



**C.No:II(39)6/SBP/CE-GHY/PRO/2016/**

**Date:**

**E-TENDER FOR DIGITIZATION OF DOCUMENTS**

After the implementation of GST, this commissionerate is facing new challenges of preservation and management of documents maintained at this Hqrs and its various branch offices. In this connection Central Goods & Services Tax, Guwahati plans to digitize these pre GST era records for proper up keep of these records in a systematic manner to be used for legacy issues. This assignment includes classification/ cropping of existing records/scanning/quality enhancement/digitization i.e Documents Management Solution (DMS) with indexing using software for easy search and retrieval of scanned documents.

Online e-Tender are invited from professionally competent and experienced firms /organizations for the Scanning/Digitization of Records, along with development of customized e-data management system (EDMS). The e-Tender documents can be downloaded from the website [www.eprocure.gov.in](http://www.eprocure.gov.in) or [www.cbec.gov.in](http://www.cbec.gov.in). Online window for downloading and uploading of e-Tender will be open between **08.01.2018 (05.00 P.M.) and 29.01.2018 (upto 14.00hrs.)**. e-Tender is to be uploaded in two parts, i.e. **Technical Bid and Financial Bid**. Technical Bid shall be opened on **29.01.2018 at 03.00 P.M.** Financial Bid of agencies found eligible on technical evaluation will be opened on **29.01.2018 at 04.00PM.**

Enclo: As above

**(J.K. Simte)**  
Additional Commissioner (P&V)

## **E-TENDER FOR DIGITIZATION OF DOCUMENTS**

### **PART – I**

#### **SCOPE OF WORK**

##### **(a) Pre-Scanning Activities**

- (i) Documents are kept at different offices of this Commissionerate and its branch offices i.e Division & Range offices. Vendor is required to handle these documents carefully. Documents are to be collected from rooms/shelves and required to be counted and entered into the log register before taking to the scanning area.
- (ii) Categorization and indexing of files and documents before start of scanning work.
- (iii) Since some documents are old and are not in good physical condition, documents are required to be repaired if not fit for scanning.
- (iv) It will be the responsibility of vendor to take care of security and safety of documents. In case of loss of any document, appropriate remedy including penalty may be imposed on the vendor for the loss suffered. A committee shall be constituted for assessing the damages and finalizing the appropriate remedial measures.

##### **(b) Scanning Activities**

Batch Processing, Archiving (Scanning Storing into image/digital form) and Retrieval:

- (i) The scanned documents/material shall be stored in PDF/A Format.
- (ii) The scanning of the records of A4/legal/A3 sizes at minimum 300 dpi resolution in B/W or Grayscale/or color as decided by the committee constituted for this purpose.
- (iii) Receiving files by the contractor from officers & staff of after counting and entering details in the log register.
- (iv) Preparing the files for scanning/ digitization purpose, i.e. removal of tags, pins, etc.
- (v) Scanning, Storing the Data in Scanned form with mirroring facility and one additional backup on hard disk drive to the person responsible.
- (vi) Indexing the files before scanning and after scanning handing over the files back to the section in their original condition and packing the files in carton which are not in current used.
- (vii) Handing over the scanned data on appropriate electronic media to CGST,Guwahati.

**(c) Image Enhancement Activities**

- (i) Vendor should ensure that qualities of scanned images are enhanced up to the optimum level and required image enhancement activities have been done on the documents.
- (ii) In case the documents are not legible, it will be the bidder's responsibility to scan the documents in high resolution to improve legibility to maximum extent possible.

**(d) Categorization/Indexing /Metadata Entry**

Vendor has to do the metadata entry as per the requirement of Authority for the scanned documents as well as already existed softcopies of the documents. Indexing parameters shall be decided by the Authority at the time of award of contract.

**(e) Retrieval of digitized documents**

- (i) The hyperlinking of the data should be done with the bookmarking for the faster retrieval of be done before uploading to Document Management System (DMS). The system should allow scaling at any point in future.
- (ii) It should be able to store and retrieve documents of any format like tiff, jpeg, PDF, PDF/A, etc.
- (iii) The system should have administrative module and user module preferably web front end.
- (iv) It should support (a) Digital signature, (b) Time stamping.
- (v) It should be a Modular system, designed using Microsoft. NET Framework.
- (vi) The proposed software should be user friendly with easy to use interface (UI).
- (vii) Training to the officials and staffs of CGST,Guwahati to facilitate the operation of Document Management System (DMS) should be included in the proposal & rates.
- (viii) The software and the methodology to be adopted should ensure seamless integration with the existing working of CGST, GUWAHATI.

**(f) Scanning Activities Conditions**

- (i) Take precautions with documents in an orderly manner without disturbing the chronology of the documents and without mixing pages between different documents.
- (ii) Carry out the scanning and profiling (including any Meta data entry) of the documents as supplied to the vendor. The vendor shall strictly comply with the operational processes for implementation of the project.
- (iii) The vendor shall add/replace poor quality scanned images/documents on its own, for which vendor shall not be entitled to get any extra payment.
- (iv) It is absolute responsibility of the vendor to ensure that the contents of the digitized documents shall be an exact replica of the original paper document maintained as part of the records in the books. This will be a mandatory condition for the vendor to authenticate the validity of the digitized documents.

- (v) Vendor should impart adequate training to the staff of this office for (a) archival (scanning and storing), (b) retrieval and printing.
- (vi) Vendor will provide full maintenance and support for one year after the completion of the work.
- (vii) The bidder should give an undertaking in the quotation that they will, if required, be responsible for Annual Maintenance of the software. The schedule of rates for AMCs for a period of five years beyond the warranty period may also be submitted.
- (viii) The files /documents will not be allowed to be removed from space/premises allocated to the firm. Suitable hardware infrastructure/facilities have to be established onsite at the room allocated by the authority to do the Digitization work.
- (ix) Under no circumstances, the documents shall be changed, mutilated, destroyed or replaced by some other documents.

## **PART -II**

### **General Instructions to Bidders**

1. The bidder shall categorize and indexing the files/documents and scan and digitize at least that many pages as, in the opinion of competent authority can be conveniently scanned/digitized every day, in the space made available to the bidder for the purpose of scanning and digitization. Accordingly, the bidder should submit its capacity/capability to scan/digitize the number of pages per day.
2. The interested persons/bidders can inspect the files, records and also the place to be provided for the purpose during working days from 11.00 A.M. to 01.30 P.M.
3. The bidder must have IT experience – hardware/software/services with regard to information management & dissemination, document scanning, indexing, storage & retrieval experience of at least 3 years. The bidder must be able to carry out cropping and cleaning of images (removing black noises around the text), skew correction to make the images straight and providing equal margins all around the text.
4. The bidder must have supplied IT related items/scanners/scanning /services to Central/ State/ PSU or autonomous bodies during the past 3 years.
6. Parties: The parties to the Contract are the contractor (the bidder to whom the work will be awarded) and the CGST, GUWAHATI.
7. Address: For all purposes of the contract, including arbitration there under, the address of the contractor mentioned in the e-Tender shall be final unless the contractor notifies a change of address by a separate letter sent to the CGST, Guwahati. The contractor shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

8. **Signing of Tender:** Individual signing the tender or other documents connected with contract must specify whether he signs as:
  - a. A "sole proprietor" of the concern or constituted attorney of such sole proprietor.
  - b. A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a letter of authority duly executed by the partners of the firm.
  - c. Director or principal officer duly authorized by the Board or Directors of the Company, if it is a Company.

In case of partnership firms, a copy of the partnership agreement, or an authorization duly signed by all partners in favour of the partner signing the tender should be submitted. It should clearly mention that the partner signing the tender is duly authorized to refer disputes concerning the business of the firm to legal authorities. A self attested copy of the certificate of registration of firm should also be enclosed along with the tender.

- d. A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bid such other person and if, on enquiry it appears that the persons so signing had no authority to do so, CGST, GUWAHATI may without prejudice cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
  - e. The bidder should sign and affix his/his firm's stamp at each page of the tender and all its Annexures as the token of having read and understood the documents. The successful bidder, having been communicated about acceptance of his offer and award of the tender, shall have to enter into an agreement with the The Commissioner, CGST, GUWAHATI on a non-judicial Stamp Paper of Rs.100/-.
9. Sub-letting of work: The contractor shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity.
  10. The work should commence within 01 week of the date of placement of work order.
  11. No unauthorized person should enter the premises of CGST, Guwahati.
  12. Any unjustified delay by the selected agency in the performance of its obligations under the contract shall render the Scanning Digitization of Records of CGST, GUWAHATI selected agency liable for a deduction at the rate of 1.0% of the total amount of contract per week of delay subject to a maximum of 10% of the value of the contract which will be recovered from the pending bills.
  13. The manpower, scanners and computers, etc. for conducting the activity will be provided by the bidder.
  14. The tender is not transferable.
  15. No advance shall be provided for executing the work.
  16. The bidders are required to quote their lowest rates per page for indexing/Scanning/Digitization of records including development of a customized Electronic Document Management System.

17. The rates so quoted should be all inclusive (hardware/software/manpower). Taxes shall be stated separately. The space, furniture and electricity for this purpose will be provided by CGST, GUWAHATI free of charges.
18. Scanned/digitised files will be stamped and duly signed by the users indicating that the "FILE IS SCANNED/DIGITIZED AND DULY RECONSTRUCTED" and the bidder will be fully responsible for any loss/damage of any document.
19. The Commissioner reserves the right to increase or decrease the quantum of documents to be scanned based on the performance of the service provider.
20. The Commissioner, CGST, Guwahati reserves the right to reject all or any of the offers without assigning any reason thereof and the decision of this office shall be final and binding.

## **PART – III**

### **INVITATION FOR BIDS**

The bidder is expected to read all the instructions and terms and conditions given in the e-Tender document before uploading e-Tender.

The bid should be precise, complete and in the prescribed format as per the requirements detailed-in this Tender Notice. All the pages comprising technical and financial bid shall be serially numbered. Failure to furnish all information required, submission of a bid not conforming to the requirements in every respect will be at the Bidder's risk and may result in rejection of the bid.

#### **(a) Bid preparation and submission costs**

The bidder shall bear all costs associated with the preparation and submission of the bid and authority will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **(b) Language of Proposals**

The bids and all correspondence and documents shall be written in English.

#### **(c) Clarification of Bidding Documents**

The Bidder requiring any clarification of the bidding documents may notify the authority in writing by letter addressed to The Commissioner, CGST, GUWAHATI who will respond in writing to any such request for clarification of the bidding documents, which it receives not later than 29.01.2018.

## **Amendment of Bidding Documents**

All prospective Bidders shall be notified of the amendment in the e-Tender document, if any, through the e-portal and all such amendments shall be binding on them.

## **Validity Period**

The bids shall remain valid for one year after the date of bid opening prescribed by CGST, GUWAHATI depending upon the programme of work and performance of the firm. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal. The Commissioner, CGST, GUWAHATI holds the rights to reject a bid valid for a period shorter than one year as non responsive. The Commissioner also holds the right to increase or decrease the total number of documents to be scanned/ digitized during the price validity period or extended validity period.

## **Eligibility Criteria:**

CGST, GUWAHATI reserves the right to reject bids in the following cases:

- The Bids shall be received only through e-Tender on [www.eprocure.gov.in](http://www.eprocure.gov.in). Off line bids shall not be accepted.
- Information submitted in technical bid should not be misrepresented, incorrect or false.
- The vendor should have high speed, high performance, high definition/resolution page scanners of its own. (Please provide documentary proof of ownership) Since the entire project is to be executed onsite, all infrastructure Hardware-including Desktop computers, UPS, scanners, other equipments (as per requirement), all software and manpower to carry out the work are to be arranged by the vendor at their own cost
- Bidder should have adequate experience in the field of scanning/digitization, indexing, storing and providing retrieval/facility of records.
- Bidders must have completed contracts of indexing/scanning/digitization work including uploading and retrieval in Central/State Government Offices/PSUs/Autonomous organizations of Government, etc. Documentary evidence in support of completion of work order duly certified by Authorized Signatory is required.
- Bidders may specifically note that while evaluating the bids, if it comes to the knowledge of The Commissioner, expressly or implied, that some bidders may have colluded in any

manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bids, then the bidders so involved are liable to be disqualified.

### **Deadline for Submission for Bids**

The e-Tender documents can be downloaded from the website [www.eprocure.gov.in](http://www.eprocure.gov.in) or [www.cbec.gov.in](http://www.cbec.gov.in). Online window for downloading and uploading of e-Tender will be open between 08.01.2018 to 29.01.2018. e-Tender is to be uploaded in two parts, i.e. Technical Bid and Financial Bid. Technical Bid shall be opened on 29.01.2018 at 03.00 P.M. Financial Bid of agencies found eligible on technical evaluation will be opened on 29.01.2018 at 04.00 P.M.

### **Rates**

The rates quoted by the bidder in the online financial bid shall be final and no adjustment of the contract price shall be made on account of any variations in costs of manpower and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The Contract price shall be the only payment, payable by CGST, GUWAHATI to the successful bidder for completion of the contractual obligations by the successful bidder under the Contract, subject to the terms of payment specified in the contract. The price should indicate taxes separately.

### **Modification and withdrawal of Bids**

The Bidder is not permitted to modify, substitute, or withdraw the bid proposal after online submission.

### **Acknowledgement of understanding of terms**

By submitting an online bid, each agency shall be deemed to have acknowledged that it has carefully read all sections of this Tender Notice, including all forms and has fully informed itself as to all existing conditions and limitations.



## **PART – IV- Undertaking for Technical Bid**

Sub: Proposal for providing services relating to and Digitization of Records of CGST, GUWAHATI.

Having examined the conditions of contract as in the eligibility and general instructions, scope of scanning digitization work and special terms and conditions, I/we, the undersigned, offer to undertake scanning digitization of records of CGST, GUWAHATI. New Delhi in conformity with conditions of contract and specifications for sum as may be ascertained in accordance with the Qualifying and financial bids attached herewith and made part of this Bid. We submit the following undertaking:

1. I/We undertake, if our Bid is accepted, to commence services within 3 weeks and to complete delivery of all the services as specified in the work order within stipulated time mentioned in work order.
2. If our Bid is accepted, I/we will obtain the performance guarantees of a Scheduled Bank for a sum equal to 10% of the quoted value for the due performance of contract and in accordance with the agreement.
3. Until a formal Work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
4. I/We also declare that the printed terms and conditions, if any at the back of our tender quotation or any other paper enclosed are not applicable.
5. I/We understand that you are not bound to accept the lowest or any bid, you may receive. I/We enclose herewith the complete Technical Bid as required by you.

### **Certified that I/we am/are:**

A sole proprietor firm and the person signing the tender is the sole proprietor / constituted attorney of the sole proprietor

Or

A partnership firm and the person signing the tender is the signing authority and he/she has the authority to refer to arbitration disputes concerning the business of the partnership

Or

The person signing the tender is the constituted attorney or authorized signatory of the primary party in case of consortium bidding.

7. We do undertake that, until a formal contract is prepared and executed, this bid, together with your acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this.....day of ..... 2018

Signature.....

[NAME IN BLOCK LETTERS of the SIGNATORY] Name & Signature of the Bidder & Official stamp of the firm

**Note: Please attach all required documents with Technical Bid.**

**PART – VI (Technical Bid for Digitization of the Document)**

NOTE :Bidder must read the instructions/terms & conditions carefully before filling up through Annexure.

**1 ABOUT THE FIRM**

a	Name & address of the firm/Co. :	:
	Contact No(s): Email id:	
	Year of establishment	
b	Type of firm /organization (Proprietary/Private/Public/Govt.)	:
c	Copy of Registration, (Attach Copy)	:
d	Details of Software/ Hardware used in earlier completed project of Digitization	1.
		2.
		3.
e	Income Tax No. (PAN No. /TIN No.) Goods & Services Tax Regn. No. (Attach photocopies of both) (Attach photocopies of Income Tax Return)	: :
f	Details of premises : Owned/ Rented	:
g	Quality Certification No, if any	:
	Details of Issuing Authority	:
	Validity of Quality Certificate	: From To
h	Activities of the organisation:	:
i	Since when engaged in	:
	Image Processing ICR/OCR	:
	Digitization of documents	:
	Software Development related DMS/with image processing	:

**2. Past experience in developing software/ application for DMS:**

(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					
2015-16					
2016-17					

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.

Signature.....

[NAME IN BLOCK LETTERS of the SIGNATORY]  
Name & Signature of the Bidder & Official stamp of the firm

**PART- VII**  
**Financial Bid for Digitization of 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. CGST (HQRS) 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					
1.	Digitization of Documents (Including Cleaning, Scanning, Conversion to PDF, ting, Indexing for Retrieval	Rs..... Per page of Size					
		A0	A1	A2	A3	A4	A5
2.	Categorization/Indexing per file	Rs.....One Time Cost					
3.	Software Development for Retrieval and Documents Management System along with User Manual and System Manual. (With Source Code and documentation for Source Code)	Rs.....(One Time Cost)					
4	Software Development for Retrieval and Documents Management System along with User Manual and System Manual. (Without Source Code and documentation for Source Code)	Rs.....(One Time Cost)					
5	Post warranty Annual Maintenance of Software	Rs.....(Yearly)					
6.	Training- (Additional to Tender obligation) if any inclusive of Administrator and User	Rs..... (Per training)					

B. Taxes Applicable .....

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)