TENDER DOCUMENT

TENDER FOR DIGITIZATION OF LAND RECORDS & DRAWINGS, IMPLEMENTATION OF SECURED CENTRALIZED WEB BASED DOCUMENT MANAGEMENT SYSTEM & WORK FLOW SYSTEM

Department of Urban Planning
Chandigarh Administration

TWO PART BID

PART-1 : TECHNICAL BID
PART-2 : PRICE BID

Tender no. : SPIC/2022/69898/A   Date : 26/02/2022

Last Date of Submission of Bid: 18/03/2022 till 12:00 Hours

Date of Opening of Bid : 18/03/2022 on 12:30 Hours

Society for Promotion of Information Technology in Chandigarh
(Under the aegis of Department of Information Technology, Chandigarh Administration)
Entrepreneur Development Centre Building, Chandigarh IT Park
Chandigarh 160101
Tele : 0172-2970450, 2970451
Website : www.spicindia.com

1.0 NOTICE INVITING TENDER NO. : SPIC/2022/69898/A   ,Dated.26-02-2022

Sealed Tenders are invited in the form of e-Tender as well as sealed hard copy of the same tender for Digitization of Land Records/Maps & implementation of DMS and Workflow system, Department of Urban Planning, Chandigarh which would include scanning/digitization of all Property Files, indexing of Files, organizing papers in new File cover, implementation of Secured Centralized Web based Document Management System & integration of DMS with Digitization work, from bidder having experience and credentials for successful completion of at least 3 projects in implementing turn-key Digitization & Document Management System and implementation of Workflow system in any platform over the last 3 years of similar nature with the Government / Public sector organizations. Similar nature means supply, installation and commissioning of Web based Secured Document Management System & Digitization of entire Documents/Files.

Brief description of work	Tender Fee	Earnest Money Deposit (EMD)	Start date of Tender availability	Last date Tender submission	Date of opening of Tender (Technical Part)
Scanning/digitization of all Property Files & Maps, indexing of Files, organizing papers in new File cover, Supply installation and Commissioning of centralized Web Based Document Management System at Department of Urban Planning Chandigarh.	Rs. 2000/ (In the form of a Bank Draft in favour of SPIC payable at CHD)	Rs.5,00,000/- (In the form of a Bank Guarantee from Nationalized Bank in favour of SPIC payable at Chandigarh which should be valid for 6 Months)	26-02-2022 Pre-BID meeting is scheduled on **07-03-2022 at 03:00 PM**	**18-03-2022 upto 12:00 pm**	**18-03-2022 at 12:30 pm**
Pre-Bid meeting, Bid Submission & Opening Venue	**Society for Promotion of Information Technology in Chandigarh Entrepreneur Development Centre Building, Chandigarh IT Park Chandigarh 160101**				

2.0 Tender Document

The tender document is available only at website of e-Tendering Website of Chandigarh Administration (**https://etenders.chd.nic.in/).**

The bidder can download the tender documents from website etenders.chd.nic.in and submit the bid with Non-Refundable Tender Fee of Rs.2000/- in the form of Bank Draft and Rs.5,00,000/- In the form of a Bank Guarantee from Nationalized Bank in favour of SPIC, payable at Chandigarh which should be valid for 6 Months.

For technical queries regarding this tender please contact by email to:

1. **info@spicindia.com**

on   or   before **05-03-2022**. The queries have to be submitted in writing to SPIC, at least 3 days before the Pre Bid Meeting to be held in the format given below on the company letter head.

Sr.	Section no.	Clause no.	Reference/Subject	Clarification Sought

No queries will be entertained after this time frame. If tender committee feels, suitable corrigendum will be uploaded to e-Tendering Site https://etenders.chd.nic.in or Official website of Chandigarh Administration by 10-03-2022 for the information of all prospective bidders.

Interested bidders may send a request by e-mail at the email ID/s mentioned above for soft copies (in Microsoft Word) of the various formats specified in this Tender Document, However, any undesirable changes made in such formats and submitted in bids will result in rejection of such bids.

Canvassing in any form shall be liable for disqualification.

Department /SPIC/Tendering Committee reserves the right to accept or reject any tender/s without assigning any reason thereof.

SECTION-A

3.0 INTRODUCTION

SPIC on behalf of Department of Urban Planning Chandigarh Administration intend to invite sealed bid for implementation of Data Digitization & implementation of secured centralized web based document management system at Department of Urban Planning Chandigarh.

The Department of Urban Planning consists of two wings (Architecture wing and Town Planning Wing). The Architecture Wing deals with the designing of Govt. buildings, Standard designs, architectural and frame control etc. whereas the Town Planning Wing prepares scheme for the implementation of Master Plan, Planning of new areas/Sectors, Zoning Plans, besides identifying land use zones. The technical advices on the projects like structural, public health and electrical are forwarded by the engineering Department to the Chief Architect and overall coordination of the different Engineering Services is done by the Architectural Wing both at the drawing board level as well as in the field. The Department also deals with the concept approval of different categories of buildings/societies, besides scrutiny of building plans. The Department plays a pivotal role in the Plan Advisory Committee (Upper and Lower). The Town Planning Wing deals with the Planning and earmarking of land for the allotment to the Institutions/Societies. The Department also deals with zoning regulations and architectural control and standard design to the public on payment basis. In addition to the normal workload of the Capital projects, the Department also deals with the projects of the others states/Central govt. and public Sector Undertakings as Deposit works.

The chief Architect in the Union Territory of Chandigarh is the Professional Head and Administrative Secretary (at present the powers of ex-officio secy. Rests with the Finance Secy.) of the Department of Architecture and responsible to the Adviser to the Administrator, Chandigarh. In the discharge of her duties, the Chief Architect is assisted by the Senior Architect, Architect, Assistant Architects besides other gazetted and non- gazetted technical, Ministerial and Class-IV Staff. She supervises sketch designs, issued instructions/advice on designs and outlines all specifications to accompany the sketch designs. She ensures coordination of Engineering Services i.e. structural, public health and electrical etc. both at the drawing board level as well as in the field. In addition to the above, the Chief Architect is responsible for smooth functioning of the all the works and duties of the department. The Department of Urban Planning (Architecture Wing) is responsible for the planning and designing of the City known as 'City Beautiful'-Chandigarh.

As per existing norms approved by the Chandigarh Administration in the year 1982, one Architectural Unit headed by an Architect, is required to handle workload of Rs. 80 lacs per annum. Out of these seven Architectural Units, two units are meant for the following purposes:

- One Architectural Units after every set of five-work load units for architectural controls of buildings constructed by the public.
- One Architectural unit for entire range of Municipal Works concerned with the passing of buildings plans, maintenance of commercial record etc.

The other wing of the Department is Town Planning wing, which is headed by the Senior Town Planner. His duties are Over all supervision for the office and proper discharge of multifarious technical and administrative functions of the Town Planning wing. Providing guidance in finalization of the various causes related to physical planning of the town and its periphery. The

Senior Town Planner also renders proper technical guidance in setting up and planning of various projects related to Urban Planning. The preparation of environment scheme and macro/micro planning of villages falling in the U.T. Chandigarh. Preparation of integrated planning of rural area and balance development of the entire U.T. periphery. He also assists the Chief Architect in administrative as well as technical matters.

The working of the Department of Urban Planning is manual with a large number of physical documents and files getting generated every day. There are many architectural graphs and maps that are over 55 years old and it is really difficult to preserve them. When any department wishes to archive its old Land Records, the documents are sent to the record store rooms in Department of Urban Planning. The records store rooms contain records from as old as 1950s.

Since most of the Land Records & MAPs are in the form of "FILE" are manual, Department of Urban Planning under Chandigarh Administration has envisaged a Centralized Web Based Document Management System through leveraging of Departmental Data Centre and further if required at State Data Centre (SDC) infrastructure to provide accessibility of restricted/controlled information in the web through its website. The process would start with indexing through data entry of the index information, with scanning of papers in the files, storing of information through centralized web based Document Management System, providing data backup facility through CD, re-organization of papers in safe File Cover for preserving Files and marking the CD/DVD, File Cover with Bar Coding.

The record room section of the Department of Urban Planning has the following number of documents (approx) which are to be scanned along with other activities as mentioned below & to be fed under Document Management System (DMS):

Sr.	Descriptions	Tentative Qty.
1.	Tentative Number of Files	**4000**
2.	Tentative Number of Pages for Scanning (Mostly A4/Legal)	**11,20,030**
3.	Tentative number of CDs to be burned for data backup	**4000**
4.	Tentative Number of File Cover required	**4000**
5.	Tentative Number of Bar Code Stickers to be printed	**8000**
6.	Tentative Total Number of MAPs / Drawings	**20,913**
6A	A3 & A2 Size Drawings	**2700**
6B	A1 & A0 Size Drawings	**17178**
6C	Above A0 Size Drawings	**1035**

Additional documents available in the branches/sections required for scanning & subsequently to be included in the DMS.

The essence of this project is the creation of a system which would be able to store scanned documents, index these documents, retrieve and display the stored scanned documents upon searching for the relevant data. This would increase accessibility of the documents and would save a lot of time and effort that is being spent in physically locating the documents when they are needed.

Departmental Users would connect to the DMS server through Intranet would be able to access Centralized Web based DMS to be deployed at Data Centre at Department of Urban Planning.

The Proposed Server systems, related Operating System (Open source would be preferred), System software, RDBMS (Open source would be preferred) , DMS application may also be co-located in the SDC during later stage for making it securely accessible over internet & existing IT infrastructure of SDC e.g. Network Infrastructure, Internet Gateway Infrastructure, Security Infrastructure (Firewall, IPS), Server Load Balancer at the DMZ, SAN Storage, Tape Library .

The Digitized documents database, searchable through indexing under DMS, would be subsequently shared by other application also as per requirement. The Department of Urban Planning already made the computerized drawings/records available through departmental site. The specified digital documents would be integrated with departmental/Chandigarh Administration website for making it accessible to public.

The objective of this TENDER is to appoint a Turnkey Solution Provider who would perform all such activities (mentioned in detail in the Scope of Work section of this TENDER) to the fullest satisfaction of Department.

SECTION-B: INSTRUCTION TO BIDDER

4.1 General instruction to bidder

4.1.1. The bidders shall submit the bid through e-tendering website of Chandigarh Administration after downloading the Tender Document.

4.1.2. All Bidders are advised to study the TENDER document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

4.1.3. The response to this TENDER should be full and complete in all respects. Incomplete or partial bids shall be rejected. The bidder must quote for all the items asked for in this TENDER.

4.1.4. The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the bid, if so desired by Department of Urban Planning. Department of Urban Planning will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.1.5. All the communication to SPIC/ Department of Urban Planning including this TENDER and the bid documents shall be signed on each page by the authorized representative of the bidder along with the authority letter attached.

4.2 Important limits and values

Sr	Item	Description
1	Bid Security Amount (Earnest Money Deposit – EMD)	Rs.5,00,000/- (In the form of a BG from Nationalized Bank payable at Chandigarh with 6 months validity)
2	Bid Validity Period	6 months from the date of submission of bids by the bidder(s)
3	Period for furnishing performance bank guarantee	Within fifteen (15) working days of the date of notice of award of the contract
4	Performance Bank Guarantee value	10% of the contract value
5	Performance Bank Guarantee validity period	Three months beyond Contract period
6	Period for signing contract	Within 15 working days from date of receipt of notification of award

4.3 Timely submission

Bidders are solely responsible for timely submission of the e-bids on the website https://etenders.chd.nic.in after obtaining the Digital Signature & registering on the e-tendering Site of Chandigarh Administration. The bidders also requested to submit the physical copy of the bid and/or any other documents in physical form in sealed envelope in addition to submission of e-tender on or before the due date. Proposals received after the last date and time of submission will not be considered.

SPIC/Department may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in such case all rights and obligations of Department and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

4.4 Amendment of Tender document

At any time before the deadline for submission of bids, SPIC/Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the TENDER Document by amending, modifying and/or supplementing the same. All such amendments shall be binding on all the bidders without any further act or deed on part of the Department. The amendments shall be published in the Tender Section of the website of Chandigarh Administration and https://etenders.chd.nic.in. Prospective bidders are advised to periodically browse this website to find out any further corrigendum / addendum / notice published with respect to this tender.

In the event of any amendment, SPIC/Department reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

4.5 Late bids

Any bid received by SPIC after the deadline for submission of bids prescribed by SPIC, shall be rejected and returned in unopened condition to the bidder.

4.6 Opening of bids

4.6.1. Proposals / Bids will be opened in presence of bidderˇs representatives (if they are present, else it will be opened in presence of the other representatives, officials present). The bids will be opened at the address mentioned above.

4.6.2. Tendering Committee will open all bids as per schedule mentioned above. If all documents mentioned in each parts of proposal are not found, then TENDER DOCUMENT may be summarily rejected. The bidderˇs representative willing to attend the opening of the bids shall bring authorization letter. The bidderˇs representative shall sign attendance register.

4.6.3. The bidderˇs name, technical solutions given by bidder, bid prices and presence or absence of requisite bid security and such other details will be announced at the time of corresponding openings.

4.6.4. The bids submitted after due date and time shall not be considered for further evaluation, irrespective of the circumstances. Tendering Committee reserves the right to postpone or cancel a schedule of bid opening at any time.

4.7 Contacting Department

4.7.1. No bidder shall contact Tendering Committee/Department/SPIC on any matter relating to its bid, after opening of commercial bid till contract is awarded. If bidder wishes to bring additional information to the notice of Department, bidder can communicate in writing to address given for correspondence. Department reserves the right for consideration of such information.

4.7.2. Any effort by bidder to influence the Department in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the bidders bid and forfeiture of the bid security amount.

4.8 Bid submission instructions

The bidders are expected to submit their offers in two parts namely, "Qualifying/Technical BID", and "Commercial BID" and in the format given in this document.

So, in all, there has to be

1. Qualifying/Technical BID: Original – One Hard Copy along with soft copy in a CD.
2. Commercial BID: Original - One Hard Copy

In the event of any discrepancy between the e-Tender and Physical BID, the e-Tender copy shall govern. Hard copy version would prevail over the softcopy for official purposes. The original and the soft copies of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be indicated by written power-of attorney accompanying the bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case, such corrections shall be initialed by the person or persons signing the Bid in original.

4.9 **Tender Evaluation Committee**

The Tender Evaluation Committee (TEC) constituted by the SPIC shall evaluate the tenders. The recommendations of the Evaluation Committee in the evaluation of the Qualification criteria and Commercial bids shall be final with the approval of the competent Authority and No correspondence will be entertained.

4.10 **Address for bid submission and correspondence and Pre-BID meeting**

**Society for Promotion of Information Technology in Chandigarh
Entrepreneur Development Centre Building,
Plot No 20, Chandigarh IT Park, Chandigarh 160101**

SECTION-C: QUALIFICATION CRITERIA AND BID EVALUATION

ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE TENDER
Qualification criteria and Bid evaluation

5.1 **Qualification criteria**

Sr.	Qualification Criteria	Documentary evidence
1	The bidder must be a registered corporate in India, registered under the Companies Act 1956/2013, or a Govt. Organization. The bidder should be operating in India for the last five years as on the date of submission of bid.	Copy of Certificate of Registration/Incorporation
2	The bidder should be a profit making company during each of the last two Financial years.	Provide the copy of the audited balance sheet of company, or certificate from the Chartered Accountant
3	The bidder should have a turnover of at least Rs.3 Crore, out of which 50 Lacs from Imaging/Scanning/implementation of Document Management Solution related business for each of the last two Financial years	Provide the copy of the audited balance sheet of the company, or certificate from the Chartered Accountant
4	The bidder should have experience of at least 3 projects implementing turn-key Enterprise Document Management System & Digitization over the last 4 years of similar nature. The aggregate scanning volume of the above 3 projects should be at least 50 Lacs images/pages/drawing with certification. Among these 3 Projects at least 2 projects must have been completed successfully (bidder must produce Project completion certificate for at least 2 projects). Partially completed projects would also be considered, provided presently completed Scanning volume under each of the project must be at least 30 Lacs pages with certification. However, in all the cases DMS must be successfully implemented till the submission of the BID against this RFP.	Copy of client citations / Work Orders showing all the details sought. Reference for each of the projects has to be given and should contain the following information - Name of organization, individual/s to contact, phone number and address/Project completion Certificate.

5	The bidder should have experience of at least 1 project in implementing turn-key Enterprise Document Management System over the last 4 years of similar nature with the Government /Public sector organizations. The scanning volume of the project should be at least 30 lacs images with certification. The bidder must produce Project completion certificate. Partially completed projects would also be considered, provided presently completed Scanning volume under the project must be at least 20 Lacs pages with certification. However, in all the cases DMS must be successfully implemented till the submission of the BID against this RFP.	Copy of client citations / Work Orders showing all the details sought. Reference for each of the projects has to be given and should contain the following information - Name of organization, individual/s to contact, phone number and address/Project completion Certificate
6	The bidder must be ISO 27001:2005 certified & should have CMMI Level 3 or above certification along with ISO 9001:2000	Copies of the certificates from authorized agencies
7	The Document Management Solution offered by the bidder should have completed at least 5 installations by the bidder. The scanning volume of each of these installations should be at least 50 lakh pages (images) with certification. The bidder must produce Project completion certificate.	Certificate from the OEM along with the list of at least 5 organizations where it is being used.
8	The company should submit valid documentary proof of Sales Tax/VAT registration number/Service Tax registration no/GSTIN and the details of income tax registration (PAN).	Provide Copy of PAN Card / Proof of PAN Provide copy of Sales Tax/ VAT registration/ Service Tax Registration/GSTIN Registration
9	The bidder should have experience of digitization of old and fragile records (more than 30 years OLD)	Proof of document required
10	The bidder must have experience of scanning A0 or large size drawings/MAPs	Proof of document required
11	A declaration that the Bidder have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization.	A self-Certificate in bidders˘ letter head must be attached for not banned by any agencies.
12	The bidder must have support Centre in tri-city Chandigarh/Mohali/Panchkula) with adequate Technical staffs	A self-Certificate in bidders˘ letter head must be attached with at least 5 technical support staffs details.

NOTE : The bidder cannot outsource work to any agency.

5.2 Bid evaluation

A Two-Bid System shall be followed for the bid evaluation. The first stage would be a technical evaluation against Qualification Criteria. Second stage would be a commercial evaluation (L1). The details of evaluation have been explained below.

1.   First stage – Technical evaluation against Qualification Criteria

The first stage of evaluation would involve examination of the bid documents of each of bidders against the qualification criteria set out. This is to ensure that the technical skill base, experience and financial capacity and other bidder attributes claimed therein are consistent with the needs of this project. These conditions have been listed down under the section "Qualification Criteria". Tendering Committee may ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculty to verify claims made in bid documentation.

During technical bid preparation, the bidder is required to strictly adhere to the technical bid format provided in this document. The format for the same has been detailed in the Annexure – "Bid Document Format".

2.   Second stage – Commercial Bid evaluation using L1

The Commercial Bids of only those bids that meet each of the qualification criteria mentioned would be opened for commercial evaluation. The commercial evaluation would be based on L1, i.e. the bidder with the least commercial quote shall be eligible for award of contract.

Note:

A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Tender Document without material deviation.

A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the deliverables, or which limits in any substantial way, inconsistent with the Tender, Department's rights or the Bidder's obligations for, performance of the project and the rectification of which deviation would affect unfairly the competitive position of other bidders presenting substantially responsive Bids.

 Tendering Committee with the approval of the competent Authority may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation.

5.3 Award of contract

5.3.1 Award Criteria
SPIC/Department will award the Contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the Best Valued Bid after evaluation (refer to the evaluation process section above for details).

5.3.2 SPIC/Department's Right to accept any Bid and to reject any or All Bids
SPIC/Department reserves the right to accept or reject any Bid, and to annul the bidding process

and reject all Bids at any time prior to award of Contract, 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 Department˘s action.

5.3.3 Notification of Award

Prior to the expiration of the period of bid validity, Department will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted.

The notification of award will constitute the formation of the contract. Upon the successful Bidder's furnishing of Performance Security, Department will promptly notify each unsuccessful Bidder.

5.3.4 Signing of Contract

At the same time as SPIC/Department notifies the successful bidder that its bid has been accepted, SPIC/Department shall enter into a separate contract with the successful Bidder. Terms and Conditions specified in the Tender document shall become the part and parcel of the contract document.

5.4 Bid Security (EMD − Earnest Money Deposit)

5.4.1   The Bidder shall furnish, as part of its pre-qualification bid, a bid security of INR 5,00,000 (Rupees Five Lakh only).

5.4.2   The bid security is required to protect Department against the risk of Bidder˘s conduct, which would warrant the security˘s forfeiture.

5.4.3   The bid security shall be denominated in Indian Rupees, and shall be in the form of a Bank Guarantee drawn on a nationalized bank.

5.4.4   Unsuccessful Bidder˘s bid security will be discharged/ returned as promptly as possible but not later than 60 days after the award of the contract to the successful bidder.

5.4.5   The successful Bidder˘s bid security will be discharged upon the Successful Bidder signing the Contract and furnishing the Performance Bank Guarantee.

5.4.6   No interest will be payable by Department on the amount of the Bid Security.

5.4.7   The bid security may be forfeited:

(a) If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or

(b) In the case of a Successful Bidder, if the Bidder fails to sign the Contract or   to furnish Performance Bank Guarantee within the specified duration or time period extended by competent authority not exceeding 15 days more.

5.5 Purchaser's Right

5.5.1   At any time prior to the last date for receipt of bids, if Department deems it appropriate to revise any part of this Tender or to issue additional data to clarify an interpretation of provisions of this Tender or respond to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment or may issue supplements to this Tender. Any such corrigendum shall be deemed to be incorporated by this reference into this Tender Document.

5.5.2   The corrigendum will be notified in writing in the e-Tendering website. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, Department may, at its discretion, extend the last date for the receipt of Bids.

5.5.3   Department may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum or by intimating all bidders who have been provided the proposal documents, in writing or by facsimile, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

5.5.4   Department reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, 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 Department's action.

5.5.5   During evaluation, the tender evaluation committee may seek oral/written clarifications from the bidders. The primary objective of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral or written clarifications provide the opportunity for the Bidder to state its requirements clearly and for the Committee to evaluate the Bidderˇs proposal more objectively. If any such oral/written clarification is sought from any bidder, the bidder has to clarify within 3 days from the day of dispatch of the clarification, along with supporting documents. In-sufficient/missing/incomplete documentation may also be asked to the bidder subject to the consideration of the tender evaluation committee. Seeking oral or written clarifications from the bidders does not necessarily mean that the bidder is substantially responsive.

5.5.6   The Department reserves the right to increase or decrease the number of any line items mentioned in the Bill of Materials by upto 100% depending on the requirement. The payment, in case of increase of decrease in the number of line items would be made as per the unit rate quoted for the corresponding line item in the financial proposal.

5.6 Performance Bank Guarantee

5.6.1 The successful bidder shall at his own expense deposit with Department, within fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized Bank acceptable to Department, payable on demand, for the due performance and fulfillment of the contract by the bidder.

5.6.2 The performance guarantee shall be denominated in the currency of the contract and shall be in the form of a bank guarantee.

5.6.3 This **Performance Bank Guarantee will be for an amount equivalent to @10% of contract value**. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.

5.6.4 The performance bank guarantee shall be valid until the end of three months after the completion of the Contract with the successful bidder. Subject to the terms and conditions in the Performance Bank Guarantee, three months after the

contract completion, the Performance Bank Guarantee will lapse automatically.

5.6.5 The Performance Bank Guarantee may be discharged/ returned by Department upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

5.6.6 In the event of the Bidder being unable to service the contract for whatever reason, Department would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Department under the contract in the matter, the proceeds of the PBG shall be payable to Department as compensation for any loss resulting from the bidderˇs failure to complete its obligations under the Contract. Department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.

5.6.7 Department shall also be entitled to make recoveries from the bidderˇs bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

5.6.8 Failure to agree with the Terms & Conditions of the Tender / Contract: Failure of the successful Bidder to agree with the Terms & Conditions of the Tender /Contract shall constitute sufficient grounds for the annulment of the award, and forfeiture of the Performance Guarantee. In such case Department also reserve the right to BLACKLIST the firm/agency as per the rules of Chandigarh Administration.

SECTION-D: SCOPE OF WORK & TECHNICAL SPECIFICATION

6.0 Overview of SCOPE OF WORK

6.0.1 The essence of this project is the implementation of Document Management System (DMS). This system should be able to store scanned documents, index these documents, retrieve and display the stored scanned documents upon searching for the relevant tags.

6.0.2 In addition to the implementation of a DMS, the project also envisages the successful bidder to set up the necessary IT infrastructure at the Department of Urban Planning, Chandigarh for the execution of the Data Entry, scanning process, bar coding, CD/DVD writing on TEMPORARY BASICS till the completion of the scanning process. All these IT infrastructures would remain the property of the successful bidder and on completion of the scanning process successful bidder would take the items back.

6.0.3 A full maintenance for the DMS, software and hardware components supplied would be required during the implementation period and maintenance for the DMS may also for a period of three years beginning from the time of completion of entire scanning and indexing process and the system is up for use internal & external users.

6.0.4 The other hardware components like PCs, scanners etc. that shall be required for the implementation of the project shall be brought by the successful bidder and he can take these back after the project Go-Live or on completion of scanning activities. Scanners must be of reputed firm like HP, Kodak, Canon etc and straight path scanners will be preferred.

6.0.5 The successful bidder would have to scan the documents in different sections of the Department of Urban Planning and all the live records with the individual departments. The live records under the ambit of this project would be those created not later than 31st August'2022. The scanning volume details can be found in the Annexure.

6.0.6 Scanning process of Department of Urban Planning, to be implemented in a phased manner, will be applicable based on the tender Clause, to be valid for 3 years. Data Digitization will be carried out in phased manner. However same centralized Web Based DMS infrastructure will be shared by other branches where scanning will be additionally applicable depending on availability of documents in the respective record room.

6.0.7 The Digitized Data after scanning & indexing with metadata for each of the branches of Department of Urban Planning will be stored through proper configuration of LUN in the SAN / o r a n y o t h e r Storage. The Database would be shared by other application.

6.0.8 The Department may also require the hosting of DMS application online. In that case the clearance of Security Audit & Vulnerability audit of the DMS Application would be required through Cert-in empaneled Auditors (e.g. STQC). It would be the responsibility of the vendor to get the DMS application certified at no additional cost.

6.1 Process for Scanning and Digitization of Files

The Land Records/files as described earlier would be scanned/ digitized under this project. The Department would select a nodal Officer along with Team from the department who would supervise the entire process of scanning/ digitization. The high level process for Scanning and Digitization of files is as mentioned below:

6.1.1 Initial Setup

The Department of Urban Planning where Scanning and Digitization is to be carried out, the Document Management System (DMS) is to be installed (along with Database) by the successful Bidder. For setting up the entire digitization process, all required hardware & software to be installed by the selected vendor TILL THE TIME OF COMPLETION OF SCANNING PROCESS. The set up the scanning unit would be consisting of at least 4-5 counters consisting of PC, Scanner in a networked environment. One/more PCS required

to be installed for Nodal Officer who will monitor the whole process of digitization. The successful Bidder would assist Department of Urban Planning in estimating the storage required to store the scanned and digitized files (approximately, Number of Pages x 75 KB per page). The Nodal Officer will identify and marked the Files for scanning also verifies the digital scanned files.

The office would be responsible for providing basic infrastructure to the scanning vendor. The scanning vendor would deploy its infrastructure and integrate its capture with the DMS System. The DMS would have a provision to provide indexing attributes (based on attached barcode) with authentication.

6.1.2 Preparation for Scanning and Digitization by Department

The details of documents/files to be scanned would be entered in DMS. The Nodal Officer would identify & mark the files for scanning. Before sending the files for scanning, the Nodal officer would verify the papers and numbering of pages. All details like file number, number of pages and other details to be entered in to the scanning application.

6.1.3 Preparation for Scanning and Digitization by Scanning Agency

On receiving the files, the scanning agency would do the data entry of the minimum Meta information into the DMS. The scanning agency has to integrate its capture module with DMS application for accessing indexing attributes and for uploading the scanned document. After completion of the scanning, the scanned document would be uploaded to the DMS and backup of the same to be done in CD/DVD. The Bidder then reorganized the entire file in a folder. The bidder would generate & print barcode stickersˇ specific for the property file in 3 copies. One copy would be attached to the File Folder and second one would be attached to the cover of the CD/DVD and third one on the SCANNING Register.

6.1.4 Handing over documents/files

The documents to be scanned will initially be in record rooms / offices. For scanning these Documents would be provided to Scanning Vendor by the Nodal Office. After completion of the scanning process, the Scanning Vendor would return these documents to the Nodal Officer for verification. After completion of the verification process of both the physical file and scanned documents, the file will be marked as COMPLETE.

The process of the transfer of documents from Nodal Officer to Scanning Vendor and vice versa is described below.

A. From Nodal Officer to Scanning Vendor

The Nodal Officer in the office will choose the files to be Scanned & Digitized. A list of chosen file will be generated from DMS/Scanning Application and moved to Scanning Vendor within DMS/ Scanning Application. While generating the list from DMS/Scanning Application, the Nodal Officer will be required to provide details like

- File Number
- Number of Pages in File,
- Date & Time of Handover,
- Name of the Scanning Vendor Staff etc.

In each of the files the pages should be serially numbered and re-arranged (if required) by Nodal Officer before the documents are handed over to the selected agency. On due verification of documents being handed over, the representative of the scanning vendor will be required to sign on the list and accept these files within DMS/Scanning Application. As part of this verification, the representative of Selected Bidder is advised to cross check the attributes present on the file & in DMS/Scanning Application, and presence of DMS Barcode. In case of any discrepancy, it should be

brought to the notice of Nodal Office.

B. From Scanning Vendor to Nodal Officer

While returning the file to the Nodal Officer, the representative of Scanning Vendor will mark the file in DMS/Scanning Application as returned. In DMS, the Nodal Officer is required to verify the accessibility of scanned file, contents of scanned copy against physical document, and quality of scanned document. The Nodal Officer will accept the documents in DMS/Scanning Application, and will provide details like Number of Pages in File, Date & Time of Handover, etc.

6.1.5 Scanning and Digitization

After receiving the document and before starting the scanning of document, the selected Bidder would be required to do pre-scanning preparation. The documents would then be scanned by the selected agency. The selected agency and Nodal Officer are required to take due pre-caution that no page is scanned more than once.

Note: The Department would provide access to documents and office to execute the work during office hours only in normal circumstances.

6.1.6 Storage of Digitized Documents

After the completion of scanning the Selected Bidder would store the scanned documents on the storage provided by the office. The Selected bidder would also take a copy of the scanned documents in the CD/DVD. The selected bidder would also be required to generate the Metadata file from DMS for these documents. The selected agency will be responsible to upload the documents and metadata file on central DMS Server. The representative of the Scanning bidder should check the accessibility of the documents from DMS, contents of scanned copy against physical document, and quality of scanned document. If satisfied, the document should then be returned to Nodal Officer.

6.2 Application software (DMS)

The scopes pertaining to the implementation of Document Management System are mentioned below:

6.2.1. Collection of physical documents from the record rooms and the Branches

The successful bidder would set up the scanning /digitization process inside the Department of Urban Planning Itself as per the place allocated by the department. The Department would place a nodal

Officer from the department, who would supervise the entire process of scanning/ digitization.

The records of Individual departments/Branches are stored in store rooms in Department of Urban Planning would be responsible for handing over their documents to the successful bidder. The successful bidder would have to make note of the document details in their log register while collecting these documents.

After collection of the documents by the successful bidder, it would be the responsibility of the successful bidder to maintain and return the documents in their original form to the department concerned. Any damage to the documents collected shall make the successful bidder directly responsible for the same.

6.2.2. Pre-scanning preparation

Preprocessing of document would be the activities that are to be performed on the documents

collected before they can be scanned. It shall include (but is not restricted to)

- Removal of pins, threads, rubber bands etc
- Sorting of pages in the document in the correct order
- Special preparation of documents that may not be in a good physical condition and may not be directly scan-able.

6.2.3. Scanning and indexing

These documents that have been preprocessed would have to be scanned. The page size of the documents can be A5 (Legal Size), A4 or A3 and some of the papers may be in A0 Format. Further, the documents could be in the form of individual pages or books. Thus the scanner employed should be of flatbed, overhead, V shape cradle etc. to facilitate scanning of documents in any form. Before starting the scanning process, it is required to do the data entry of metadata for indexing & searching purpose. After scanning, the documents would have to be Meta indexed. Meta Indexing is to be done by attaching metadata tags to each of the documents.

6.2.4. Backup

The successful bidder is required to take backup of incremental data at the end of the day. The backup shall be taken on a hard disk drive and shall be stored in a secured place for data retrieval during emergency.

For every File which is scanned, indexed and whose DMS entry done, Individual backup of the whole data of that file along with scanned pages would be stored in DVD/CD. This CD/DVD would be attached to the Backup Folder.

6.2.5. Handover of documents

After scanning and indexing, the documents would have to be handed over to the department concerned in their original condition after reorganization of the same in safety File Cover. Appropriate entries would also have to be made by the successful bidder in their register.

6.3 Functional details

The functional details pertaining to the scope of work mentioned above shall include the following.

6.3.1. Pre-scanning

6.3.1.1   Documents are kept at various locations in Department of Urban Planning including the individual departments and record store rooms. The Successful bidder is required to collect these documents carefully. While collection, the following details are to be entered into the log register.

        A.   No. of documents collected
        B.   No. of pages collected
        C.   Date of collection
        D.   Expected date of return
        E.   Actual date of return
        F.   Collected from
        G.   Collected by and Signature
        H.   Returned to and Signature
        I.   Returned by

6.3.1.2   The log register would have to be maintained by the successful bidder.
6.3.1.3   Documents that are very old and are not in good physical condition would have to be

repaired and prepared before they can be scanned.

6.3.1.4 The successful bidder is required to take necessary precautions while handling the documents.

6.3.1.5 The documents are to be maintained in an orderly manner without disturbing the chronology of the documents and without mixing pages between different documents.

6.3.2. Scanning

6.3.2.1. All documents shall be scanned on a 200 DPI resolution, black and white/Color and all maps/drawings to be scanned on a 300 DPI resolution, black and white/Color.

6.3.2.2. The scanned documents shall be converted into PDF/TIFF files for storage.

6.3.2.3. The successful bidder shall perform the following Image Enhancement Activities:

A. Successful bidder should ensure that quality of scanned imaged are enhanced up to the optimum level and required image enhancement activities like De-skew (to make the images straight), contrast ratio setting etc. have to be done on the documents.

B. The successful bidder must carry out cropping and cleaning of images like removing black noises around the text, de-spackle (removing small dots between the text) and provide equal margins all around the text.

C. In case the documents are not legible, it will be the bidderˇs responsibility to scan the documents on high resolution i.e. 600 dpi or higher.

D. In case the content of the documents are not visible then document scanning shall be done in Gray Scale. No extra payment shall be made for the same.

6.3.2.4. Documents/pages identified by the competent authority of Department of Urban Planning or which are either torn or not in a proper condition or illegible should be converted in to machine readable text format (ASCII or Text mode) by OCR (Optical Character Reorganization) Process.

6.3.2.5 The successful bidder will ensure that all documents are digitized.

6.3.2.6 No page/ document shall be digitized more than once.

6.3.3. Retrieval

6.3.3.1 The scanned documents should be retrievable through search. The documents would be searched for the metadata tags that were used to index the document.

6.3.3.2 These metadata tags should include (at the least):
  A. For Files:
    • File number
    • File name
    • Volume
    • Date/ Duration
    • Remarks
    • Status
  B. For Drawings/Maps:
    • Name of the Project/jobs.
    • Name of the Drawing/Drawing Title.
    • Summary Details/Contents of the Drawing.
    • Job Number.
    • Drawing Number.
    • Date.
    • Scale of drawing.
    • Name of Chief Architect.

- • Name of Senior Town Planner
- • Name of Divisional Town Planner
- • Name of Assistant Town Planner
- • Drawn By.
- • Checked By.
- • References (approval,Feasibility,Advises,Department,date,Memo)

6.3.3.3 MORE METADATA TAGS SHALL BE REQUIRED TO BE ADDED TO THE ABOVE LIST. THE SAME SHALL BE DISCUSSED AND FINALIZED WITH THE SUCCESSFUL BIDDER BEFORE THE COMMENCEMENT OF WORK.

6.3.3.4 The metadata tags should be alphanumeric, in Unicode and should also include provision for typing in English.

6.3.3.5 The document should be retrievable by searching for any of the metadata tags mentioned above.

6.3.3.6 Retrieval through search criteria in English/Hindi/Regional Languages should also be possible

6.3.3.7 ACCESS CONTROL - THERE SHALL BE AN ACCESS CONTROL THAT SHALL BE IMPOSED ON EACH OF THE SCANNED DOCUMENTS. THE ACCESS CONTROL WOULD BE AT THE DOCUMENT LEVEL. ONLY USERS AT A PARTICULAR LEVEL ON THE HIERARCHY SHOULD HAVE ACCESS TO CERTAIN DOCUMENTS.

6.3.4. Post scanning

6.3.4.1 After scanning, the physical document would have to be pinned together/tagged in the same form as it was given for scanning by the individual departments.

6.3.4.2 The scanned data shall be stored on the server.

6.3.4.3 The backup of incremental data shall be taken on a Hard Disk Drive daily at the end of the day.

6.3.4.4 Each page of a document shall be serially numbered and shall be counted while giving the documents back.

6.3.5. Reports

6.3.5.1 The successful bidder shall also provide tools for checking the scanning progress. This shall include the daily, weekly, monthly and overall progress (number of images/pages scanned, percentage scanned etc). The tool should also display department-wise and record room wise progress. The tool should be able to provide reports on the status of scanning on a periodic basis.

6.3.5.2 The successful bidder will maintain a register that will serve a purpose of evidence for the number of documents and pages entered by the successful bidder on each day. The details of this register would have to be entered into the tool mentioned on a daily basis.

6.3.5.3 The format, content, periodicity and other information related to reports shall be discussed and finalized with the successful bidder before the commencement of the project.

6.3.6. Infrastructure

6.3.6.1 The successful bidder will use its own infrastructure. This shall include, but is not limited to, Computers, Scanner etc. for document scanning. The space for setting up the infrastructure as well as the power connections will be provided by Department of Urban Planning authority.

6.3.6.2 The Document Management System would eventually have to be hosted out of the State

Data Center (SDC) and the scanned documents would have to be stored in the server, collocated in the SDC as well as existing SAN Storage/Tape Library.

6.3.6.3   The successful bidder would deploy its own human resource for all the above mentioned activities. The successful bidder shall deploy adequately skilled manpower resources to complete the job within the specified time.

6.3.7. Archival and Duration of storage

As has been envisaged now, the documents scanned shall be stored on the existing SAN/LOCAL STORAGE as desired by department. However, Department shall find a need to archive certain old documents and store the same onto optical or magnetic drives. Thus the DMS should have an archival facility. It should be able to do the following

1. Search and earmark documents based on archival parameters given (including date of document, department etc)
2. Ask for the storage medium type (optical/magnetic)
3. Write these earmarked documents onto the medium and remove the same from SAN
4. Prepare an index of documents that have been archived. The index should contain the date of archival, archival reference – media reference for quick retrieval, audit trail – the user who had archived it

6.3.8. General

6.3.8.1   The successful bidder shall add/replace poor quality scanned images/documents on its own, for which it shall not be entitled to get any extra payment.

6.3.8.2   It is the absolute responsibility of the successful bidder 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 successful bidder.

6.3.8.3   The files / documents will not be allowed to be removed from premises allocated to successful bidder. Suitable hardware infrastructure/facilities have to be established onsite at the premises that shall be allocated to do the digitization work.

6.3.8.4   Under no circumstances shall the documents be changed, mutilated, destroyed   or replaced by some other documents

6.3.8.5   The DMS proposed should be able to integrate with the Departmental/Chandigarh Administrationˇs website that is currently being used .

6.3.8.6   The firm shall at its own cost provide the necessary consumables, including paper , ink and spares required for maintaining and operating its machinery/equipment smooth execution of scanning/digitization of records. The firm shall make its own arrangements for safety/security of the equipments and also keep them incurred against theft, fire and damages.

FLOW DIAGRAM OF PROPOSED PROCESS
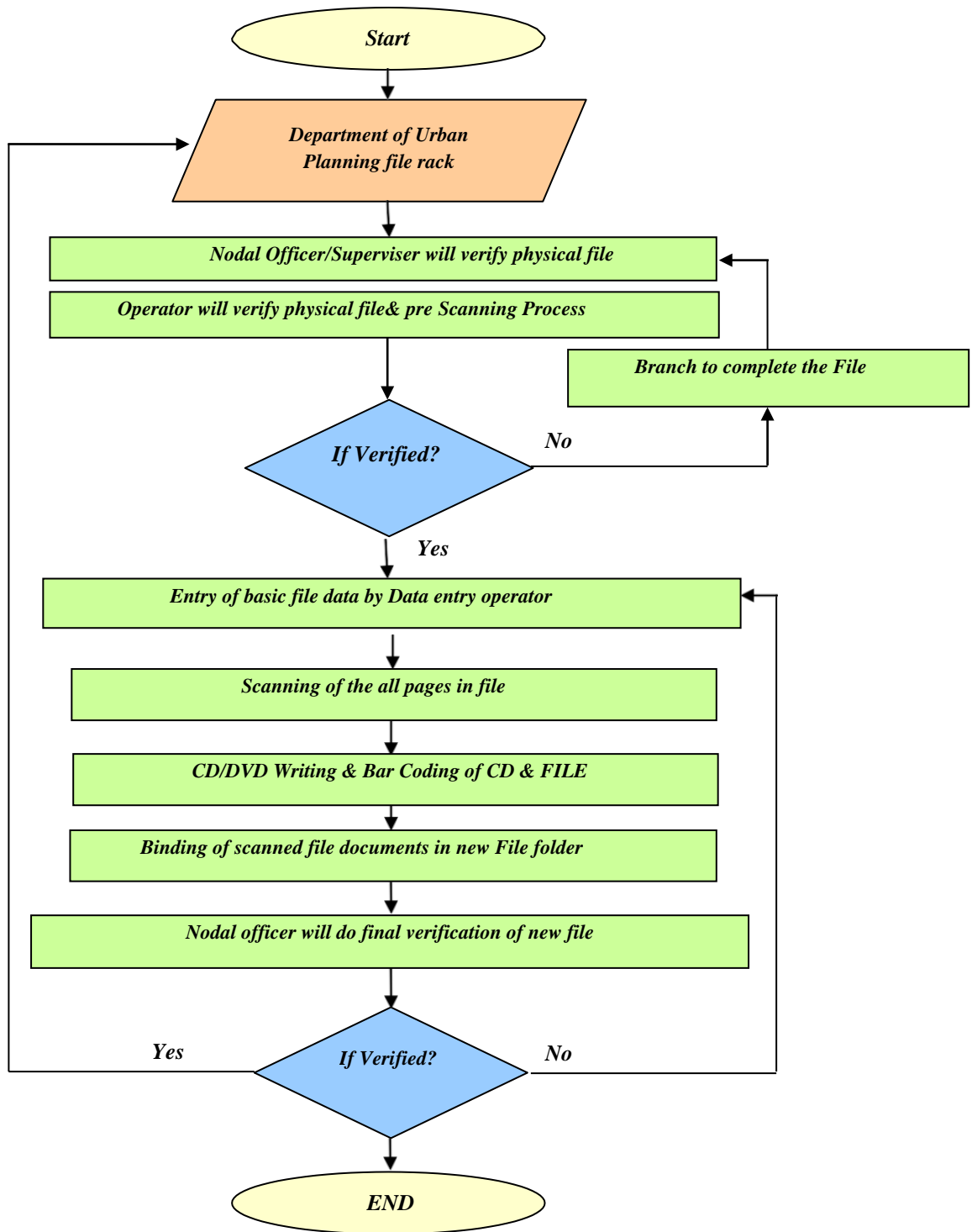
BRIEF DESCRIPTION/SPECIFICATION OF THE PROPOSED
DOCUMENT MANAGEMENT SYSTEM (DMS)

6.4 General Solution & Features Proposed:

6.4.1 Document Management Solution should preferably be open source based solution based on open source Technology.

6.4.2 The compressed PDF files created for viewing should also be 50-80% compressed as compared to standard CCITT G4/JPEG compression (in TIFF/JPEG/PDF file format) for Mono/Color/Grey scale images retaining Search ability, good view and print quality.

6.4.3 Automated Meta data insertion in the PDF Files-Metadata available in Excel or text file or any other format should be inserted into the PDF file in a single step during the creation of the PDF file itself.

6.4.4 The successful bidder shall be supplying the entire system for scanning (on returnable basis), implementation, and related support up to setting up DMS system within 12-14 weeks.

6.4.5 System allows navigational security, with multiple layers of user definable security to limit access at department, user, system, function, and file levels.

6.4.6 System should be capable of integrating with network operating system environment and supports LDAP/ Active directory authentication.

6.4.7 Scanning includes an audit process to date/time/user stamp the scanned files. Audit trail must record which and when records were accessed and by which user id.

6.4.8 Image files are identified (indexed) by, and retrieved by, user definable fields per document, and are stored in an industry standard relational database.

6.4.9 Industry standard image file formats should be accommodated (TIFF, JPG,PDF, Others).

6.4.10 System should be capable of importing other various standard content file types (doc, xls, pdf, etc.) and launching appropriate applications /viewers to support their retrieval. The viewing of the PDFs on Internet and Intranet should be secure and PDF documents when opened in any browser should be viewed as flash files with download/save disabled.

6.4.11 The network operating system under which the system runs would be Linux/window based.

6.4.12 System should be capable of offering a web based search and retrieval client. Any attached workstation will be able to view any scanned and indexed files, based on security profile.

6.4.13 The system should allow for the capture and display of color/black-White images.

6.4.14 The system should be capable of accommodating multiple departments/branches, each with unique indexing requirements.

6.4.15 The system should be capable of storing and view multiple pages files (multi-tiff/PDF).

6.4.16 The system should be GUI (graphical user interface) style screens based.

6.4.17 Access to, or updating of, information stored in the system should be restricted through use of a password security system at the following levels- user, workstation, application, Transaction Type (add, change, inquire, delete),Field

6.4.18 The system should be capable of Role based security model includes ability to establish exceptions, additionally, access can be limited to "read only" at the user level. There should be access right over printing.

6.4.19 The system should be capable of recording all changes in the file in a detailed permanent audit trail, including user information and time stamp.

6.4.20   System security should be capable of allows / restricts users to add / update / delete functionality by user and by function (screen / report)

6.4.21   The system should perform error checking to verify the quality of the information entered and that the system balances are maintained.

6.4.22   Data entry controls to ensure system enters data into all required fields for both batch and on-line data entry. Nodal Officer be able to define which fields are required.

6.4.23   The System would be able to accept queries or query results from other system to retrieve documents from the system.

6.5   Capturing/Scanning of Documents :

6.5.1   The complete scanning process to be carried out at Record Room or designated centralized location at Department of Urban Planning.

6.5.2   The System should be able to capture, store, retrieve, and reproduce irregular-sized documents.

6.5.3   The software interfaces with the Windows/Open Source operating system to allow saving of documents (Save As) from any Windows/Open Source based application.

6.5.4   The System/Imaging workstations may be set up in each branch/or building, allowing decentralized scanning and indexing with as few workstations as feasible

6.5.5   The System should provide compatibility with desktop and production scanners.

6.5.6   The System provides the ability to import images and indexes provided by an external Service provider and for import into the system.

6.5.7   The Software should have the option to display the image while the image is being scanned

6.5.8   The System should be Capable of running multiple scanners concurrently with multiple PCs, all networked into a common imaging server.

6.5.9   Indices can have primary subject categories, sub-categories, and so on, in a hierarchical relational structure.

6.5.10   The system should have Capability to do batch scanning and indexing

6.5.11   The system should enable the administrator to do the user design and set-up of index fields, codes, tables, etc.

6.5.12   The system should accommodate "Full Text Indexing" (i.e., OCR) to search for and retrieve files.

6.5.13   The system should accommodate administrator option for verification of index data by double-keying all or selected field values. The second set of keystrokes is compared to the first and the software alerts the operator when discrepancies are detected.

6.5.14   The System should provides functionality to assist users with detecting scanning errors, by using correction codes to identify level of use of correction functions

6.5.15   The System Should be capable of Digitization all type of documents/records through scanning and transfer the files into the imaging system.

6.5.16   The System should be capable of Modification of the content of index / keyword with appropriate document security.

6.5.17   The System should be able to increase the number of keyword fields or indexes on existing documents.

6.5.18   The system should be capable of Electronic signature management - support for inserting signatures and managing records content and access. System provides the ability to identify specific locations on imaged documents that contain sensitive content and restrict view of these sensitive areas to only authorized users using a multi- level security structure (optional).

6.6 Document Storage :

6.6.1   The System should be capable of storing scanned data into PDF/Image Format and should support multipage.

6.6.2   The System should have Ability to capture, store, retrieve, and reproduce irregular- sized documents.

6.6.3   The System should have Ability to archive images onto magnetic disk with the ability to use the system's image reader to search and read archived data

6.6.4   The System should have Ability to upload scanned blueprints and maps

6.6.5   The System should have Ability to merge files scanned by other sources into a single database, assuming that the file formats of whatever type are all industry standards

6.6.6   The System should have Easy to use and restore from back up facility.

6.6.7   The System should have Ability to have system security defined related to purge authorization.

6.6.8   The System should have Ability to link image and database files

6.6.9   The System should have Ability to automate the compression and back up of data at predetermined times.

6.6.10   The System should provide automated data backup functionality while the system is online without restricting user access to application functionality.

6.6.11   The System should have facility for Color images scanning, storing, and print on demand

6.6.12   The System Allows user to make copies of images and associated index data onto DVD/CDs for archival and back up purposes from magnetic disk. The Transferring of Data to CD/DVD for backup should be done on individual file wise.

6.7 Document Retrieval :

6.7.1   The system should have Ability to retrieve documents by File Number, document title, classification, type, address, allotment name, number, or any other user-defined index value.

6.7.2   The system should support integrated viewing capability to display all files linked to a subject category, subcategory, etc., displayed on-screen. User can point and click which file level/category/etc., and system will take user to that record set.

6.7.3   When doing a search on a significant portion of the database, system should display all file names that the search identified. User can point-and-click on any file(s) displayed to retrieve.

6.7.4   Files may be searched and retrieved by defined indices, key word(s), symbols, or system-assigned alphanumeric Ids.

6.7.5   The System Should accommodates "Full Text Indexing" (i.e., OCR) to search for and retrieve files.

6.7.6   The system should be capable of retrieving documents of various sizes and types, including but not limited to forms, pictures, legal size, letters, A4,A3, sizes etc.

6.7.7   The system should be capable of retrieving documents using multiple index words, numbers, dates, etc. simultaneously.

6.7.8   The system should be capable of employ OCR technology either at scan time or when searching

6.7.9   The system should be capable of producing hard copy reproduction of stored images

6.7.10   The system should be capable of printing all or a selected portion of an image.

6.7.11   The system should be support simultaneous Multiple users view a single stored image

6.7.12   The system should be capable of limiting access to certain files to read only for selected users.

6.7.13   The system should be capable of securing documents from unauthorized access.

6.7.14   The system should have option to set security at both the user and group levels.

6.7.15   The system should provide the ability to print multiple copies of a retrieved image.

6.7.16   The System includes functionality to create PDF documents from retrieved images.

6.8   Workflow and Business Process Management

6.8.1   The System should have option to specify the routing of imaged documents from activity to activity.

6.8.2   Activities can execute in parallel or in sequence within a process. Alternative routes can be user-defined, based on results of conditions.

6.8.3   The System should have Ability to define a work flow administrator with special set-up, control, auditing, and management capabilities.

6.8.4   The System should have Ability to establish security controls on the Web and within the LAN/WAN.

6.9.   Maintenance & Support

6.9.1.   Support for DMS Software
Successful Bidder would be completely responsible for the defect free functioning of the DMS software and would undertake following as part of support activity:

   A. Resolve any issues including bug fixing, improvements in presentation and/or functionality and others within a duration mentioned in Service Level Agreement.
   B. Provide the latest updates, patches / fixes, version upgrades relevant for the software components.
   C. Software version management and software documentation management reflecting features and functionality of the solution.

6.9.2.   Support RDBMS / Application Server / Web Server / System Software Supplied under this project for Scanning /Digitization till the completion of Scanning Process (If Applicable)

   A. Provide the latest updates, patches / fixes, version upgrades, etc.
   B. Software version management and software documentation management reflecting features and functionality of the solution.
   C. Database / Application Software tuning to enhance the performance of the overall system.

6.9.3.   Hardware Maintenance Support for Supplied hardware under this project for Scanning till the completion of Scanning Process (If Applicable)

Hardware Maintenance shall include the following activities:
   A. Overall management and administration of the Servers till the completion of scanning.
   B. Performance tuning of the system as may be needed to enhance systemˇs performance and comply with SLA requirements on a continuous basis.
   C. Security management including monitoring security and intrusions into the system to maintain the service levels as per SLA defined. Successful Bidder will strictly adhere to

    the Security Policy adopted.

D. Monitor and track server performance and take corrective actions to optimize the performance on a fortnightly basis.

E. Escalation and co-ordination with other vendors for problem resolution wherever required (If required during installation of Departmental Hardware).

F. Data storage management activities including regular backup, restore and archival activities.

G. Support to system users with respect to attending to their requests for assistance in usage and management of the application.

Whenever a component has to be replaced because of technical, functional, manufacturing or any other problem, it shall be replaced with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration specifically approved by purchaser.

6.10. Training

The successful bidder would be required to provide training to the Staff of Department of Urban Planning. The training would happen in the Office premises and shall be notified by department to the successful bidder at a later date. The training has to be imparted to approximately100 -150 users. It is proposed that training be conducted in batches of 10-15 each, each batch training of approx. 2 – 4 hours. The successful bidder is required to train and make the staff conversant with the DMS. The training is to be carried out as per the timelines given in the Tender. The training shall concentrate on –

- Basics of Document Management System
- Document search and retrieval
- Document Scanning
- Document Indexing with Metadata Tags and storing
- Generation of reports and interpretation of the same

SECTION-E: PROJECT IMPLEMENTATION

7.1 Project timelines

Following table delineates the various project activities and the associated timelines in weeks from the project start date

Sr.	Activity	Time Line
1.	Project Start	T (Inside 15 days of award of contract)
2.	Deployment and installation of hardware including PCs, Scanners etc	T + 3 weeks
3.	System study and DMS customization	T + 6 weeks
4.	Deployment and installation of Server System & Software installation (application,system and database software) to be used for digitization	T + 8 weeks
5.	Commencement of scanning and indexing of records at record store rooms	T + 8 weeks
6.	Submission of training material and documents for training of Department of Urban Planning users	T + 12 weeks
7.	Commencement of training for users in Department of Urban Planning	T + 12 weeks
8.	Submission of the following Manuals for DMS : a. Systems Administration Manuals b. User Manuals c. Installation Manuals d. Operational Manuals e. Maintenance Manuals	T + 12 weeks
9.	Completion of scanning and indexing of records	T + 32 weeks
	Completion of comprehensive onsite maintenance and support	(T+ W) + 3 years

- Trainings to various departments can be given in phases as and when departmental scanning &indexing activity is completed.

Work completion timelines shall be also monitored as per following milestones:

a. Documents/Files in store rooms

Sr.	Scanning & Indexing Activity	Timeline
1	Completion of scanning , Indexing and DMS entry	22 weeks

b. Live Documents/Files in possession with departments (if applicable)

Sr.	Scanning & Indexing Activity	Timeline
1	Completion of scanning , Indexing and DMS entry	2 Weeks

7.2 Project stakeholders

Stakeholders are the entities that have a legitimate interest in a project. The following are the stakeholders involved in the project.

- SPIC under Department of Information Technology, Chandigarh Administration – Project Consultant and would be responsible for BID management, Overall monitoring of the project implementation & SLA preparation.
- Department of Urban Planning, UT Chandigarh – Project owner, suppliers of documents for digitization, verification & Certification authority of the scanned documents.
- Solution Provider – procure, supply, deploy, install, implement the Document Management System & deploy the Hardware & Software required for scanning purpose on temporary basis.

7.3 Responsibility matrix

A Responsibility matrix lays out the major activities in the project and precisely details the responsibilities of each stakeholder involved in a project. It is an important project communication tool because all stakeholders can see clearly whom to contact for each activity.

The RACI Matrix splits project tasks down to four participatory responsibility types that are then assigned to different Stakeholders in the project. These responsibilities types make up the acronym RACI.

- Responsible   - Those who do work to achieve the task
- Approve   - The Stakeholder that ultimately approves the task
- Consulted   - Those whose opinions are sought. 2 way communication
- Informed   -Those that are kept up-to-date on progress.
                   (1 way communication).

The following RACI Matrix to be used for defining the Responsibilities of identified Stakeholders.

Activities	Vendor	SPIC	Department
Signing of Contract	R	I	R
Resource Mobilization	R	C	C
Creation of project monitoring committee	I	R	R
Providing space and electricity for scanning	C,I	C	R
Providing rooms for conducting training	I	C,I	R
Deployment of project team	R	C	I
Requirements analysis (DMS, software and hardware)	R	C	A,C
System study and DMS customization	R	C	A,C
Deployment and installation of Scanning hardware	R	C	C,I
Deployment and installation of DMS	R	C	C,I
Maintenance of DMS for the contract duration	R	I	A,C
Supply of documents for digitization	C,I	I	R
Scanning of documents, indexing ,Binding and returning the documents in the original condition	R	I	C,A
Verification of scanned images and certifying correctness	I	C	R,A
Rescanning of documents improperly scanned	R	I	A,C
Training of Department of Urban Planning users on DMS	R	C	A,C

SECTION-F: SERVICE LEVEL AGREEMENTS

8.1 General Terms

8.1.1   The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful bidder to Department for the duration of this contract. SLA defines the terms of the successful bidderˇs responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators which will be considered by Department in the Service Level Agreement with Successful bidder.

8.1.2   The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.

8.1.3   Penalties shall not be levied on the successful bidder in the following cases:

8.1.3.1   The non compliance to the SLA has been solely due to reasons beyond the control of the bidder.

8.1.3.2   There is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder.

8.2 SLA definition, measurement and monitoring

8.2.1. Penalty for delay in project execution
For any delay in completion of activities of the project (as mentioned in the timelines), Department will charge penalty of Rs.10,000/- per week subject to a maximum of @25% of the project value.

8.2.2. SLA for scanning services
Images scanned shall be verified by Department of Urban Planning through Nodal Officer or its authorized personnel / record room in-charge concerned. The scanned image shall be compared with reference to the original document.

- For every image improperly scanned (which shall be decided by the officers mentioned above), there shall be a penalty of 75% of the per image quote mentioned by the bidder.
- For every image not scanned (missed out from the original document), there shall be a penalty of 75% of the per image quote mentioned by the bidder.
- For every image scanned in duplicate (two or more copies of single original document), payment for only one image to be paid. No payment to be made for the other copies of the same document and there shall be a penalty of 75% of the per image quote mentioned by the bidder.

It shall be the responsibility of the successful bidder to rescan, index, Tagging, Binding and upload all such improperly scanned images. He shall not be paid any amount for   rescanning of documents.
There shall again be a comparison of such   images   by the authority concerned and nonconformance found would be levied to penalty as mentioned above and the rescanning would have to be done free of cost by the successful bidder.

For instance, if the successful bidder quotes Rs.X per image and has scanned a total of 100 images. If 10 images have been found to be improper, then the penalty would be 10* 75% of X. Thus the payment to the bidder would be calculated based on 90X – 10 * 75% of X – Other applicable penalties

8.2.3. SLA for Scanning Volumes

As envisaged, there shall be a total of about **11,22,030 pages/Records and 20913 Maps/Drawings** initially for Record Store Room of Department of Urban Planning that would have to be scanned and indexed with Metadata Tags followed by binding. To ensure timely completion of project, the SLA for the **scanning volume has been set as at least 7250 pages/Records & 30 Drawings/Maps per day** i.e., **at the end of the first month, at least 1,87,000 pages should have been scanned and indexed**; at the end of the **second month at least 3,74,000 pages should have been scanned and indexed** and so on and so forth.

The measurement shall be done at the end of each month. A penalty of Rs.5,000 shall be levied for every @1% less than the requirement. The percentage conformance shall be rounder off to the next whole value (1.3% shall be rounded off to 2%)

For instance, if for the first month 1,87,000 pages have been scanned, the nonconformance percentage is 3.33% which shall be rounded off to 4%. Thus a penalty of Rs. 20,000 would be levied.

8.2.4. SLA for uptime of DMS Application

The DMS system has to be up for at least 99.75% of the time during peak hours and should be up for at least 98% of the time during off peak hours. The DMS is deemed to be up if the users are able to log into the system and are able to fully execute all the functionalities of the system. The definition of Peak and Off Peak hours follow:

Sr.	Days	Scheduled Timing
1	Monday to Saturday	Peak hours: 8AM to 10PM Off Peak hours: 10PM to 8AM
2	Sunday	Peak hours: - NONE Off Peak hours: Whole day (24 hrs)
3	State / National holidays	Peak hours: - NONE Off Peak hours: Whole day (24 hrs)

The uptime shall be computed on a monthly basis. For every 0.01% less than the standard mentioned above (for both Peak and Off Peak hours), there shall be a penalty of Rs.10,000. The performance non-compliance percentage shall up rounded off to the next highest hundredth percent.

For instance, if the percentage non-conformance for a month is 0.034%, it shall be rounded off to 0,04% and so a penalty of Rs. 40,000 shall be levied.

Note
   A. The successful bidder shall need to either fully repair or replace the equipment by temporary substitute (of equivalent configuration) and make it functional (from the entire system perspective) within the expected resolution time.
   B. In case of temporary substitute, the original component needs to be replaced within 5 working days. Else the penalty amount shall be considered. In case of major, damage, vendor needs to replace the equipment with the brand new equipment of same or better configuration and capacity.

8.2.5. SLA for Software Support

- In case of COTS, any patch released by the OEM needs to be applied to the corresponding product within 7 working days. Any delay in applying the patch will attract penalty of Rs.200/- per day.
- Any Software bug identified by SPIC/Department of Urban Planning/vendorˇs service engineer would have to be fixed within the schedule mentioned below

bug / problem resolution time	Penalty Amount
3 working days	Rs. 1,000/- (per day)
	Rs.2,000/- per day beyond 7 days
1 working day if the bug / problem has reoccurred within 15 days of the earlier resolution	Rs.3,000/- per day beyond 10 days

8.2.6. Response Time Performance Criteria

Response time: Response time is the time interval between the instant at which the LAN / WAN user at a terminal enters a request for a response from the Database server and the instant at which the response is received completely at the terminal

User Activity	LAN /WAN Users	
	90% cases	Overall
Menu Navigation – To display the menu as per the defined user role and profile	< 1 sec	< 3 sec
Screen Opening – To display the selected data entry screen from the menu chosen	< 3 sec	< 5 sec
Field Navigation – To navigate between the data entry fields in the Screen	< 1 sec	< 2 sec
Look up response time – To display items from List of Values	< 2 sec	< 3 sec
Screen Navigation – Time taken to navigate from one screen (tab page) to another which does not involve processing in earlier screen	< 1 sec	< 2 sec
Transaction Commit – Response time taken to retrieve and display the images (records)	< 5 sec	< 8 sec
Query Retrieval Response Time		
Simple query	< 5 sec	< 10 sec
Medium complexity query	< 8 sec	< 12 sec
High Complexity query	<15 sec	< 20 sec
Reports Generation Response Time		
Simple Report	< 5 sec	< 10 sec
Complex Reports	< 10 sec	< 20 sec

A. Non-adherence to the above-mentioned response time would be considered as a bug and the penalty would be levied as per the table above for the non-resolution.
B. Support service should be available 24 * 7.
C. The successful bidder will have to maintain strict privacy and confidentiality of all the data its staff gets access to. Adequate provisions to be made not to allow unrestricted access to the data to people in the organization who have not signed the NDA. Successful Bidder cannot sell or part with any data in any form. Safe keeping of the documents during scanning period

would be responsibility of the vendor, loss or damage of any document during this period will impose penalty. Penalty of Rs.1,00,000/- to a summary termination of contract and forfeiture of PBG would be imposed on the successful bidder upon default of this service condition. The exact penalty will be decided by Department based upon severity of the default.

D. The successful bidder should provide adequate tools for capturing data required for measuring SLAs at no extra cost to Department. This should be part of the solution design.

8.2.7. Penalties

A. The Penalty shall be calculated and deducted from the immediate payment due.
B. All above mentioned penalties are exclusive to each other.
C. Planned Down-time (during non-working hours) is not considered for penalty calculation. Vendor will have to take at least 3 days prior permission from Department for the planned down-time.
D. Planned Down-time will not be allowed for more than two times in a month. The Down-time would have to be preferably scheduled on a nonworking day.

8.2.8. Team Profiles for Post Implementation Support

The successful bidder has to deploy a specialized and trained on-site team for the pre/ post implementation support. It is therefore desirable that the key personnel in the team have the following minimum qualification and work experience.

1. Project Manager: Minimum 3 years of professional experience in Software Project Management. (Project Manager is expected to be on-site for minimum 20% of the working time)
2. Technical Consultants: Minimum 2 years of experience in the DMS implementation, (at least one) maintenance & support.

A. It may be noted that while arriving at experience of a team member as mentioned above, prior experience of the member in earlier employments can also be considered.
B. For all the Post Implementation SLAs mentioned above, the successful bidder would get an initial period of SLA holiday, i.e. a time period for which SLAs will not be applicable. This time should be utilized by the successful bidder to stabilize the system, and to ensure adherence to the performance standards laid down by the SLAs. The SLA holiday period would be defined in the agreement to be signed between department and the successful bidder but would not exceed 4 weeks from Go live.
C. The maximum penalty at any point of time and for any period should not exceed @25% of project cost as per the Commercial Bid submitted by the successful bidder. If the penalty exceeds this amount, Department reserves the right to terminate the contract.

SECTION-G: TERMS AND CONDITIONS

9.0 Terms and conditions

9.1 Payment terms

9.1.1. Payment for Scanning & Indexing with Metadata activities:

The payment would happen upon completion of milestones mentioned above.
- Completion of scanning, indexing with metadata tag, Binding, storage and verification of all archived documents at each of the record rooms (1 milestones)
- Completion of scanning, indexing, storage and verification of all live documents of the departments. This would be at the end of each month (calendar month). Payments shall be processed for number of documents scanned completely and that have been verified and approved by the authority.

After successful completion of each of the milestones, the bidder shall be eligible for payment as per the volume scanned and indexed for the respective milestone. The verification of the documents scanned and entered into the system shall be done by Department of Urban Planning or its authorized personnel . The documents would deem to have been verified only upon signoff by the nodal officer concerned.

Scanning of blank pages, page separators etc. shall not be counted toward payment.

The payment for each of the milestones would be as follows

Payment = [Number of images (pages) correctly scanned in a department/record room * rate per image (page) as quoted in the commercial bid − applicable penalty for the images scanned in that department/record room (as detailed in the SLA section)] * 80%

As seen above, only 80% of the payments would be processed to being with. The remainder 20% shall be paid in 2 equal installments after every successful six months of maintenance and support.

9.1.2. Payment terms for DMS:
- 85% against successful installation, integration & commissioning.15% against submission of BG of equivalent amount should be valid for 3 Year.
- Application maintenance & support charges: QGR based payment on completion of every quarter for a period of 3 years.

9.2   Indemnity

9.2.1   Subject to clause (9.2.2) below, Service Provider (the "Indemnifying Party") undertakes to indemnify The Department of Urban Planning, Department of Urban Planning (the "Indemnified Party") from and against all losses, claims for damages on account of bodily injury, death or damage to tangible personal property arising in favor of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or nonperformance under this Agreement or the SLA.

9.2.2   The indemnities set out in clause (9.2.1) shall be subject to the following conditions:

A.   The Indemnified Party, as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;

B.   The Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all

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relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such defense;

C. If the Indemnifying Party does not assume full control over the defense of a claim as provided in this Article, the Indemnifying Party may participate in such defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;

D. The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;

E. All settlements of claims subject to indemnification under this Article will: (a) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant for all liability in respect of such claim; and (b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;

F. The Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;

G. The Indemnified Party shall take legally permissible steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings; and

H. In the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates.

9.3 Publicity

Neither Party may use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations of each stock exchange upon which the securities of one of the Parties is listed, neither Party shall publish or permit to be published either along or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Agreement, the SLA or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed.

9.4 Force Majeure

9.4.1 Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.

9.4.2 The bidder shall not be liable for penalty, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.

9.4.3 For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidderˇs fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on Department of Urban Planning.

9.4.4 If a Force Majeure situation arises, the bidder shall promptly notify Department of Urban Planning in writing of such conditions and the cause thereof. Unless otherwise directed by Department of Urban Planning , the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

9.4.5   The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:

1. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:
   a. Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
   b. Explosion or chemical contamination (other than resulting from an act of war);
   c. Epidemic such as plague;
   d. Any event or circumstance of a nature analogous to any of the foregoing.

2. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:
   a. Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
   b. Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;
   c. Any event or circumstance of a nature analogous to any of the foregoing.

9.5 Resolution of disputes

9.5.1   Department of Urban Planning and the successful bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

9.5.2   Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof, which cannot be resolved through the above mentioned method, shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by The Secretary Finance, Chandigarh Administration. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re- enactments thereof. The Arbitration proceedings will be held at Chandigarh.

9.6 Right to accept or reject any or all offers

SPIC/Department of Urban Planning reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, 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 action of Department of Urban Planning.

ANNEXURE A

A) Estimated Scanning Volume (Tentative)

The following is an estimation of the scanning volumes in terms of number of number of files and approx pages in the file that the bidder would have to scan in Record Store room.

Sr.	Name of Branch	Number of files	Avg. number of pages	Approx. total number of pages
1	Urban Planning	4000	-	11,22,030

Sr.	Name of Branch	Number of Maps/ Drawings	Size of Maps/ Drawings	Approx. total number of Maps/ Drawings Size-wise
1	Urban Planning	20913	A3 & A2	2700
			A1 & A0	17178
			Above A0	1035

Sr.	Type of Records	Total No. of Files	Paper Size	Total Number of Pages
1	Record Files	4000	Legal/ A4	11,22,030
2	Drawings/ Maps	20913	A3 & A2	2700
			A1 & A0	17178
			Above A0	1035

There shall be a deviation of +/- 25% from the estimated figure. The bidder is advised to take this variation into consideration during the preparation of the bid.

B) Format for Commercial Bid

The rate in the commercial bid would have to be filled in the following format.

i.   One time cost towards setting up of DMS Infrastructure:

Sr.	Description with Make / Model etc	Make / Version	Unit Rate (in Rs)	Tax (in Rs)	Total cost (in Rs)
1	Supply, Customization, Installation & Implementation of Document Management System with unlimited client license				
2	Training Cost of Staffs (200 Approx.) on DMS				

ii.   Scanning cost (to be paid at actual):
Applicable for scanning operation in Department of Urban Planning Record Room. Quantities mentioned below are tentative. There shall be a deviation of +/- 25% from the estimated figure. The bidder is advised to take this variation into consideration during the preparation of the bid. There would be no binding on Department of Urban Planning to list of items mentioned below and it may strike out any components which it thinks not required. The bidder is requested to quote unit prices for all of the items.

Sr.	Category	Type of Job	Unit/ Size	Unit Rate (in Rs)	Tax (in Rs)	Estimated Qty	Total cost (in Rs)
1	Records/Pages	B&W/Color Scanning	Legal / A4 Size			11,22,030	
2	Drawing/Maps	B&W/Color Scanning	A3 & A2			2700	
			A1 & A0			17178	
			Above A0			1035	
3	Data Entry for indexing Metadata	Indexing for Drawings	--			20913	
4.	Data Entry for indexing Metadata	Indexing for Files				4000	
5.	CD/DVD with Cover preparation	CD/DVD Writing				4000	
6.	New File Cover with Hard Binding					4000	
7.	Barcode Printing for CD/DVD, File	Bar coding				8000	

i. Maintenance Cost of DMS (WOULD NOT BE CONSIDERED FOR L1 CALCULATION) :

Sr.	Description	Unit Rate (in Rs) / Per Year	Tax (in Rs) / Per Year	Total cost (in Rs) / Per Year
1	Cost of Maintenance of Document Management System with unlimited client license on per Year basis			

Note:
- The bidder should take care that rate mentioned above sufficiently covers the expenses that the bidder shall incur for DMS implementation and scanning operation. No amount would be paid for any extra items other than list of items mentioned above.
- The above charge/fee should be inclusive of any applicable relevant tax except Service Tax. Service Tax shall be reimbursed based on the submission of proof of actual service tax payments made by the bidder.

C) Bid Document Format

The bid document submitted by the bidder should at least contain the following :

1. Covering letter
2. Authority letter
3. Authorization letters from OEM
4. Qualification Criteria Compliance Sheet
5. Particulars of Bidder
6. Profile of Key Personnel
7. Proposed Resource Deployment
8. Project details and methodology

BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section,
filling the entire Blank and to be submitted on Letter Head)

Ref No : (Mandatory)   Date : (Mandatory)

To
,   The Chief Executive Officer,
        Society for Promotion of Information Technology in Chandigarh
        Entrepreneur Development Centre Building,
        Plot No 20, Chandigarh IT Park, Chandigarh 160101

Dear Sir,

Having examined the Bid documents we, the undersigned, offer to undertake the job of
"Digitization of Land Records, Scanning of Files and supply & Implementation of DMS" as per
the Tender No._____dated_____ .

We agree to abide by this bid for the period of 3 (three) Year from the date for fixed for price bid
opening and it shall remain binding upon us for acceptance at any time before the expiry of the
period.

This bid, together with your written acceptance thereof and your order / notification of award,
shall constitute a binding contract between us.

We understand that Department of Urban Planning reserves the right to accept in full / part or
reject any or all the bids received or split order within successful bidding without any explanation
to bidders and its decision on the subject will be final and binding on Bidder. We also understand
that Department of Urban Planning is not bound to accept the L-1 bid for placement of order.

We   had   given   an   EMD   of   Rs. --------------- (BG No_____dated
on_____) along with the technical document.

We also abide to go through Performance Bank Guarantee as required by this tender.

Dated, this …………………..day of …………………20---

…………………………………………………
         Signature
(In capacity of)
duly authorized to sign bid for and on behalf of
(Name and Address of the Bidder)

(Affix Official Seal)

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D) Qualification criteria compliance sheet

The qualification criteria compliance sheet has to be prepared in the following format

Sr.	Qualification Criteria	Supporting document details	Complied (Yes / No)
1	The bidder must be a registered corporate in India, registered under the Companies Act 1956/2013, or a Govt. Organization. The bidder should be operating in India for the last five years as on the date of submission of the bid.		
2	The bidder should be a profit-making company during each of the last two Financial years.		
3	The bidder should have a turnover of at least Rs.3 Crore, out of which 50 Lacs from Imaging/Scanning/implementation of Document Management Solution related business for each of the last two Financial years.		
4	The bidder should have experience of at least 3 projects implementing turn-key Enterprise Document Management System & Digitization over the last 4 years of similar nature. The aggregate scanning volume of the above 3 projects should be at least 50 Lacs images/pages/drawing with certification. Among these 3 Projects at least 2 projects must have been completed successfully (bidder must produce Project completion certificate for at least 2 projects). Partially completed projects would also be considered, provided presently completed Scanning volume under each of the project must be at least 30 Lacs pages with certification. However, in all the cases DMS must be successfully implemented till the submission of BID against this RFP.		
5	The bidder should have experience of at least 1 project in implementing turn-key Enterprise Document Management System over the last 4 years of similar nature with the Government /Public sector organizations. The scanning volume of the project should be at least 30 lacs images with certification. The bidder must produce Project completion certificate. Partially completed projects would also be considered, provided presently completed Scanning volume under the project must be at least 20 Lacs pages with certification. However, in all the cases DMS must be successfully implemented till the submission of the BID against this RFP.		
6	The bidder must be ISO 27001:2005 certified & should have CMMI Level 3 or above certification along with ISO 9001:2000.		
7	The Document Management Solution offered by the bidder should have completed at least 5 installations by the bidder. The scanning volume of each of these installations should be at least 50 lakh pages (images) with certification. The bidder must produce Project completion certificate.		
8	The company should submit valid documentary proof of Sales Tax/VAT registration number/Service Tax registration no/GSTIN and the details of income tax registration (PAN).		

9	The bidder should have experience of digitization of old and fragile records (more than 30 years OLD).		
10	A declaration that the Bidder have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization.		
11	The bidder must have support Centre in tri-city Chandigarh/Mohali/Panchkula) with adequate Technical staffs.		
12	The bidder must have experience of scanning A0 or large size drawings.		

The compliance sheet above should be followed by the documentary proof for each of the criteria mentioned above. The documentary proof would have to be arranged in the same order as the criteria mentioned above

E) Profile of Key People

Please attach the profiles of the key people who would be involved during the course of the project. The profile shall necessarily include the following details in the format mentioned below

1. Proposed Position:

2. Name of Firm and Years with the Firm [Insert name of firm proposing the staff]:

3. Name of Staff [Insert full name]:

4. Date of Birth: Nationality:

5. Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

6. Membership of Professional Associations:

7. Other Training [Indicate significant training since degrees they have already been mentioned under 5]:

8. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

9. Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]:   To [Year]:

Employer:

Positions held:

10. Detailed Tasks Assigned [List all tasks to be performed under this assignment]

11. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned [Among the assignments in which the staff has been involved, indicate the following information for Those assignments that best illustrate staff capability to handle the tasks listed under point 11.]

- Name of assignment or project:
- Year:
- Location:
- Client:
- Main project features:
- Positions held:
- Activities performed:

12. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of staff member or authorized representative of the staff]

Day/Month/Year   Full name of authorized representative

F) Proposed Resource Deployment

Sr.	Resource Level	Responsibility	Brief Description of Qualification : Certifications, Technical Degree/ Diploma	No. of Resources deployed at the proposed level

Please provide details for each Core Project Team Member in following format:

Sr.	Item	Details
1	Name	
2	Specify role to be played by him/her	
3	Current job title	
4	Experience in years.	
5	Number of years with the organization	
6	Current job responsibilities	
7	Summary of Professional /Domain experience	
8	Skill sets	
9	Highlights of assignments handled and significant accomplishments	
10	Educational Background, Training/Certifications	

G) Project details and methodology

The Bidder is required to submit the proposed technical solution in detail. Following should be captured in the explanation:

A. Understanding of the requirements.
B. Clear description of the proposed solution.
C. Project Management Methodology (Initial phase of scanning and indexing with Metadata tagging and post Go-Live methodologies).
D. Risk Management Methodology proposed.
E. Extent of compliance to technical requirements specified in the scope of work.
F. Strength of the Bidder to provide services including examples or case-studies of similar solutions deployed for other clients.
G. Clear description of training methodology.

The Bidder should provide detailed design of the system. Various other details need to cover following.

A. IT Components design - Approach & Methodology for Installation & Configuration of:
   i. Computing (Servers, OS, Databases, Scanners etc.) infrastructure
   ii. Other infrastructure
B. Operations & Maintenance
   i. Help Desk Services and problem resolution
   ii. System Maintenance & Management
   iii. System / Database Administration
C. Bill of Materials (BOM) − quantity & detailed specifications of each items :
   i. IT Hardware

ii. IT Software

Project Plan should address the following subjects:

A. Project Organization and Management Plan;
B. DMS implementation plan
C. Pre-commissioning, Operational and User Acceptance Testing Plan
D. Delivery and Installation Plan
E. Training Plan
F. Risk Management Plan
G. Change Management Plan
H. Sustenance Plan
I. Warranty Service Plan
J. Task, Time, and Resource Schedules
K. Technical Support Plan
L. Quality Assurance and Control Process details which must include (but not limited to) detailing on Metrics, Reviews, Problem Reporting and Corrective action etc.
M. Technical and Operational Process which must include (but not limited to) detailing on Methods, Tools, Techniques etc.

Note:
a. All the pages (documentary proofs and other documents that may be attached) should contain page numbers and would have to be serially numbered.
b. Inadequate information will lead to disqualification of the bid.

H) Particulars of the Bidder

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross- referenced to the relevant question.

A. General Profile of the Company

1	Name and Address of the Company With Telephone Nos., Fax, E-mail and Website	
2	Date of Incorporation	
3	Offices situated at different locations	
4	Address of Software Development facilities in India	
5	Address of Office in Tricity (Chandigarh/Mohali/Panchkula)	

Authorized Signatory <Name with Company Seal>

B. Name and Details of the person to whom all references shall be made regarding the tender

Name:
Telephone: Fax No.:
E-mail: Mobile:
Place:
Signature with Company Seal: Date:

C.   Relevant Certificates

Sr.	Name of the certificate	Certified by	Date of certification	Certificate Valid up to

Tender for digitization of Land Records/Maps & Implementation of Document Management System
Department of Urban Planning , Chandigarh Administration

MANUFACTURERˇS AUTHORISATION FORM

(To be submitted on OEM letterhead, signed by a person competent And having the power of attorney [notarized copy to be attached] to bind the Producer)

Tender No. --- Date : --------------------

The Chief Executive Officer,
Society for Promotion of Information Technology in Chandigarh
Entrepreneur Development Centre Building,
Plot No 20, Chandigarh IT Park, Chandigarh 160101

WHEREAS _____

who are official producers of

_____ and having production facilities at

_____ do hereby authorize

_____ located   at

_____ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

[Note : Please Specify the Product Name & Model No here.]

When resold by _____ these products are subject to applicable warranty terms of this NIT .

We assure you that in the event of_____not being able to fulfill its obligation as our Sales & Service Provider in respect of this NIT, we would continue to meet our the terms stated in the abovementioned NIT through alternate arrangements.

We also confirm that_____is our authorized service provider /system integrator and can hence provide maintenance and upgrade support for our products.

We also undertake to supply the materials in the event of the non-supply of the materials by_____as per the NIT and assure you the availability of updates for the products for the next three years comprehensive onsite warranty/Maintenance period.

Name_____In the capacity of
Signed

Note: This letter of authority must be on the letterhead of the Manufacturer, must be signed by a person competent and preferably having the power of attorney (Notarized copy to be attached*) to bind the Producer, and must be included by the Bidder in its bid as specified in the Instructions to Bidders.*

PROFORMA FOR PRE-BID MEETING QUERIES

Name of the bidder:

Queries

Sr.	Section No.	Clause No.	Page No.	Queries

Note: There is a cut off date for receiving of queries before Pre-Bid Meeting. Queries received after the cut off period will not be accepted.

Authorized Signatory : (Signature in full)
Full Name of Signatory :
Company :

<center>PERFORMANCE SECURITY GUARANTEE BOND</center>

In consideration of the Society for Promotion of Information Technology in Chandigarh (SPIC) (hereinafter called 'Purchaser/Department/SPIC˘') having agreed to exempt_____(hereinafter called 'the said contractor(s)') from the demand under the terms and conditions of an agreement/Advance Purchase Order No_____ dated_____made between _____ and _____ for the supply of _____ (hereinafter called "the said agreement"), of security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for_____we, (name of the bank) _____ (hereinafter refer to as "the bank") at the request of__ _____ (contractor(s)) do hereby undertake to pay to the Department of Urban Planning an amount not exceeding___against any loss or damage caused to or suffered or would be caused to or suffered by Department of Urban Planning by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We (name of the bank)_____do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the Department by reason of breach by the said contractor(s)˘ of any of the terms or conditions contained in the said Agreement or by reason of the contractors(s)˘ failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of Department in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding_____.

3. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.

4. We(name of the bank)_____further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till_____(office/Department) certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this Guarantee is made on us in writing on or before the expiry of 60 days +THREE YEARS (as specified in the tender no. …… dated …..) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (name of the bank)_____further agree with the Department of Urban Planning that the Department shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Department

of Urban Planning against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the Department of Urban Planning or any indulgence by the department to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s).

7. We (name of the bank)_____lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Department of Urban Planning, Chandigarh in writing.

Dated the_____day of _____
for_____
(Indicate the name of bank)

OTHER FORMATS/ANNEXURE

Bid Processing Fees & Earnest Money Deposit Details

Sr.	Item	Amount (Rs)	Name of the Bank & Branch	Demand Draft No.
1	Bid Processing Fees			
2	Earnest Money Deposit (E.M.D.)			

Form no. E1 -Financial strength of the bidder

Financial Year	Turnover (Rs. in Crores)	Audited Accounts Attached? (Yes/No)

Note: Please fill this form and submit the audited Annual Accounts for the last three financial years.

Form no. E2 -Office in Tri-city

Sr.	Address	Contact Person	Contact nos.	Types of supporting document attached

Note: You may mention more than one office (if applicable) by adding multiple rows.

Form no. E3- Service Centers Details

Sr.	Address	Contact Person	Contact nos.	Types of supporting document attached

Note: You have to mention minimum 3 authorized service centers as per eligibility criterion.

Form No. E4- Experience Details (Customer References)

Sr.	Name of the Organization	Contact Person	Contact telephone no. & Address	Date/Period of implementation	No. of ….. implementation sites/No. of Installations	Type of Supporting Document attached

Note: Please fill this form and submit the supporting documents for each customer reference. Failing the same may lead to the rejection of the bid. You may add the customer references by adding multiple rows.

Form no. E5- Authorization Letters

Item	Make & Model	Name of OEM	Authorization letter attached? (Yes/No)

Form no. E6 - ISO certification & CMMI Level 3 details

Sr.	Item	Make & Model	Name of OEM	certification valid up to	ISO/CMMI Submitted? (Yes/No)