

TENDER
For
Digitization of Official Documents

EMD to be deposited	₹ 5,000/-
----------------------------	------------------

Issued by
The Commissioner (Appeals), CGST, Central Excise & Customs,
5th Floor, CUSTOM HOUSE, Nilamani Phukhan Path, Christian Basti,
Guwahati-780 005

website: www.cex-appeals-ghy@nic.in

TENDER NO. 01/GHY(A)/2018-19
Dated: Guwahati, the 30th May, 2018
TENDER FOR DIGITIZATION OF DOCUMENTS

1. INTRODUCTION

This Commissionerate is facing new challenges of preservation and management of documents for longer period. This office plans to digitize these records for proper up keep of these physical records in a systematic manner. This assignment includes scanning/quality enhancement/cropping of existing Record/digitization.

It proposes for complete scanning, digitization and indexing of official records of this office. These are required to be digitally converted with proper indexing for easy retrieval (viz. indexing). The documents would comprise approximately 4 lakhs pages (including pages of varying sizes, Pay Bill Registers etc.) and may be increased/decreased at the time of actual execution of the work.

2. The proposal

Sealed tenders are invited in two bids – technical and financial from reputed agencies with proven competency in providing solution for digitization preferably with quality certification and fulfil the eligibility conditions to digitize records approximately 4 lakhs pages with this and to develop an application for Document management/storage and retrieval system. The job is to be completed through scanning, converting to PDF format and indexing of records for fast and quick reference and retrieval.

The tender forms completed in all respect be submitted to the **Assistant Commissioner**, O/o the Commissioner(Appeals), CGST, Central Excise & Customs, 5th Floor, CUSTOM HOUSE, Nilamani Phukhan Path, Christian Basti, Guwahati-780 005

Sealing of Envelopes:

- a) The technical details and experience as per Annexure - I sealed in an envelope super scribing "Technical Details for digitizing records.
- b) The rates as per Annexure- II should be sealed in another envelope super scribing "Rates for digitizing records".
- c) Both these envelopes should be sealed in an envelope super scribing "Tender for digitizing records".

Last date for submission of bids	25.06.2018
Opening of technical bids	26.06.2018
Opening of financial bids	26.06.2018

Incomplete/conditional tenders or received after due date and time shall be summarily rejected. The validity of tenders is one calendar month. The Commissioner(Appeals), CGST, Central Excise & Customs, Guwahati reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

3. Scope of Work

This office is looking for only turnkey solution providers having executed project involving digitization of Hard/Print Copies, integrating with born-digital contents and providing post digitization Digital Solution like retrieval of images/records and to capture and integrate new arrival of digital records.

The activities involved shall be scanning/quality enhancement/cropping of existing Record/digitization:

- The documents/pages / maps/affidavits etc. of different sizes (A5/A4/A3/A2/A1/A0 etc) are required to be transformed / converted into digital format (both images and/or pdf).
- This digitization is a time bound initiative to be accomplished within a period of 6 (six) months.
- The documents have to be digitized within the premises of this office and no physical document or digitized material shall be allowed to leave the premises at any point of time.
- The original document is fragile and likely to be lost in the near future, extremely valuable documents where digitization is problematic, requires high quality prints 1:1 - we need as perfect copy as possible ->**usually 600 dpi or better 1200 dpi, with lighting and colour calibration (ICC profile), lossless compression.**

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

- a) Tender is open to all firms/companies in India, engaged in providing Digitization and Digital Archiving Solution.
- b) The vendor should be registered with GST Department need only apply and the vendor should submit the details of registration of their firm/company, income tax registration & copy of PAN Card, GSTN.
- c) The vendor should have executed similar assignment earlier.
- d) A sum of ₹ 5,000/- (**Rupees five thousand**) only shall be enclosed as earnest money along with bid by means of DD drawn on any branch of a Nationalized Bank of PAO, CGST & Customs, Shillong and no interest shall be paid on this.
- e) The vendor should have at least 3 high speed, high performance, high definition/resolution page scanners of its own – to scan at least 4,000 pages at 600 dpi in two shift basis per day. (Please provide documentary proof of ownership) Since the entire project is to be executed onsite, all infrastructure Hardware-including Desktop computers, 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 in this office premises. This office shall provide space, Electricity and basic fixtures.
- f) Joint bids or outsourcing or subletting of any nature / third party would not be acceptable.
- g) The vendor should give an undertaking that it has not been black listed by any government/Autonomous/Examining Bodies.
- h) Sample images are to be provided in different Modes (Black & White, Colour, and Grey Scale) along with the tender in DVD.

5. Technical Requirements: Scanning /digitizing / archiving:

- a) The pages to be converted in requisite format will have to be cleaned before scanning.
- b) Numbering of pages has to be done before scanning.

- c) The scanned images should be in TIFF format at early stage and final copy should be in searchable PDF-A file format. The PDF files should be compressed.
- d) The output should be provided in set of two DVDs/HD (provided by this office) i.e. one will contain Raw TIFF Images and other enhanced, searchable PDF-A.
- e) The output should be of acceptable readability, reasonable accuracy, consistent in term of tone and colour reproduction and use neutral common rendering for all images.
- f) The scanner should have minimum of 600 dpi (dot per inch) optical responses or resolutions with [Bit depths: Bit, not less than 8-bit Gray scale, or 24-bit Colour (True colour)].
- g) Image Enhancement – Basic Enhancement Raster cleaning, De-skew, De-Speckle Cropping & hole removal etc. shall have to be carried out on each images for optimum images clarity.
- h) No cropping is allowed for Raw Image, the entire document has to be scanned for maintaining original size and shape of the document.
- i) The scanning specifications for text support - the production of a scan that can be reproduced as a legible at the same size as the original (at 1:1, even the smallest significant character should be legible).
- j) Cleanliness of Work Area, Digitization Equipment, and Originals like Scanners, platens, and copy of this office will have to be cleaned on a routine basis to eliminate the introduction of extraneous dirt and dust to the digital images. Many documents tend to be dirty and will leave dirt in the work area and on scanning equipment.
- k) The final scanned copy in PDF-A should be legible, with completeness, image quality (tonality and color), and the ability to reproduce pages in their correct (original) sequence.
- l) Digital images should be created up to a quality level that will facilitate OCR conversion to a specified accuracy level. This should not, however, compromise the quality of the images to meet the quality index.
- m) A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with this office official in charge of the project.
- n) The vendor shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of documents; remove dust, taking them out of shelves and putting them back at its place etc.
- o) In case of any damage to content, same should be informed to this office without delay by the vendor.

TERMS AND CONDITIONS

- a) The technical details may please be submitted in Annexure-I and rates in Annexure II
- b) The vendor shall have to execute an agreement on non-judicial stamp paper of ₹ 50/- (Rupees fifty) only if considered for allotment of the work with terms and conditions enumerated in the tender form.
- c) The time schedule may be required to be adjusted as per requirements of this office and is to be observed strictly as per directions of this office from time to time, as the work of scanning and software development is time bound and sensitive.
- d) **Forfeiture of Performance guarantee:**
 - i) In case the vendor is not able to execute the job in time or to the entire satisfaction of this office, the Commissioner(Appeals), CGST & Central

Excise & Customs, Guwahati may allot the work to any other vendor at any time.

- ii) The difference between the rates agreed to between this office and the third party, which would undertake such work shall be liable to be payable by the defaulting firm along with the penalty, if any, imposed by the Commissioner(Appeals), CGST & Central Excise & Customs, Guwahati In case of non-retrieval of documents/records/ images and the vendor is not able to retrieve the same, it shall be treated as mistake.
- e) The earnest money shall be released after successful completion of the project and contract.
- f) The vendor shall be required to undertake full responsibility of the safe custody and to maintain secrecy / proper care of documents/ data supplied by this office. Each document and data given by this office will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from this office. In case of lapse, the vendor will be fully responsible for the consequences.
- g) This office reserves the right to reject any or all the tender without assigning any reasons.
- h) The decision of Commissioner(Appeals), CGST & Central Excise & Customs, Guwahati shall be final and binding upon in the event of any dispute arising out of the terms of the contract.
- i) The order may be awarded in full or part. The decision of Commissioner(Appeals), CGST & Central Excise & Customs, Guwahati may be final and binding upon the vendor.
- j) The payment will be made after satisfactory completion of work only on monthly basis. No payment shall be made for the documents not scanned, indexed, merged or uploaded, retrieved up to the satisfaction of this office. The vendor has to produce a certificate duly signed on this and the in-charge officer in this office shall certify the quantity and quality of the work. However, no payment shall be made for system study, analysis and designing.
- k) The data/ images shall be the property of this office and the vendor will have to supply two copies of the same on DVD/hard disc. (Hard disk/DVD shall be supplied by this office). The vendor shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of pages; remove dust, taking them out of shelves and putting them back at its place, paging etc. In case of any damage to content, same should be informed to in-charge officer of this office without delay by the vendor.
- l) In case the digitization work carried out is not according to the specification mentioned in the work order, the work will have to be redone. No extra payment shall be made for this.
- m) The proposed Application solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning.
- n) The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository.
- o) **Errors, Delays and Deductions:**
 - 1. In case of any delay in supplying the desired output in digitization & archiving on the part of the vendor, the following deductions shall be applicable:

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

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

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

In case of such errors,

% of error in pages	Deduction of Amount
Upto 0.5%	Nil
Greater than 0.5% and upto 1%	05%
Greater than 1.0% and upto 2%	10%
Greater than 2.0% and upto 5%	20%
Greater than 5.0%	No payment

- p) In case of default, earnest money deposited by the vendor shall be liable to be forfeited in whole or part as per decision of the Commissioner (Appeals), CGST & Central Excise & Customs, Guwahati, which shall be final. Excessive deduction on account of penalty shall be made from the Bill.
- q) Excessive payment, if any, have already been made to the vendor shall be re-paid to this office by the vendor

Installation of hardware:

- a) The entire project to be done in the office premises of o/o the Commissioner(Appeals), CGST & Central Excise & Customs, Guwahati: All infrastructure Hardware-including Desktop computers, scanners other equipment's, all software and manpower to carry out the work are to be arranged by the vendor at their own cost.
- b) The vendor will take back the said equipment upon the completion of the assignment and will ensure complete deletion of data on equipment being taken back. Also, the vendor will install the required software and all other systems and supporting software required to carry out the digitization work along with the team to carry out the digitization and indexing work and transfer the completed work in running condition to requisite media. However, this office will provide the Space, Electricity and basic fixture
- c) The entire work shall be carried out under vendor's custody and the vendor should follow all safety regulations and take all measures to prevent damage/ loss to the documents of this office.

Sd/-

**S.T.HUSSAIN
ASSISTANT COMMISSIONER**

ANNEXURE I
(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	Year of establishment	
b	Type of firm /organization (Proprietary/Private/Public/Govt.)	
c	Copy of Registration, (Attach Copy)	
d	Permanent Account No. of the firm (PAN) (copy to be enclosed)	
e	Quality Certification No, if any	
	Details of Issuing Authority	
	Validity of Quality Certificate	From To
f	Activities of the organization:	
g	Since when engaged in Digitization of documents	

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

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

Year	Name of Organization and contact person along with Tel No.	Nature of work	No. of Documents involved	Duration for completion of job	Value of the Job.
2014-15					
2015-16					
2016-17					

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

3. PROFESSIONAL SUPPORT AVAILABLE:

a) Image Scanners

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

4. DETAILS OF BACK-UP FACILITIES AVAILABLE:

In the event of any emergency / break down in:

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

5. Have you ever been debarred by any Organisation/Corporate for scanning job. If Yes, Please mention why and when you were debarred. If No, Pl, attach a certificate declaring the same.

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

Contact Person :

Off: Telephone No.:

Email Address:

Mobile No.:

Authorized Signatory
(With full name, Designation and stamp)

ANNEXURE II

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. O/o the Commissioner(Appeals), CGST & Central Excise & Customs, Guwahati 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.

S.No.	Activity	Rates exclusive of all taxes with details of taxes applicable and their rates					
		A0	A1	A2	A3	A4	A5
1.	Digitization of Documents (Including Cleaning, Scanning, Conversion to PDF, ting, Indexing for Retrieval)						

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.:

Authorized Signatory
(With full name, designation and stamp)