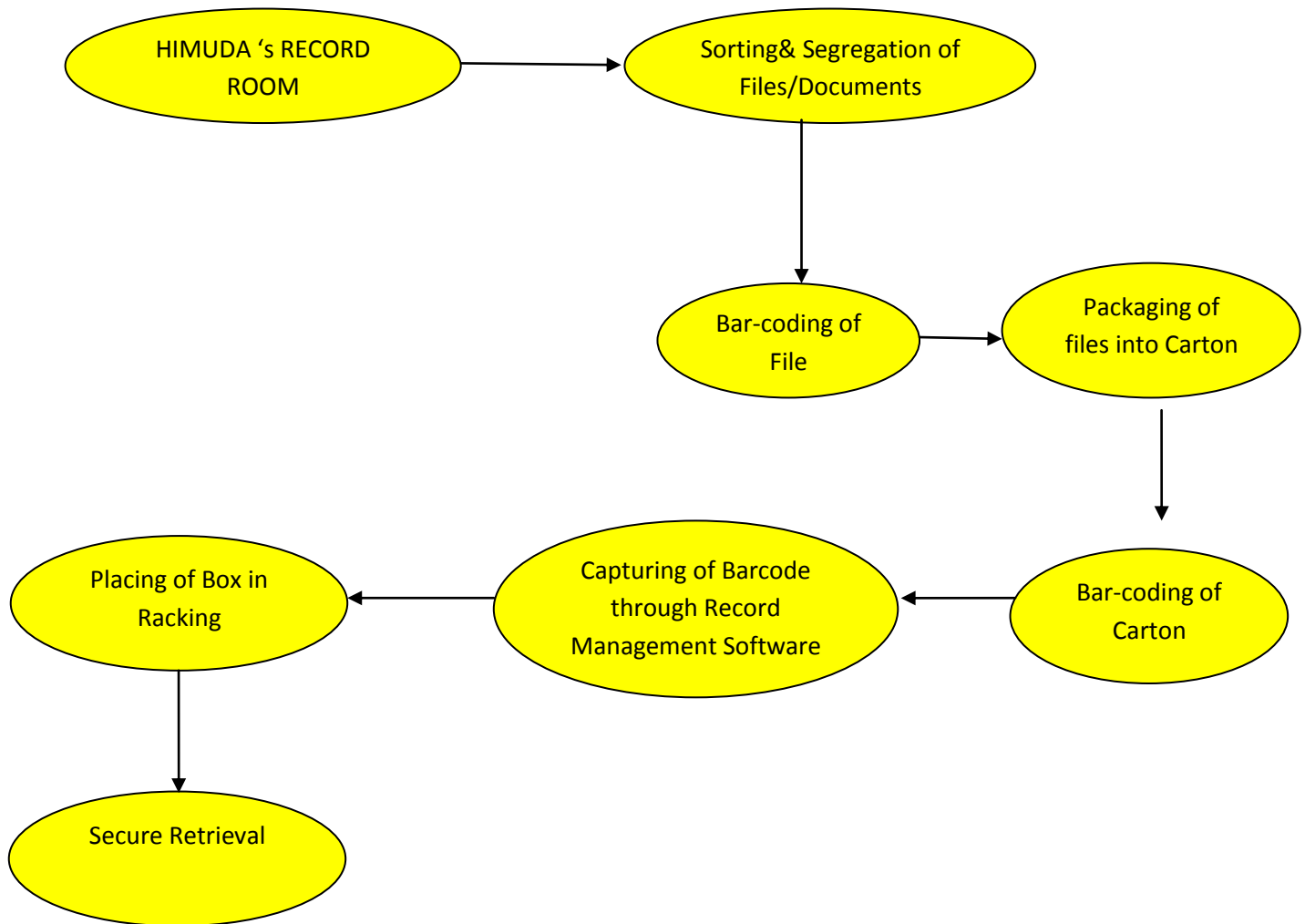
4.9 The HIMUDA proposes to complete digitization and e-cataloging of existing documents of all types pertaining to various offices/ sections of HIMUDA, HIMACHAL PRADESH are required to be digitally converted with proper indexing for easy retrieval (e-cataloging). The documents would comprise of letters, books, maps etc. Department wise numbers of documents shown in chapter 8 are approximate and may be increased / decreased at the time of actual execution of the work.

4.10 This would help HIMUDA not only to archive old and legacy paper documents into appropriate category but also to build an on-line digital library / repository which enable quick retrieval of information whenever and wherever required.

## DIAGRAMMATIC PROCESS FLOW FOR ONSITE BACKLOG SCANNING(Stage -1)



**DIAGRAMMATIC PROCESS FLOW**  
**FOR**  
**ON-SITE RECORD MANAGEMENT (Stage-2)**



## Chapter 5

### SCOPE OF WORK

The scope of work for this bid involves two stages as described below:

#### 5.1 Stage-1: Document Management Solution (DMS)

The scope of work for this stage of bid is as given below:

##### 5.1.1 Digital Conversion of Existing old Documents

As part of Digitization Project existing documents of all types pertaining to various sections of Head office of HIMUDA as decided in pre-bid meeting, are required to be scanned with proper indexing for easy retrieval (e-cataloguing).

- The bidder is required to provide the complete database along with structure so as to enable the HIMUDA to use / share the above database with the other applications.
  - The prototype of specifications of software is at annexure E.
- List of fields has to be provided and finalized by the successful bidder under consultation with the concerned department. The HIMUDA has right to add more key words/ fields during the course of work. The HIMUDA will provide keywords.
- One of the following RDBMS should be chosen by the selected firm: Oracle, MS- SQL, MySQL, DB2.
- Database (RDBMS) should be provided with minimum 5 user's license or processor licenses.
- The successful bidder has to provide copy of the finalized documents, duly endorsed by HIMUDA, to HIMUDA before actual start of physical work and at each time of modification.
- The bidder is required to segregate and configure the machines for Scanning & Indexing workstations, Quality control workstations, Backup Server, Overhead Scanner, Upload workstation, MIS machines, and CD/DVD cutting machines etc.

##### 5.1.2 Document Type & Size: The documents may be categorized as per following parameters:

- *Type*: Letters, drawings (on trace paper) (different sizes) etc.
- *Size* : A4 / letter / Legal/A3 size/A2 Size / any other size (one sided or both sided, As the case may be)
- *Color*: Documents are black and white or color, typed / handwritten / printed papers etc. Scanning work should be done in the resolution as indicated in Chapter-8 of this document.

## 5.1.3 Methodology

### 5.1.3.1 Onsite Scanning

The successful bidder is required to setup the scanning infrastructure at the places shown in chapter 8. The space, basic furniture, electricity etc would be provided by the HIMUDA. The setup would consist requisite quantity of equipment like computers, Scanners, software's; UPS etc are required to be deployed by firm.

The successful bidder is required to deploy sufficient skilled manpower to carry out the task.

**Vendor is required to complete the task as per chapter 8:**

The successful bidder should deploy sufficient skilled manpower and equipments to scan & index minimum 8000 documents per day. The firm may decide the schedule of work for multiple locations within a department upon mutual decision with the HIMUDA.

The successful bidder should get the approval of the schedule for completion of work to the HIMUDA in advance and intimate HIMUDA accordingly on pre-bid meeting which will be fixed by HIMUDA.

The successful bidder is required to undertake day-to-day operation involving digital conversion and documentation of scanned documents for the e-cataloguing. The operation involves collection of the documents from the concerning section for digital archiving. The documents once received are to be arranged, scanned , Indexed, Uploaded, Backup, create MIS reports , Re-filing and handing over the documents back in the same shape/ form to the concerning section.

### 5.1.4 Responsibility of the Firm

The successful bidder is required to evaluate / analyze all the activities proceeding to capture process. The successful bidder would also be required to create suitable database to store appropriate parameter and keywords along with the scanned document.

### 5.1.5 Batch Preparation

Sorting of documents into batches, physical preparation of document distributing batches to scanning operators and putting documents back for return.

## 5.1.5.1 Categorization pages on type

The documents within each type have to be categorized on the basis of nature & type of document.

## 5.1.5.2 Sequencing and types

The documents are to be put on specific sequence as defined by the HIMUDA/section

## 5.1.6 Capture Process

- **Scanning**

Scanning of the batches/documents in the desired sequence and should be stored in the proper folder. After scanning the batches are to be put back in the same sequence.

- **Indexing**

Firm must ensure the proper indexing of the documents/ batches with appropriate key words. The indexing would be primarily required for the identification and proper categorization of the document so as to enable logical storage and fast retrieval of the same. The parameters for indexing would be finalized under the consultation with the sections/ HIMUDA.

## 5.1.7 Quality Control

Firm is required to ensure the quality of images. The scanning operator must check the following:

- Clarity of the Images
- Cropping of image
- Missing Images if any
- Inverted images
- Tilted images
- Association of Image with the document type
- Skewness
- Whether the images are scanned in the specified mode
- Black bands etc.

In case the image is not up to the mark, operator must re-scan the image. If the quality of image is not up to the mark then it must be flagged by the department Officer/employee.

### 5.1.7.1 Uploading & delivery of data & images

The data and images must be uploaded in the server specified by the department at the end of task.

## 5.1.7.2 Post capture activities

### Rearranging / Re filing & handing over of documents

After the completion of scanning, QC and uploading the documents, must be re arranged in the similar condition in which the documents was received.

### 5.1.7.3 Firm shall maintain the Process MIS for each stage consisting of following:

- Receiving of documents
- Distribution of documents
- Scanning
- Documentation
- Merging
- Quality Control
- Upload to the Server
- Handing over documents

## 5.2 Stage-2: On-Site Record Management Solution (RMS)

The scope of work for this stage of bid is as given below:

### 5.2.1 Management of Physical Files of HIMUDA-

File or any document is an asset for the organization and HIMUDA needs a proper physical management Solution after digitizing all record. In information management context it is a system which proposes a secure, confidentiality and retrieval tracking for the document.

- The firm is required to provide the on – Site Record Management consultancy with structure so as to enable the HIMUDA to give Secured Place to their documents with bar-coded technology to maintain the confidentiality with secure and easy access of Document.
- The prototype of specifications of Record Management software is at annexure F
- For on-Site Record Management solution HIMUDA will provide the sufficient space with basic necessary amenities to develop Modern Record Room for their file /documents.
- All files need to be sort and segregated on moth, year, and department etc. wise. The parameters for sorting and segregation have to be provided and finalize by the successful bidder under consultation with concerned department. The HIMUDA has right to add more parameters during course of work.
- Successful bidder has to provide training for three weeks to HIMUDA's Personnel for Managing The Records of HIMUDA.
- All Space, security gazettes, security cameras, Racking Systems will be provided by HIMUDA for

their Record Management with consultation by the successful bidder.

## **5.2.2 Document & File Type- The document may be categorize as per following parameter-**

- Type- Letter, books, legal documents, Reports, Flat files.
- Size – A4/Letter/ Legal Size/ A3 Size/A2 Size.
- Life- Record is 5 to 40 year old.
- Drawings (Tracing)A0-Architectural/Structural

## **5.2.3 Methodology-**

### **5.2.3.1 On- Site Record Management**

#### **INITIAL SET UP PROCESS:**

- Sorting and segregation of records
- Indexing and Bar coding of files
- Securing files into bar coded boxes
- Allocate the boxes to Modern Record Room of HIMUDA.

**STORAGE:** State of the art Modern Record Room with Heavy Duty Racking System, Controlled access, Custom made soft ware for tracking of files, Pest free environment, 24X7 CCTV surveillance with recording facility, Smoke detectors attached to zone wise panel and ABC Powder type fire extinguishers.

#### **RETRIEVAL AND OTHER SERVICES:**

Physical Retrieval to the concern person

- In house reference

### **5.2.3.2 Responsibility of the Firm/bidder**

The firm/bidder is required to evaluate /analyze all the activities proceedings to capture process. The firm would like to require to create suitable system with appropriate parameter along with the present Record.

### **5.2.3.3 Firm shall maintain the process MIS for each stage consisting of following:**

- Receiving of File.
- Inventory with Bar-coded information
- Each file capture with Box Information.
- Easy accessible of Box with Software tracking system.
- Retention duration of File.
- Request report of Retrieved file.
- Reinsertion of File.
- New allocation for file.

## **Chapter 6**

### **ROLES**

#### **6.1 Role of HIMUDA:**

1. HIMUDA will depute at least 2 persons so that project may be taken over by the department at the time of completion.
2. HIMUDA will deploy a nodal officer to supervise / compile the task as per terms and conditions of bid.
3. HIMUDA will identify the documents for the digitization and provide all these documents to the firm as per the time schedule.
5. HIMUDA will provide the necessary space in the premise and the infrastructure support viz. electrical connections, tables, chairs etc. as per the requirement. (pl. refer chapter 9 also)
6. HIMUDA will be responsible for the damage of the document before delivery to the firm and after taking from the firm.
7. HIMUDA will do the overall supervision of the project.
8. HIMUDA will be responsible for the security of documents after receiving back.
9. HIMUDA will verify the number of documents for which work has been complete in all respect.
10. HIMUDA will identify the documents for the digitization and provide all these documents to the firm as per the time schedule.
11. HIMUDA will supervise the development of e-catalog.
12. The digitization and e- Cataloging is the first part of projects and Physical record Management will be preceding after successfully completion of digitization process.
13. Source code of the software provided to HIMUDA by the successful bidder after completion of project will not be provided to any other organization for further commercial use.

#### **6.2 Role of the successful bidder:**

1. Firm will take documents from the HIMUDA for the scanning and return back to the department

## Record Management Solution for HIMUDA

after the scanning in the exact order and the exact form, they will get.

2. Firm will report about the progress of the project weekly in written to the HIMUDA.
3. Firm will be responsible for completion of the project as per the scheduled time.
4. Source code of the software will be provided to HIMUDA.
5. The successful bidder will be responsible for the damage of the documents (if any) during the scanning of the documents. If any damage/misplacement/theft/torn etc. occurs, the firm has to bear the penalty decided by the HIMUDA.
6. The successful bidder will be responsible for the quality of the scanned images.
7. The successful bidder has to deliver the deliverables as specified in chapter 7.
8. The successful bidder has to deploy sufficient resources at the place of the scanning to meet out the project requirements. The firm shall depute a dedicated on-site nodal officer to look after the entire operation with no other responsibility to it. The nodal officer shall coordinate with the designated officer of the HIMUDA.
9. Firm will be responsible for insurance of equipments or liabilities.
10. The collected data would be the property of HIMUDA and the firm cannot use the data without prior permission of the HIMUDA.
11. The firm would not be allowed to copy and to take out any data with respect to the project.
12. Firm has to do image clearing (if needed) like removing the grayness in the background, removing scratches, increasing the contrast, brightness, increasing the color saturation etc to increase the quality of the image.
13. The firm has to bear all the cost related to the process as per the scope of the work. HIMUDA will not be responsible for additional cost regardless of the conduct or outcome during the execution of said work.
14. The department will provide electricity connection. The power backup etc. has to be managed by the firm, if required for completion of the task in time.
15. Firm will arrange to provide lodging/Boarding to their staff, if needed.

## **Chapter 7**

# **DELIVERABLES**

### **7.1 Reports**

These reports are to be provided to the nodal officer of the HIMUDA for all the activities given in Scope of Work:

#### **MIS Reports**

- Receiving of documents
- Scanning
- Merging
- Quality Control
- Upload to the Serve
- Handing over documents
- No. of Bar-coded Files/Boxes through inventory report
- Retrieval requests
- History of Retrieval
- Retention period of Document/File

#### **Other Reports**

- Daily / Weekly Status reports for all services defined in chapter 5 (Scope of work)
- Actions taken to resolve the problem (if any).
- Action plan to prevent re-occurrence, with project plan / tasks required and timing for each major milestone of the correction effort and identification of HIMUDA responsibilities in the correction process. The HIMUDA may provide the formats of these reports.

### **7.2 Data**

The following data are also to be delivered to the nodal officer of respective department for the approval of the finalization.

1. Edited Images (JPEG)
2. Access image in the form of PDF Format
3. E-cataloguing for easy access of the digitized data, wherever applicable.
4. This all data has to deliver both in DVD and Portable hard-disk.
5. Bar-coded of Files with inventory data sheet.

6. Easy access of Documents/Files from modern Record Room through Software.
7. Proper back-up of all information.

### 7.3 Training:

The training is important and integral part of this project. The successful bidder would provide comprehensive ten days training to the officers / officials (25-30) nominated by the concerned department covering the following:

- Backup and restore
- Accessing of software containing e-catalog of scanned images & Physical record Management.
- Trouble shooting
- Scanning and operation for document scanning
- Saving the documents with key words in proper folder
- Uploading on the Server
- Accessing back that uploaded information.
- Bar coding of File and allocation of Box.
- Inventory preparation, data entry, easy retrieval of information, Report generation.
- Stacking and retrieval system for physical storage of files

The successful bidder will have to provide sufficient number of copies (five copies minimum) of documentation and user manuals to the HIMUDA.

## Chapter 8

### TIME SCHEDULE

#### TIME SCHEDULE FOR DIGITIZATION

Sr. No.	Deptt. Name	Required scanning Optical Resolution	Location	Total No. of Pages (approx.)	Min. Output required in terms of documents scanned & uploaded to the server		Max. No. of Months to complete the Tasks
					per day*	Monthly Basis	Complete at all locations
1.	HIMUDA	<b>300 DPI Colour for Color pages</b>  <b>and</b>  <b>300 to 600 dpi B/W for B/W pages</b>	Nigam Vihar	1.5 million	10000 to 15000	5,00,000	3 months

#### TIME SCHEDULE FOR On-Site Record Management

All the documents used for scanning are to stacked/stored/bar coded simultaneously with above process.

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## **Chapter 9**

### **TERMS OF PAYMENT**

9.1 The payment to the Firm shall be made as under:

<b>S.No</b>	<b>Fees Payable</b>
1.	<b>Stage 1 – Digitization</b> - 60 percent payment of work done (completion of cycle of covered work/pages) in a quarter will be done after getting certificate.  (Performa of certificate is specified in annexure B)
2.	<b>Stage 2 – On- Site Record Management</b> - 60 percent payment of work done (completion of cycle of covered work/pages) in a quarter will be done after getting certificate .
3.	Remaining payment will be done to the firm after getting final certificate of successful completion of work including handover of deliverables. (Performa of certificate is specified in annexure D)

**9.2 No Advance payment shall be made.**

9.3 Bills for payment should be submitted in the name of CEO-cum-Secretary, HIMUDA, in triplicate along with all necessary documents and certificates.

## **Chapter 10**

### **ELIGIBILITY CRITERIA**

- 10.1 The Bidder must have annually minimum turnover Rs. 5.00 Crore for digitization/ scanning services during last three financial years (2008-09, 2009-10, 2010-11). (An affidavit from the Chartered Accountant along with **Attested & audited copy of the bidder's annual report** confirming the turn over and individual turn over from digitization/ scanning of last three financial years should be provided).
- 10.2 The bidder should be established, reputed ,experienced and reliable firm in this field. Bidder should have completed minimum one project for Government / PSU's having experience of digitization and e-cataloging and Record Management of documents where the cost of the project should be minimum of Rs. 50.00 lacs.
- 10.3 The consortium/ collaboration / partnership / joint venture of companies are allowed only if they have qualifying experience as same entity and executed previous projects in same structure as consortium/ collaboration / partnership / joint venture of companies.
- 10.4 Bidder must have ISO:9001 Quality certification and ISO 27001:2005 for Data security in bidder's name for document imaging/ scanning services .
- 10.5 The project is the exclusively the property of the HIMUDA.
- 10.6 The agency should be registered with Service Tax Department [Enclose attested copy of the Service Tax Registration number].
- 10.7 The Bidder should have the relevant experience(**atleast minimum two assignments of same volume and amount**) in Digitization services / scanning services for handling confidential documents and IT Infrastructure management for last five consecutive years and (Documentary proof has to be attached in the bid document)
- 10.8 The Bidder should not have been ever blacklisted /debarred due to any unethical

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practice or poor performance by any central/state Government departments/ organizations at any point of time. An Affidavit of same has to be given by bidder on the stamp paper as per the attached Performa on stamp paper. Also even it was find that a debarred letter has been issued by any Government Department or private entity for any bidder then the EMD will be forfeited and the bidder may be blacklisted

- 10.9 The overall employee strength of the company should not be less than 200. The details of at least 50 employees with their names and PF number have to be enclosed in the bid – document duly certified.
- 10.10 The Bidder should furnish an original solvency certificate issue in the name of department from nationalized/scheduled bank in support of its net worth equivalent to at least Rs.15 crores along with credit worthiness certificate indicating at least double the amount of proposed contract.
- 10.12 HIMUDA shall however not bind itself to accept the lowest and / or any bid and reserves the right to accept and / or reject any bid, wholly or in part based on other strengths & capabilities of the bidder. An undertaking of non-objection to this should be attached with the bid.
- 10.13 Biding Authority reserves the right close/cancel this Work order and/or recover damage charges in between the ongoing work, if it is found that the vendor is not completing the assigned work of the day. The vendor has to give his consent in writing for his acceptance to the same clause.
- 10.14 Biding Authority shall have the absolute right to revise the prices and also to levy penalty for delayed services. Penalty as mentioned in clause above shall however be applicable even if the order is canceled in part or full.
- 10.15 Penalty of 0.1% of the total order value per week or part thereof of delay in successful completion of work as specified in the bid document subject to maximum of 10.0% of total order value can imposed for not adhering to schedule.

## **Chapter 11**

### **BIDDING PROCESS**

11.1 The bidding comprises of two stage-bid system. The **Qualifying Bid** and the **Financial Bid**.

11.1.1 The bidder has to submit an earnest money of Rs. 2.00 Lacs along with the qualifying bid in the form of DD/ Banker's Cheque/FDR in the name of CEO-cum-Secretary, HIMUDA payable at Shimla, H.P

11.1.2 The **qualifying bid** along with earnest money should be placed in one envelop and should be marked as "**Qualifying bid for Record Management Solution for HIMUDA, Shimla**".

**Financial bids** should be submitted in separate envelopes for each department marked as "**Financial Bid for Record Management Solution for HIMUDA**". In case of downloaded form ,cost of form i.e. Rs.5000/-should be submitted in shape of Demand draft in favour of CEO-cum-Secretary, HIMUDA in a separate envelop duly subscribed as "cost of RFP document". All of these envelopes should be sealed separately and should further be kept in a another envelop marked as "**Bid for Record Management Solution for HIMUDA -Digitization, e- cataloguing and On-Site Physical Record Management of existing documents for HIMUDA, H.P)**" and sealed properly.. All the envelopes should invariably have the name of bidder firm, address and phone/fax numbers

11.2 Any bid not accompanied with EMD as per the 11.1.1 shall be summarily rejected.

11.3 The bidder has to submit all the pages of bid document duly sealed & signed by authorized signatory.

11.4 The Qualifying bids will be **opened on 17/08/2011 at 1530 Hrs** in HIMUDA Office, Nigam Vihar, Shimla 171002. Thereafter the qualifying bids will be evaluated by HIMUDA.

11.5 The Financial bid of only the bidders declared as qualified bidder would be opened. The dates for the same would be intimated separately to qualified bidder only.

#### 11.6 **Pre-bid meeting**

11.6.1 The bidder or its official representative are invited to attend a pre-bid meeting which will take place at HIMUDA office, Nigam Vihar, Shimla 171002 on **02/08/2011** at 1100 hrs.

11.6.2 The bidder shall submit any question/seek clarifications in writing / e- mail to reach the

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office of HIMUDA latest by 1200 Hrs on **01/08/2011**.

11.1.3 Any modifications in the bidding documents which may become necessary as a result of the pre-bid meeting shall be made available by HIMUDA exclusively through the issue of an addendum on the website [www.himuda.com](http://www.himuda.com) latest by **04/08/2011**.

## **Chapter 12**

### **BID SUBMISSION & VALIDITY**

#### **12.1 Bid Submission**

The bids shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bid the bidder to the Contract/ Agreement. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons authorized to sign the bid.

**The last date for submission of bid is upto 17/08/2011 till 1500 hrs.** Bids should be submitted in the office of HIMUDA, Nigam Vihar, Shimla (H.P).

#### **12.2 Validity of Bids**

Bids shall remain valid for 120 days from the last date of bid submission excluding the date of submission of the bid. A Bid valid for a shorter period shall be rejected as non-responsive.

In exceptional circumstances, HIMUDA may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD shall also be suitably extended. A Bidder granting the request is not required nor permitted to modify the Bid.

## **Chapter 13**

### **BID EVALUATION PROCESS**

#### **13.1 Bid Evaluation Committee**

The evaluation of both qualifying and commercial proposal shall be done by a “Bid Evaluation Committee” duly constituted by HIMUDA. The Bid Evaluation Committee choose to request for clarification from bidder related to their products/Services offering, approach, methodology or any other information as part of the qualifying evaluation. The decision of evaluation committee in the evaluation of the qualifying & commercial bids shall be final and binding on all the parties. No correspondence will be entertained outside the process of negotiation/discussion with the Bid Evaluation Committee.

Any effort by bidder to influence the Biding Authority’s processing of Bids or award decision may result in the rejection of Bid.

#### **13.2 Preliminary Examination of Qualifying Bids**

The Bid Evaluation Committee will examine the qualifying bids to determine whether they are complete, whether the documents have been properly signed, whether the required EMD is enclosed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or other criteria specified in the bidding documents will be rejected by the Biding Authority and not included for further consideration.

#### **13.3 Evaluation Framework**

The following framework shall be used as guidelines for evaluation of bids. The HIMUDA reserve the right to introduce any other evaluation method or make enhancements in the existing framework as per the requirement. In qualifying evaluation Digitization and e-Cataloging consider and On-Site Record Management Consultancy will be of stage-1 and stage-2 of total project.

The **Bid Evaluation Committee** will carry out a detailed evaluation of the bids in order to determine whether the bidders are qualified and whether the qualifying aspects are substantially responsive to the requirements set forth in the bidding documents. In order to reach such a determination, the Biding Authority will examine the information supplied by the Bidders and other requirements in the bidding documents, taking into account the criterion mentioned. *The Biding authority may take presentation*

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*or visit sites of the installation in order to examine the qualifying competence of the bidder.*

### 13.4 Qualifying Bid Evaluation Framework

Qualifying bid evaluation shall be guided by following framework:

Sr. No.	<u>Criteria</u>	Points Assigned	Points Scored	Remarks
1.	<b><u>Financial Strength of the Bidder (40)</u></b>			
1.1	Overall Average Turnover of last three years of the company (Balance Sheet should be attached)			
	5 Crore – 7 Crore	10		
	7 Crore – 10 Crore	20		
	10 Crore- 15 Crore	30		
	Above 15 Crore	40		
2.	<b><u>Specific experience or work order certificates of the Bidder relevant to the same project(15)</u></b> (Certificates of scanning & digitization have been implemented should be attached )			
	CMMI Level- III certification,	5		
	ISO 9001:2008 Quality Certificates	5		
	ISO 27001:2005 for data Security	5		
3.	<b><u>No. of Project of Digitization(15)</u></b> Each project must of worth of Rs. 50 lacs or more for consideration			
3.1	Three Projects	10		
3.2	More than 3 Projects	15		
4.	<b><u>International certification / Affiliation / Membership (from body like PRISM, ARMA, like that) for Record Management Services</u></b>	5		
5.	<b><u>Record Management Project for any one Government /PSU Firm of order value of more than 50 lacs</u></b>	10		
6.	<b><u>Fully operational Record Management sites at minimum of 5 locations</u></b>	15		
	<b>Total Score for Qualifying Criteria</b>	<b>100</b>		

The bidders' representatives who are present shall sign a register evidencing their attendance. Financial Bids will remain unopened and will be held in the custody of the Biding Authority until the time of opening of the Financial Bids. The time and date and location of the opening of the Financial Bids will be intimated in writing or by fax by the Biding Authority to the qualified bidders.

## 13.5 Obtaining minimum marks in Qualifying Evaluation

Financial bid will be opened of only those bidders, who have obtained a minimum mark of 60% in their bid as per the evaluation framework. The evaluation done by the **Bid Evaluation Committee** in this regard shall be final and binding on the bidder. Marks obtained in Qualifying bids will carry 70% weightage for overall evaluation of bids.

The **Bidding Authority/ Bid Evaluation Committee** may conduct clarification meetings with each or any Bidder to discuss any matters, qualifying or otherwise. Any effort by the bidder to influence the Bidding Authority in the Bidding Authority's evaluation of qualifying Bids, bid comparison or the Bidding Authority's decisions on acceptance or rejection of bids may result in rejection of the bidder's bid.

## 13.5 Invitation to Attend Opening of Financial Bids

At the end of the evaluation of the Qualifying Bids, Bidding Authority will invite qualified bidders i.e. who have submitted substantially responsive Qualifying Bids and who have been determined as meeting the eligibility criteria as mentioned in Chapter 10, to attend the bid opening of the Financial Bids. Bidders shall be given reasonable notice of the Financial Bid opening.

## 13.6 Opening of Financial Bids

The Bidding Authority will open the Financial Bids of qualified bidders i.e. who submitted substantially responsive Qualifying Bids and who have been determined as meeting the eligibility criteria as mentioned in Chapter 10 (qualified bidders) at the time and date at the location advised to the bidders. The bidder's representatives who are present shall sign a register evidencing their attendance.

The bidder's names, the Bid Prices, the total amount of each bid, and such other details as the Bidding Authority may consider appropriate, will be announced and recorded by the Bidding Authority at the opening.

## 13.7 Evaluation of the financial bids

The cost of scanning rate per page and for record management would be multiplied by the approx. volume of the data. The overall cost of the project would decide the lowest bidder.

The total cost of the project segregated in two stages, first stage will be, scanning, e-cataloging, editing, format conversion, data entry, database with make, edition and database license types and Installation of Retrieval Software. Second stage will be On-Site Record Management Solution for HIMUDA.

The financial bid will weigh 30% of total bid (Qualifying Evaluation Weighted 70%+Financial Evaluation Weighted 30%).

Financial score (FS)=100( FL/FUC)

FS-financial Score

FL=Amount quoted by lowest bidder

FUC= Amount quoted by bidder under consideration

## 13.8 Correction of Errors

Financial Bids determined to be substantially responsive will be checked by the Biding Authority/ Bid Evaluation Committee for any errors. If there is a discrepancy between the quoted rate in figures and the quoted rate in words, the rate in words will take precedence. Arithmetic errors will be rectified on the following basis. If there is a discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate multiplied by quantity shall prevail and the total cost will be corrected unless in the opinion of the Biding Authority there is an obvious misplacement of the decimal point in the unit rate, in which case the total cost as quoted will govern and the unit rate corrected. If there is a discrepancy between the total bid amount and the sum of various costs, the sum of the various costs shall prevail and the total bid amount will be corrected.

The amount stated in the Form of Financial Bid will be adjusted by the Biding Authority in accordance with the above-mentioned point for the correction of errors and, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the EMD shall be forfeited.

## **Chapter 14**

### **EARNEST MONEY DEPOSIT**

14.1 The bidder shall furnish, as part of the Qualifying Bid, an Earnest Money as mentioned in 11.1.1

14.2 The EMD shall be in Indian Rupees and shall be a Bankers Cheque or Demand Draft payable to bidding authority. The instrument should be issued by a Bank having at least one branch at Shimla . Such negotiable instrument should be valid for a period of Six months (120 days) from the last date of bid submission.

14.3 Earnest Money of unsuccessful bidders will be returned within 60 days after the expiration of the period of bid validity prescribed in the bid document.

14.4 Earnest Money of the successful bidder will be released once the bidder signs the agreement and furnishes the performance guarantee.

#### **14.5 Forfeiture of earnest money**

The Earnest Money will be forfeited on account of one or more of the following reasons:

- a) The Bidder withdraws or modifies the offer after opening of bid but before acceptance of bid.
- b) When bidder does not execute the agreement if any, prescribed within the specified time.
- c) When the bidder does not deposit the security money after the work order is given.
- d) When he fails to commence the work as per work order within the time prescribed.

14.6 The EMD may be adjusted in the Performance Security by depositing the difference amount of Performance Security or alternatively EMD could be refunded back by taking fresh Performance Security.

## **Chapter 15**

### **DISQUALIFICATION**

HIMUDA may in its sole discretion and at any time during the processing of Bid, disqualify any bidder from the Biding process if the bidder has –

- Submitted the Bid after the prescribed date and time of submission of bids.
- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- Submitted bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
- Failed to provide clarifications related thereto, when sought.
- Submitted more than one bid. This will cause disqualification of all bids submitted by such applicants except the last bid received.
- Not quoted products in accordance with chapter 5 of scope of work.
- Reproduced/ re-word-processed formats or bidder own formats for the price quotations will disqualify the bid.

Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

Any bid not valid for at least 120 days shall be considered as non-responsive and would be disqualified.

## **Chapter 16**

### **PERFORMANCE SECURITY & LIQUIDATED DAMAGES**

- 16.1 Firm shall carry out the services in conformity with generally accepted professional and technically accepted norms relevant to such assignments that are required for the project and which are to the entire satisfaction of the Purchaser.
- 16.2 In the event of any deficiency in services, the firm shall promptly take necessary action to resolve it, at no additional fees to the Purchaser.
- 16.3 Successful bidder will have to execute an agreement on a Non-Judicial Stamp of appropriate value within a period of 15 days from the date of order and deposit security as per clause 16.5 prior to signing of agreement.
- 16.4 The earnest money deposited at the time of bid may be adjusted towards security amount or alternatively the bidder, taking the EMD back, may deposit a fresh performance security. The Security amount shall in no case be less than earnest money.
- 16.5 Successful bidder shall deposit the security/performance guarantee money as follows: Equal to 5% of total cost (calculated from total no. of pages as quoted by bidder).
- 16.6 The form of security money shall be as below:-
- i Bank Draft / Bankers Cheque / Bank Guarantee / FDR duly discharged in favor of CEO-cum-Secretary, HIMUDA.
  - ii Post-office Saving Bank Pass Book duly pledged.
  - iii National Savings Certificate, Defense Savings Certificates. Kisan Vikas Patras or any other script/instrument under National Saving Scheme for promotion of small savings, if the same can be pledged in favour of CEO-cum-Secretary, HIMUDA. These certificates shall be accepted at surrender value.
- 16.7 No interest will be paid by the purchaser on the EMD & performance security deposit.
- 16.8 Failure of the firm to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.
- 16.9 **Liquidated Damages**
- 16.9.1 No payment would be made for the documents not scanned, indexed, merged or uploaded

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etc. properly or upto the satisfaction of the end user. The vendor has to produce a certificate duly signed from the end user in this regard, indicating the quantity and quality of the above work.

In addition to above the firm has produce minimum output as per chapter 8, for the purpose of payments. The penalty would be calculated as per the details given below:

No	Condition	LD %
a.	Delay up to one fourth period of the prescribed delivery period /	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period / completion of work as per chapter 5.	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period / completion of work as per chapter 5.	7.5 %
d.	Delay exceeding three fourth of the prescribed period / completion of work as per chapter 5.	10.0 %

Note: Delay in providing documents to the firm / Vender by the concerned department may not be considered in the calculation of LD. In case of non-availability of pages to be scanned, the firm has to inform to the nodal officer of HIMUDA in written.

### 16.10 Forfeiture of Performance Security

**16.10.1** Forfeiture of Security Deposit: Security amount in full or part may be forfeited in the following cases: -

- a. When the terms and conditions of contract is breached.
- b. When contract is being terminated due to non-performance of the firm.
- c. Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Purchase Officer in this regard shall be final.
- d. When it was found that the retrieval from captured data is not possible.

**16.10.2** Failure of the successful bidder to comply with the requirement of the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security .

### 16.11 Release of Performance Security

**16.11.1** The security / performance guarantee will be returned back after one year of successful completion of the project and contract.

## **Chapter 17**

### **GENERAL TERMS AND CONDITIONS OF BID**

**Note: Bidders must read these conditions carefully and comply strictly while sending/submitting their bids.**

**General conditions:**

- 17.1.1 **Sales Tax/Service Tax Registration/IT:** No bidder who is not registered under the Sales Tax Act prevalent in the State where his business is located shall bid. The Sales Tax Registration Number should be quoted and a Service Tax Clearance Certificate from the Commercial Taxes Officer of the Circle concerned shall be submitted without which the bid is liable to rejection.
- 17.1.2 Bid forms shall be filled in ink or typed. No bid filled in pencil shall be considered. The bidder shall sign the bid form at each page and at the end, in token of acceptance of all the terms and conditions of the bid.
- 17.1.3 Rates shall be written both in words and figures. There should not be errors and/or over-writings. Corrections, if any, should be made clearly and initialed with dates.
- 17.1.4 Bidder shall quote firm prices against each of the items as detailed in the price bid. No conditional discounts shall be quoted in the bid e.g. discounts based on conditions linked with bid/performance security/guarantees, advance payments, selection of combination of products or product options, number of personnel etc. Financial bids with such conditional discounts would be summarily rejected.
- 17.1.5 The service tax as per rules would be levied and deducted from the payment to be made to the bidder.
- 17.1.6 **Comparison of Rates:**
- a. In comparing the rates bided by firms outside Shimla and those in Shimla but not entitled to Price Preference under the Rules, the element of Shimla Sales Tax shall be excluded whereas that of Central Sales Tax shall be included.
  - b. While comparing the rates in respect of firms within Shimla, The element of Shimla Sales Tax shall be included

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- 17.1.7 Direct or indirect canvassing on the part of the bidder or his representative will be a disqualification.
- 17.1.8 Any Change in the constitution of the company, etc. shall be notified forth with by the bidder in writing to the purchase officer and such change shall not relieve any former member of the company, etc., from any liability under the contract.
- 17.1.9 If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the Parties to the Principal Secretary( Housing),GoHP at Shimla who will be the Sole Arbitrator and whose decision shall be final.
- 17.1.10 Income Tax may be deducted at source as per rules
- 17.1.11 All legal proceedings, if necessary arises to institute may by any of the parties (HIMUDA or Contractor/bidder) shall have to be lodged in courts situated in Shimla and not elsewhere.
- 17.1.12 Loss of Revenue to the Purchaser: The bidder shall be vicariously liable to indemnify the Purchaser in case of any misuse of data/information by the bidder, deliberate or otherwise, which comes into the knowledge of the purchaser during the performance or currency of the contract.
- 17.1.13 **Currency of Payment:** Payment shall be made in Indian Rupees only.
- 17.1.14 **Change orders:** The Bidder may at any time, by a written order given to the bidder, make changes within the general scope of the Contract. If any such change causes an increase or decrease in the cost of, or the time required for, the bidder's performance of any part of the work under the contract, whether changed or not changed by the order, and equitable adjustment shall be made in the performance security, Contract Price or delivery schedule, or both, and the contract shall accordingly be amended. Any claims by the bidder for adjustment under this clause must be asserted within thirty (15) days from the date of the bidder's receipt of the bidder's changed order.
- 17.1.15 **Contract Amendments:** No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e. the Bidder and the bidder.

17.1.16 **Bidder Right to Accept any bid and to reject any or all bids:** The purchaser reserves the right to accept any bid, and to annul the bid process and reject all bids at any time prior to award of contract, without assigning reasons & without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Purchasers action.

17.1.17 **Notification of award:** Prior of the expiration of the period of the bid validity, the purchaser will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of contract. Upon the successful bidder's furnishing of performance security, the purchaser will discharge its EMD to unsuccessful bidder.

17.1.18 **Period of Validity:** Bids shall remain valid for 120 days after last date of bid submission prescribed by the purchaser which may be extended with mutual consent. A bid valid for a shorter period may be rejected by the purchaser as non-responsive.

17.1.19 **Period of Contract:** The period of the contract is till completion of scanning and documentation of documents, which includes the e-cataloguing and On-Site Record Management Solution it would be till one year after the completion of job.

17.1.20 **Force Majeure:**

a. Notwithstanding the provisions of contract, the bidder shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

b. For Purposes of this clause, "Force Majeure "means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

c. If a Force Majeure situation arises, the bidder shall promptly notify the purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing the bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all prevented by the force majeure event.

d. The purchaser may terminate this contract, by giving a written notice of minimum 15 days to the bidder being unable to perform a material portion of the services for a period of more than 60 days.

17.1.21 **Termination for insolvency:** The purchaser may at any time terminate the contract by giving written notice to the bidder, without compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

17.1.22 **Termination for Convenience:** The purchaser, may, by written notice convey the bidder, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination be for the Bidder's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

17.1.23 **Subcontracting / Sublet:** The subletting of work is not allowed.

17.1.24 The successful bidder would be required sign the agreement in the prescribed format on Non Judicial Stamp of Rs. 100.00 and furnish the prescribed performance guarantee. The bidder shall pay the expenses of stamp duty for execution of agreement.

17.1.25 If a bidder imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, his bid is liable to summary rejection. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of bid issued by the Purchase Officer.

17.1.26 The Purchase Officer/Biding Authority reserves the right to accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone or more of the articles for which bidder has been given.

17.1.27 Any bid received by the Biding Authority after the deadline for submission of bids will be rejected.

### 17.1.28 Use of Contract Documents and information

- a. The bidder shall not, without the bidder's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the bidder in connection therewith, to any person other than a person employed by the bidder performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
- b. The bidder shall not, without the bidder's prior written consent, make use of any document information enumerated in this document except for purposes of performing the contract.
- c. Any document, other than the contract itself, shall remain the property of the Bidder and shall be returned (in all copies) to the bidder on completion of the Bidder's performance under the contract, if so required by the bidder.

### 17.1.29 Service Level Assurance:

- a. During the Digitization, charges will be paid only of the documents that have been worked according to the chapter 5.
- b. No payment would be made for the documents not scanned, indexed, merged or uploaded etc. properly or up to the satisfaction of the end user. The bidder has to produce a certificate duly signed from the end user in this regard; indicating the quantity and quality of the above work. The payment would be made as per the chapter 9.

17.1.30 The bidder shall be deemed to have carefully examined the conditions, specifications etc., of the documents to be scanned. If he has any doubts as to the meaning of any portion of these conditions or of the specification etc., the bidder shall, before signing the contract, refer the same to the CEO-cum-Secretary, HIMUDA and get clarifications.

17.1.31 All rates quoted must be for destination/site where the Software/Hardware systems and allied items are to be installed, and should include all kind of charges, taxes, freight, insurance etc. Central/Shimla Sales Tax, which should be shown in the Format for Price Quotation only. HIMUDA will not pay any cartage or transportation charges.

17.1.32 If document taken for the scanning is not return to the department in the same

condition or the document is losses/ misplaced/ torn during the scanning, the department will take the penalty and the firm has to pay that penalty which will be decided by the departmental committee.

### 17.1.33 Inspection:

- a. The officers in charge of HIMUDA and the concerned section or their duly authorized representative shall at all reasonable time have access to the firms/bidders premises and shall have the power at all reasonable time to inspect and examine the materials and workmanship of the goods/ equipment/machineries during scanning process. Inspection shall be made at installation site.

### 17.1.34 Rejection:

- a. Images of artifacts not scanned properly shall be rejected and such artifacts will have to be rescanned by the bidder at his own cost within the time fixed by the project OIC.
- b. If, however, due to exigencies of Government work, such replacement either in whole or in part, is not considered feasible, the bidding authority after giving an opportunity to the bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.
- c. For the documents not worked out properly as per the chapter 5 will be rejected out rightly and would not be considered for the payment purpose.
- d. If proper inventory and bar coding with software entry and tracking were not developed as per the chapter 5 will be rejected out rightly and would not be considered for payment purpose.

17.1.35 The bidder has to provide integral solution to cater the whole requirement of the department in the terms of the scanning, editing, software and physical on-Site Record Management or development of Modern Record Room, as defined in chapter 5.

17.1.36 Financial bid will be evaluated as per the financial bid format.

17.1.37 Firm/bidder will use its own power backup in the case of power cut.

17.1.38 only publication scanner (Overhead and Flatbed scanner) should be used for the work for getting the required quality of work. The firm should intimate the department in prior about make and model of the scanner to be used in the work.

17.1.39 **Scanning is to be done as per the resolution mentioned in chapter 8.** However, if some document is not clear in proposed resolution, the firm should scan the document in the suitable resolution, higher or lower, up to the satisfaction of the bidding authority on the same cost.

17.1.40 Bidder will submit the list of fields to the department/section and get it finalized by the department/section. However, it will not be a binding to the department/section. The department/section may suggest addition of any number of fields at any point of time.

17.1.41 Indexing will be done on file/subject/chapter wise as described by the concerned department for each unit.

17.1.42 Indexing will be done in English.

17.1.43 **Bidder will work for the duration of HIMUDA working hours per day during working days.** However this time may be increased or decreased by the mutual discussions of concerned bidding authority/department/section and bidder.

17.1.44 **Price to be quoted must be inclusive of all taxes.**

17.1.45 Bidder must have RST/CST-TIN number or should be registered for Service Tax.

## Chapter 18

### BID FORM

I. Addressed to :

Bidding Authority	CEO-cum-Secretary,HIMUDA
Address	H.P Housing & Urban Development Authority Nigam Vihar , Shimla, Himachal Pradesh Pin-171002
Phone/ Fax	+91-177-2623860

II. NIT Reference:

1.	Name of bidder				
2.	Name of Contact Person				
3.	Registered Office Address				
4.	Year of Establishment				
5.	Type of Entity	<b>Public Limited</b>	<b>Private Limited</b>	<b>Partner ship</b>	<b>Proprietary</b>
	Put Tick(√) mark				
6.	Telephone Number(s)				
7.	Email Address/ WebSite	Email:			Web-Site:
8.	Fax No.				
9.	Mobile/ Pager Number	Mobile:			Pager:
10.	Area of Specialization in the Field of IT				

IV The Bid fee amounting to Rs.5000 /- (Rupees one thousand only) has been deposited vide cash receipt no. \_\_\_\_\_ Dated \_\_\_\_\_.

V. The rates quoted are valid up to \_\_\_\_\_. (Subject to a minimum of 90 days from the last date of bid submission). The validity can be extended with mutual agreement.

VI. Following documents are attached towards the proof of earnest money deposited.

Sno.	Earnest Money Deposited through	Number	Dated
1.	Cash		
2.	Demand Draft		
3.	Banker's Cheque (Local only)		

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1. The rates for the services as mentioned in the Financial Bid have been enclosed separately.
2. We agree to abide by all the conditions mentioned in this Bid Document issued by the Bidding Authority and also the further conditions of the said Bid Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).
3. Reproduced / re-word-processed formats or bidder's own formats for the price quotations will disqualify the bid. However, the bid document downloaded from website would be valid for the purpose.

4. **Tax Clearance Certificates:**

Sno.	Type of Tax	Whether tax clearance certificate enclosed (Yes/No)	Certificate Number
1.	RST-TIN		
2.	CST		
3.	Service Tax		

5. **The details of place of work is given below :**

Sr.No.	Particulars	Description
1.	Place of work	As per the attached List
2.	Total documents	As per the attached List
3.	Software, Hardware and manpower for the work	To be provided by the firm/bidder
4.	Details of the documents	These documents are very old documents and in decrepit form. These may be in color or may be in black and white format. These to be scanned on optical resolution as mentioned in Chapter 8.
5.	Work Completion	Min. 5000 Pages per day.

6. **We accept payment schedule as per details given below:**

S.No	Amount Payable
1.	60 percent payment of work done (completion of cycle of covered work/pages) in a quarter will be done after getting certificate from the concerned department. (Performa of certificate is specified in annexure B)
2.	Remaining payment will be done to the firm after getting final certificate of successful completion of work including handover of deliverables. (Performa of certificate is specified in annexure C)
3.	An amount equivalent to 2% of each bill will be deducted from the payment towards the electricity consumption.

Note: Remittance charge on payment made shall be borne by the bidder.

1. Qualifying Bid duly filled and signed is enclosed with this bid form along with Terms & Conditions

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in token of acceptance.

2. Financial Bid of this Bid Document is enclosed in a separate envelope duly signed and sealed.

**Dated:**

**Name of the Bidder:** \_\_\_\_\_

**Check List**

<b>S.No.</b>	<b>Eligibility Criteria for the</b>	<b>Documents of relevant documents</b>	<b>Page Number</b>
1.	Company Registration no. under Indian Companies Act 1956		
2.	Annual turnover (Operating Revenue + Other Revenue averaged) over the last three years, 2008-09, 2009-10 and 2010-11		
3.	No. Of projects being carried out / completed (please mention individual project cost, satisfactory work performance certificate, copy of the work contract / PO, name of Dept. project officer with contact number)		
4.	Have you ever been blacklisted by any State or Central Government in India?		
5.	Details of Over Head Scanner will be used(attach brochure)  (Please note that if work is given to you then you have to use the scanner for that you are providing detail.)		
6.	Details of EMD	Type : _____  Number : _____	

## Chapter 19

### QUALIFYING SPECIFICATION

General Specifications	Offering the same (y/n)	Remarks
<p><b>Scanning Parameters</b></p> <p><b>Scanning</b></p> <ol style="list-style-type: none"> <li>1. The documents will be scanned on the optical resolution as mentioned in chapter 8.</li> <li>2. Image format is PDF/JPEG. (as per condition 7.2)</li> <li>3. The scanning is simplex/duplex scanning</li> <li>4. Only Overhead scanners as mentioned in pt. 5 of checklist would be used.</li> <li>5. The scanning has to be done in as mentioned in chapter 8.</li> </ol> <p><b>Indexing/Retrival software/e-cataloging software</b></p> <p>The indexing and database structure would be finalized in discussion with the concerned department/section, however the schema would look like as follows (for example):</p> <ul style="list-style-type: none"> <li>• Sr. No.</li> <li>• Book No</li> <li>• Book Name</li> <li>• Author Name</li> <li>• Subject</li> <li>• Date of publication</li> <li>• No. of pages</li> <li>• Keywords for searching etc.</li> <li>• Or in a manner agreed between Vendor, HIMUDA and concerned department.</li> </ul> <p><b>On- Site Physical Record Management Software</b></p> <p>Inventorization of complete record with bar coded technology, proper allocation and easy accessibility of record through software</p>		

**Chapter 20  
Financial Bid: HIMUDA, SHIMLA**

**Name of the Company/ Firm:** \_\_\_\_\_

**Address of the correspondence:** \_\_\_\_\_

**Details of Work: as per chapter 5.**

Sr	Work Description	Quantity	Unit Cost (in Rs.) (Inclusive of all Taxes)	
			in figure	in words
1.	<b>Price per page</b> for Scanning & e-Cataloging, inclusive of all relevant work like scanning, editing format, conversion, quality enhancement ,data-entry, indexing/e-cataloging, uploading etc.	1.5 million(Tentative of pages (in number)		
2.	e-cataloging/retrieval Software	1		
3.	<b>Initial Operation for On-site Record Management</b>  Price per Carton for On-Site Record Management Solution i.e. Secure Collection, Sorting & segregating the files, Bar coding at file level and carton level, inventorying documents, packing files in cartons (inclusive of packing material) at HIMUDA's Modern Record Room.(Standard Size carton of 16.25"x14.25"x11.25)	1		
4.	On-Site Record Management Software with defined features at Annexure F	1		
5.	Monthly Management Charges for Managing the HIMUDA's Modern Record Room if required by HIMUDA after successful implementation of total job	Monthly Management Charges		

## **Annexure**

### **Annexure A**

#### **Specifications of Required Scanner**

The deployed overhead scanner must have the following feature:

- 300 dpi optical resolution.
- All types of pages accepted.
- USB 2.0 High speed interface.
- Auto adjustable book centering technique.
- Manual/Automatic Capturing procedure
- Auto focusing and exposure
- <100 W power consumption
- User friendly control
- Max. scan area A2 paper size.
- Self calibrating
- Scanning in both directions.
- No UV/IR radiations.
- Low exposure to light (illumination will only be activated when scanning)
- No reflections with high gloss originals

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## Annexure B

### CERTIFICATE OF COMPLETION

This is to certify that M/s ..... has successfully carried out the task of digitization and e-cataloguing of existing documents of Himachal Pradesh Housing and Urban Development Authority, Shimla (HIMUDA) as per the details given below and the said work is inspected by me:

Pages scanned and e-cataloged before this period (A):

S.No.	From Date	To Date	No. of Scanned pages with required editing and e-cataloged	Remark
1.				
2.				
3.				
<b>Total (B)</b>				

Total Pages Scanned and e-cataloged including this period (A+B):

Name and Signature along with Seal  
(Nodal person) (Department Name along with seal)

**Annexure C**

**Date:**

**(ON THE LETTER HEAD OF THE CONCERNED DEPARTMENT)**

**JOB COMPLETION CERTIFICATE**

This is to certify that all work as per the bid of digitization, e-cataloguing and On-Site Record Management of existing ancient documents of HIMUDA, HIMACHAL PRADESH has been satisfactorily completed and the said work is inspected by me. The details are given below:

**Total No. of Digitized pages: Remark (if any):**

Name and Signature along with Seal

## Annexure E Specifications of the software

1. The software should have facility of making data entry in English of all master records (such as subjects) and transaction data (such as details of the documents etc.).
2. The entry forms should allow code-less entry i.e. wherever, master information is to be entered, suitable control should be available to facilitate mouse-based and key-board based entry.
3. Entry form should have standard operations like add, edit, delete, undelete of records.
4. The software should also have a search form having all the fields required having following facilities:
  - a. Text Search: Text based search should have following options:
    - i. Start With
    - ii. End with
    - iii. Anywhere
    - iv. Nowhere
    - v. Whole word
    - vi. Sounds like
  - b. All the above text search should have option of case sensitive search upon user's choice.
  - c. Master Search: Master search should allow user to select single, multiple and all entries to specify search domain.
  - d. Numeric search: Numeric search should have following options:
    - i. Value less then
    - ii. Value More then
    - iii. Value equals to
    - iv. Value not equals to
    - v. Value between
    - vi. Value not between
  - e. M u s t have the facility to search the documents in any format like tiff, jpeg, pdf etc.
5. The software also has the reports based upon the query form. The formats of the reports may be finalized by the concerned department, firm and HIMUDA.
6. The reports must have the hyperlink facility to show the document in any format like Tiff, jpeg etc.
7. The software should be capable to handle large database and easy to install.
8. The software must have backup/Restore feature.
9. The software must have report writer for generating customizable reports.
10. The software must be easy to understand.

## Annexure F

### Specifications for Record Management software

1. Everything data should be bar-coded.
2. Make 3 files generate by PDT scanners machine such as Loading Chart, Inventory Sheet and Storage barcode sheet.
3. Every barcode should have standard operation by management.
4. The software should also have a search data having all the fields required having following facilities:
  - a. Text Search: Text based search should have following options:
    - i. Start With
    - ii. End with
    - iii. Anywhere
    - iv. Whole
  - b. Carton or File Search: Carton or File Search should allow user to select single, multiple and all entries to specify search domain.
  - c. Letter search: letter search should have following options:
    - i. Separate period.
    - ii. Separate description.
  - d. Must have the facility to search the documents in any type like voucher, laser, cash voucher etc.
5. The software also generates reports based upon the query. Like dashboard report, retrieval report, etc. every report generated in CSV format.
6. The software should be capable to handle large database and easy to install.
7. The software must have backup/Restore feature.
8. The software must have report writer for generating customizable reports
9. The software must be easy to understand.

## Record Management Solution for HIMUDA

### Addendum/corrigendum after pre-bid meeting held on 2<sup>nd</sup> August, 2011

S.No	Subject	Modification
1	10.1 The Bidder must have annually minimum turnover Rs. 5.00 Crore for digitization/ scanning services during last three financial years (2008-09, 2009-10, 2010-11). (An affidavit from the Chartered Accountant along with Attested & audited copy of the bidder's annual report confirming the turn over and individual turn over from digitization/ scanning of last three financial years should be provided).	10.1 The Bidder must have annually minimum turnover Rs. 4.00 Crore for digitization/ scanning services during last three financial years (2008-09, 2009-10, 2010-11). (An affidavit from the Chartered Accountant along with Attested & audited copy of the bidder's annual report confirming the turn over and individual turn over from digitization/ scanning of last three financial years should be provided).
2	5.1.1 Digital Conversion of Existing old Documents - One of the following RDBMS should be chosen by the selected firm: Oracle, MS- SQL, MySQL, DB2.	No Change
3	10.4 Bidder must have ISO: 9001 Quality certification and ISO 27001:2005 for Data security in bidder's name for document imaging/ scanning services.	Bidder must have ISO:9001 Quality certification and preferably ISO 27001:2005 for Data security in bidder's name for document imaging/ scanning services .
4	Annexure-E Additional Software feature	Proposed Software should have Water marking feature on the scanned documents as a optional feature.
5	Chapter 20 2. e-cataloging/retrieval Software	Chapter 20 2. e-cataloging/retrieval Software ( for 25 Users)
6	6.2 Role of the successful bidder: -4.Source code of the software will be provided to HIMUDA.	Deleted
7	6.1 Role of HIMUDA:-13. Source code of the software provided to HIMUDA by the successful bidder after completion of project will not be provided to any other organization for further commercial use.	Deleted

## 13.4 Qualifying Bid Evaluation Framework

Qualifying bid evaluation shall be guided by following framework:

Sr. No.	Criteria	Points Assigned	Points Scored	Remarks
1.	<b><u>Financial Strength of the Bidder (40)</u></b>			
1.1	Overall Average Turnover of last three years of the company (Balance Sheet should be attached)			
	4 Crore – 7 Crore	10		
	7 Crore – 10 Crore	20		
	10 Crore- 15 Crore	30		
	Above 15 Crore	40		
2.	<b><u>Specific experience or work order certificates of the Bidder relevant to the same project(15)</u></b> (Certificates of scanning & digitization have been implemented should be attached )			
	CMMI Level- III certification,	6		
	ISO 9001:2008 Quality Certificates	6		
	ISO 27001:2005 for data Security	3		
3.	<b><u>No. of Project of Digitization(15)</u></b> Each project must of worth of Rs. 50 lacs or more for consideration			
3.1	Three Projects	10		
3.2	More than 3 Projects	15		
4.	<b><u>International certification / Affiliation / Membership (from body like PRISM, ARMA, like that) for Record Management Services</u></b>	5		
5.	<b><u>Record Management Project for any one Government /PSU Firm of order value of more than 50 lacs</u></b>	10		
6.	<b><u>Fully operational Record Management sites at minimum of 5 locations</u></b>	15		
	<b>Total Score for Qualifying Criteria</b>	<b>100</b>		