

E.PROCUREMENT TENDER NOTICE
DIRECTOR GENERAL, FILMS DIVISION
24 G. DESHMUKH MARG, MUMBAI- 400 026
TELE NO. 022- 23523454

File No. F-14011/2/2014-Pub

Dated: 19.1.2015

On behalf of the DIRECTOR GENERAL, FILMS DIVISION invites e-procurement tenders under Two Bids System i.e. Technical Bid & Financial Bid for :

"E-Procurement of Electronic Document Management & Imaging Services For Scanning of 1,00,000 Pages, Films Division, Mumbai"

The details given in the schedule and appendixes of this Tender Enquiry:

Earnest Money: Rs. 50,000/

CRITICAL DATE SHEET:

Publishing Date	19.01.2015	10.30 Hrs
Bid Document Download Start Date	19.01.2015	10.30 Hrs
Bid Submission Start Date	19.01.2015	10.30 Hrs
Bid Submission End Date	09.02.2015	13.00 Hrs
Bid Opening Date	10.02.2015	15.00 Hrs

NOTE:

1. The complete Tender Document can be downloaded from Films Division website www.filmdivision.org and <http://eprocure.gov.in/eprocure/app>. Any Change/ modification in the tender enquiry will be intimated through above websites only.
2. Bidder are therefore, requested to visit our websites regularly to keep themselves updated.
3. Bidders must submit their bids online through <http://leprocure.gov.in> portal.
4. For submission of e-bids, bidders are required to get themselves registered with <http://eprocure.gov.in/eprocure/app> in website along with class II/class III digital signature certificates issued by CCA under IT Act-2003.
5. All documents submitted by the bidder should be legible and in PDF format (except BOQ in XLS format), otherwise, it shall be liable to be rejected.
6. The bidder should meet all the requirements as mentioned in the tender document floated in <http://eprocure.gov.in>

SUBJECT :- BID NOTICE FOR e-PROCUREMENT OF ELECTRONIC DOCUMENT MANAGEMENT & IMAGING SERVICES FOR SCANNING OF 1,00,000 PAGES IN FILMS DIVISION

The Director General, Films Division, Ministry of Information and Broadcasting, Government of India, 24-Dr. Gopalrao Deshmukh Marg, Mumbai –400 026 invites bids from reputed firms/suppliers in two bid system i.e. **Technical and Financial Bid for Procurement of Electronic Document Management & Imaging Services for Scanning of 1,00,000 pages in Films Division.** The bids are to be uploaded on-line at NIC portal.

Chapter-I –Instructions to bidder:

1. The firms/proprietors interested to provide the requisite services as mentioned in Annexure-I can consult **Shri K.S.Shridhar, Director (022-23514614)**, Films Division for clarification/specification on any working days viz. Monday to Friday from 11.00 am to 5.00 pm (except holidays) in the office of Films Division, Ministry of Information and Broadcasting, Government of India, 24-Dr. G. Deshmukh Marg, Mumbai –400026. The details of this bid notice including specifications of the services etc. are available on the official website of Films Division i.e. www.filmsdivision.org
2. Possession of valid Digital Signature Certificate (DSC) of the bidders is prerequisite for e-tendering. DSC (APPLICABLE TO Class-II/Class-III with signing key usage) issued by sify/TCS/nCode/eMudra or any other certifying authority recognised by the controller of certifying authority (CCA) India on e-Token/Smartcard are valid for e-Tendering.
3. The bid should consist of the following documents;
 - i. Profile of the company along with copies of PAN, TAN and VAT Certificates and authorization certificates of principals.
 - ii. Earnest Money in the specified format.
 - iii. A Technical Bid containing detailed technical specification of the offered product/service in the specified format (Annexure-I) along with any other brochure, catalogues, documents etc. **BUT NOT CONTAINING ANY PRICE INFORMATION ABOUT THE SERVICES OFFERED** should be uploaded on line in PDF Format. All the above documents should be self attested by an authorised signatory of the bidder and should be on the letter head of the bidder.
4. The bidder except those who are registered with the Central Purchasing Organisation, National Small Industries Corporation (NSIC) must upload soft copy of EMD (Bid Security) for Rs.50000/-in the NIC Portal with their technical bid, in the form of either cross Demand Draft, Fixed Deposit Receipt, Banker's Cheque (Pay Order) or Bank Guarantee obtained from any of the Commercial Bank drawn in favour of **“Accounts Officer, Films Division, Mumbai”** valid for a period of 45 days beyond the final bid validity period. **The original hard copy of DD i.e. EMD should be sent to Films Division, Ministry of Information and Broadcasting, Government of India, 24-Dr. G. Deshmukh Marg, Mumbai –400026** by Speed Post/Registered Post/Courier so as to reach the Director General, Films Division, Mumbai before bid opening date and time. The technical bids of those firms who have not sent the original instrument of EMD i.e. DD/Bank Guarantee etc. by post or in person and which has not reached this office before the closing date and time will not be considered and opened on line in the NIC portal. Pre-bid meeting will be held on 22/01/2015 at 12.00hrs.

In other words, the technical bids of only those firms who have submitted the instruments of EMD in original and which reaches this office before closing date and time will be considered and opened on line. The final bid validity period should be 90 days from the date of opening of the bid.

5. The companies/firms who are dealing in the Electronic Document Management and Image Services for Scanning may only apply and each specification of such specified services should atleast match to the minimum acceptable specifications mentioned in the Annexure-I of the tender document.

6. The bidder who are authorised to represent the original manufacturer of materials i.e. software, CPU etc. Should produce a authorisation certificate for distribution in India issued by such original manufacturers.

7. The Bid which is not accompanied by Earnest Money will not be considered. The bidders who are exempted from submission of bid security must produce the Exemption Certificate issued by the concerned authority like NSIC.

8. The Earnest Money (Bid Security) may be forfeited by Films Division in the following events:

- i) If bid is withdrawn during validity period or any extension thereon.
- ii) If bid is varied or modified in a manner not acceptable to this organization during the validity period or any extension thereof.
- iii) If a bidder whose bid has been accepted but fails to furnish the performance security deposit, performance bank guarantee within 30 days of acceptance of bid.

9. The Earnest Money (Bid Security) of unsuccessful bidders will be returned on finalization of bid. The Earnest Money of successful bidder will be returned on receipt of performance security deposit/bank guarantee.

10. All leviabale taxes/duties, including Sales Tax, Value Added Tax and Service Tax etc., if any may be mentioned separately. If these details are not indicated, it will be assumed that the rate is inclusive of all the taxes excluding Octroi.

11. At the first instance the Technical bids will be opened by the Department and the same will be evaluated by the Competent Committee or Authority. The bidder may be required to arrange a demonstration/presentation of the services offered wherever called for **The 'Technical Bid' for Digital Conversion with microfilming of existing ancient document should contain a 'Test Strip' of at least 4 mtr. long with sufficient leader and trailer, containing exposures of old paper documents, for technical evaluation of quality of microfilm and performance of the service bureau. The resolution chart should also be exposed in the beginning of the 'Test Strip'**. At the second stage, Financial bids of only the technically acceptable offers will be opened for evaluation and ranking before awarding the contract.

12. The successful bidder will furnish a Performance Security Deposit at the rate of 10% of the value of the total equipment/software in the form of Demand Draft/ Pay Order or Fixed Deposit Receipt or Bank guarantee from any commercial Bank drawn in favour of "Accounts Officer, Films Division, Mumbai" within 30 days of the receipt of supply order. The Performance Security Deposit will remain with the Films Division, till the warranty period of the equipment is covered.

Chapter-II –Scope Of Work:

Stage – 1: Document Management Solution (DMS)

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

Stage – 3: Digital Conversion with microfilming of Existing ancient Documents

Stage- 4 : Integrated Document Management Solution- (IDMS) Software

Stage – 1: Document Management Solution (DMS)

Scope Of Work

Digital Conversion of Existing old Documents.

As all Document’s age is approximately 1950 onwards they have to be handled carefully without any damage.

1. As part of Digitization Project existing documents of all types pertaining to various sections of Department are required to be scanned with proper indexing for easy retrieval.

2. The bidder is required to segregate and configure the machines for scanning & Indexing workstations, Quality control workstations, Backup Server, Overhead Scanner, Upload workstation, MIS machines, and CD/DVD cutting machines etc.

Document Type & Size:

A4/ Letter / Legal / A3 size / A2 Size / any other size (one sided or both, as the case may be.) Life-Record is 5 to 60 year old

Documents should be scanned at a minimum of 600 dpi and originality of the document like color, Black & White, handwritten have to be maintained.

Methodology

Onsite Scanning: The successful bidder is required to setup the scanning infrastructure on-site at the Department premises. The setup would consist requisite quantity of equipment like computers, Scanners, software’s, UPS etc are required to be deployed by firm. The bidder is required to deploy sufficient skilled manpower to carry out the task to scan & index minimum 10000 documents per day. The firm may decide the schedule of work for multiple locations within a Department upon mutual decision with the Department.

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

Responsibility of the firm

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

Batch Preparation

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

Categorization pages on type

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

Sequencing and types

The documents are to be put on specific sequence as defined by the Department.

Capture Process

Scanning

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

Indexing

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

Maintenance of Quality

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

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

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

Storing & delivery of data & images

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

Post capture activities

After the completion of scanning, QC and uploading the documents must be re arranged in the similar condition in which the documents were received, packed in cardboard boxes & stacked.

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

- Receiving of documents
- Distribution of documents
- Scanning
- Documentation
- Merging
- Quality Control
- Upload to the Server
- Handing over documents (Technical Specification in **Annexure-I**)

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

Scope Of Work

1. Perform Indexing and Barcode tagging of hard copies of records.
2. Design, development, testing, implementation, commissioning and maintenance of Document Management System software to facilitate management of the storage in secure manners, authorized retrieval of the records as per requirements of the department.
3. Perform Scanning of records and Digital Storage for secure retrieval, printing etc.
4. Procurement, installation and configuration of Workstations/desktops required for implementation and running of document management system (**Specification as per Annexure-I**). The quantity may be subject to change depending on existing resources available.

Management of Physical Files of Department-

1. File or any document is an asset for the organization and Department needs a proper physical management Solution after digitizing all record. In information management context it is a system which proposes a secure, confidentiality and retrieval tracking for the document.
2. The bidder is required to provide the on–Site Record Management. Structure and Secured Place to the documents to maintain the confidentiality with secure and easy access of Document will be provided by the Department. However, the records have to be properly packed in cardboard boxes and stacked by the bidder.
3. All files need to be sorted and segregated on month, year, and Department wise etc. The parameters for sorting and segregation have to be provided and finalize by the successful bidder in consultation with concerned Department. The Department has right to add more parameters during course of work.
4. Successful bidder has to provide training for three weeks for Managing the Records to Department's Personnel.
5. All Security gazettes, security cameras, Racking Systems will be provided by bidder for the Record Management in consultation with the Department.

Methodology

Physical Record Management:

- Analysis of current storage of all the documents at client site.
- Fumigation / Mending of Records whenever required.
- Cross checking the Records & inventory data.
- Updating of Data in inventory sheet.
- Filling the Record / Documents in Cartons.
- Bar coding of documents/cartons
- Numbering the Cartons.
- Porting the verified sheets on each Carton
- Sealing the Cartons (Signed / Sealed)
- Preparation of documents list and updating of data in Master File.
- Identification of New Location of Records.
- Placing the records at desired / identified new location.
- Updation of master file by indicating new location

Initial Set Up Process:

- Sorting and segregation of records
- Indexing and Bar coding of files /Boxes
- Securing files into bar coded boxes/Cartons
- Allocate the boxes to Modern Record Room designated for Department.

Retrieval and other services:

Responsibility of the Firm/bidder

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

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

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

Stage – 3: Digital Conversion with microfilming of Existing ancient Documents:-

Scope of Work

The Department is intending to preserve some documents of vital importance for microfilming work on behalf of the Department.

Technical Requirements

1. The successful bidder(s) would require to do the microfilming of old documents at Department.
2. Microfilming equipments i.e. Digital Archive Writer, raw microfilms and the services of the supporting technical staff shall have to be arranged by the successful bidder(s) at the project site at their own cost. The security, maintenance & insurance cost of the equipments etc. will vest with the successful bidder(s). The cost involved in travel and transportation involved during the microfilming process shall also be borne by the successful bidder(s). However, the space and electricity requirements will be provided by the concerned library/institute where the microfilming work is to be done.
3. The successful bidder(s) will be responsible for film processing and ensuring archival quality of microfilms. It may be ensured that the films are exposed, developed, fixed and washed for archival quality meeting International Standards.
4. Only Kodak Image link (Panchromatic Unperforated) Polyester based high archival quality raw microfilms (35 mm x 100 feet), having any latest or 1461 Emulsion No. from fresh/current lot should be used for microfilming purpose.
5. The reduction ratio of the Digital Archive Writer may preferably be kept between 1/10 to 1/15.
6. The filming arrangement shall be two running pages per exposure in comic mode with suitably selected technical targets (samples will be provided by the Department) giving all relevant information in the microfilms.

....7/-

7. The prepared microfilm should have a leader of 30” in the beginning and trailer of 30” in the end roll.

8. The full frame size of 32 mm x 45 mm should be used during filming

9. The following precautions should be taken care off while doing the microfilming work:

- a) Citernol Oil and Lamp Black powder should be used for oiling & cleaning.
- b) Resolution Chart must be exposed at the Start and End of the roll
- c) Scale should be exposed with the first folio/leaf of every manuscript.
- d) The film should be handled in such a way that no thumb/finger impression or any stains is left on the film.

10. The Emulsion no of the each raw film should be mentioned and all the rolls should be of the same batch as far as possible. The bidder has to take approval from departmental officer before using the film. The bidder has to mention the developing solution in the technical bid.

11. The processed microfilm shall specify the archival parameters in density contrast and resolutions as under:

- a) Density – 0.9 to 1.2 (ideal 1)
- b) Resolution – At 15 x minimum 106.5 lines per mm
- c) Residual Chemical contents –
 - (1) without traces of silver or sulphur in the processed film
 - (2) 0.007 microgram per sq.cm. as per Methylene Blue Test for residual hypo in the processed film.

12. Processed microfilm roll shall have to be delivered to Department at its Head Office in Mumbai at the firm’s cost within 7 days for testing the same in our “Quality Control Laboratory” (Methylene blue test) for residual hypo in the processed film, ideal density and resolution etc. along with a certificate that these rolls have been processed in the chemical of same lot. It is advised that all the rolls may be inspected at firm’s end before submitting them to the Department to ensure that the rolls are free from any defects. In case of any defect noticed, retakes must be carried out and sent along with the roll.

13. The supplied rolls must accompany the contents/index of the manuscripts filmed in the roll.

12. The processed microfilm rolls shall be accepted only after subjecting them to critical evaluation through standard parameters by highly qualified technical experts. Any sub-standard or defective rolls or part thereof that are rejected by the Department’s Technical Officers shall have to be re-filmed/retaken without any extra cost. Department’s decision in this regard shall be final. The successful bidder(s) shall not make or retain any microfilm copy or part thereof for any purpose whatsoever, except for submitting them to the Department.

13. The operators being deputed at the site must be well skilled and experienced in the field. The retakes procedure must be adopted as per guidelines. The successful bidder(s) need to follow the instructions/guidelines provided to them by the Department’s authorities time to time.

14. The ‘Technical Bid’ should contain a ‘Test Strip’ of at least 4 mtr. long with sufficient leader and trailer, containing exposures of old paper documents, for technical evaluation of quality of microfilm and performance of the service bureau. The resolution chart should also be exposed in the beginning of the ‘Test Strip’. The following information should also be furnished alongwith the ‘Test Strip’.(Specification is enclosed in annexure-I)

Stage 4: Integrated Document Management Solution (IDMS):-

The Bidder will provide the Integrated Document Management Solution (IDMS) to DEPARTMENT for fast retrieval of the records of point. The digitization software should be web enabled and must have features as mentioned as below. IDMS must be customized according to need of DEPARTMENT. DEPARTMENT may direct bidder to modify IDMS according to requirement as and when required. Bidder will be fully responsible for Installation, updation, customization and technical support during digitization process and for one year after completion of job. The bidder has to provide license copy of it to DEPARTMENT. IDMS should be equipped with water marking, free text search and an inbuilt document viewer giving the feel of reading a book to the user, it should be possible for users to flip the pages of record like book along with performing required zoom in, zoom out, full text search within document and on the fly watermarking on records while viewing it. The software module should have multiple accesses with security features, with facility for updation of Information. The Licensed copy of the application software, database software and web server software shall vest in DEPARTMENT and the bidder shall execute necessary documents for the same.

Bidder has to give name and detail of IDMS, to be used by them. Inputs are required from the bidder regarding points given as under:- (For Detailed Information see **Annexure-II**)

- **Architecture**
- **Search**
- **Metadata**
- **Security & Access Control**
- **Audit**
- **Statistics**
- **Document Viewer**
- **Key Points of Solution**
- **Faster Search & Retrieval**
- **Change Management**

Chapter-III –Eligibility Criteria:

1. The Bidder must have been in the field/business of providing Scanning, Digitization and record management solution for at least last five consecutive years.
2. Bidder should have at least annual average turnover of Rs. 10.0 Crores (Rs Ten Crores Only) per annum during the last three financial years in the books of accounts for Scanning, Digitization and Record management Solution during last three financial years (2010-11, 2011-12, 2012-13).
3. The bidder should have undertaken at least Two digitization projects over the last five years in India with each project having a scanning volume of at least 50 lakhs pages in any of the Government Departments/Banks/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State/Central Government or Public Sector.

4. Bidder must have ISO 9001-2008 Quality certification, ISO 27001:2005 for Data security, ISO 20000 Quality certificates for IT Service Management and CMMI level 3 or above certificate for software development in bidder's name.
5. The bidder should furnish evidence (invoices) of owning the below mentioned quantity of hardware which are required for executing the work.(attach documentary proof)
Minimum 4 overhead / non contact scanners for around 10 years old brittle documents.
Minimum 5 Flatbed Scanners with speed of 20 PPM for more than 3 years and less than 10 years documents
Minimum 5 ADF scanners with speed of 60 PPM for less than 3 years documents
6. The Bidder should not have been ever blacklisted /debarred due to any unethical practice or poor performance by any central/state Government departments/ organizations at any point of time. An Affidavit of same has to be given by bidder on the stamp paper as per the attached Performa on stamp paper. Also even it was find that a debarred letter has been issued by any Government Department or private entity for any bidder then the EMD will be forfeited and the bidder may be blacklisted
7. The bidder should have International certification/affiliation/Membership from Professional Records & Information Services Management (PRISM) for record management services. (Documentary proof to be enclosed)
8. Storage facilities must be locked and guarded 24 X 7. No unauthorized personnel can be allowed access to the bank's records at any time. Access be controlled by card based/bio metrics electronic access control system and a record kept on register of personnel and material entering and leaving the secured area.
9. CCTV Monitoring of the area with recording for minimum two weeks is essential.

Chapter-IV –Departments Role:

1. Department will depute at least 2 persons so that project may be taken over by the Department at the time of completion.
2. Department will deploy a nodal officer to supervise / compile the task as per terms and conditions of bid.
3. Department will identify the documents for the digitization and provide all these documents to the firm as per the time schedule.
4. Department will provide the necessary space in the premise and the infrastructure support viz. electrical connections, tables, chairs etc. as per the requirement of Digitization work.
5. Department will be responsible for the damage of the document before delivery to the firm and after taking from the firm.
6. Department will do the overall supervision of the project. Department will be responsible for the security of documents after receiving back.
7. Department will verify the number of documents for which work has been complete in all respect.

8. Department will identify the documents for the digitization and provide all these documents to the firm as per the time schedule.
9. Department will supervise the development of e-catalogue. The digitization and e-cataloguing is the first part of projects and Physical record Management will be preceding after successfully completion of digitization process.

Chapter-IV Successful bidder's role:

1. Firm will take documents from the Department for the scanning and return back to the Department after the scanning in the exact order and the exact form, they will get.
2. Firm will report about the progress of the project weekly in written to the Department. Firm will be responsible for completion of the project as per the scheduled time. The successful bidder will be responsible for the quality of the scanned images. The successful bidder has to deliver the deliverables as specified in the document
3. The successful bidder has to deploy sufficient resources at the place of the scanning to meet out the project requirements. The firm shall depute a dedicated on-site nodal officer to look after the entire operation with no other responsibility to it. The nodal officer shall coordinate with the designated officer of the Department.
4. Firm will be responsible for insurance of equipments or liabilities. The collected data would be the property of Department and the firm cannot use the data without prior permission of the Department. The firm would not be allowed to copy and to take out any data with respect to the project.
5. Firm has to do image clearing (if needed) like removing the grayness in the background, removing scratches, increasing the contrast, brightness, increasing the color saturation etc to increase the quality of the image.
6. The firm has to bear all the cost related to the process as per the scope of the work. Department will not be responsible for additional cost regardless of the conduct or outcome during the execution of said work. The Department will provide electricity connection.

Chapter –V – Deliverables Report

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

MIS Reports

- Receiving of documents
- Scanning
- Merging
- Quality Control
- Upload to the Serve
- Handing over documents

- No. of Bar-coded Files/Boxes through inventory report
- Retrieval requests
- History of Retrieval
- Retention period of Document/File

Data

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

1. Edited Images (JPEG/Tiff)
2. Images in the form of PDF Format
3. Indexing for easy access of the digitized data, wherever applicable.
4. This all data has to deliver both in DVD and Portable hard-disk.
5. Bar-coded of Files with inventory data sheet.
6. Easy access of Documents/Files from modern Record Room through Software.
7. Proper back-up of all information.

Training:

The training is important and integral part of this project. The successful bidder would provide comprehensive ten days training to the officers / officials (5-10) nominated by the concerned Department covering the following:

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

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

(K.S.Shridhar)
Director & Nodal Officer (IT)

Technical Bid

Annexure-I

Stage – 1: Document Management Solution (DMS)

Sr.No	Items	QTY	Bidders Specification
1.	Scanning and Overhead Scanning Machines		
2.	Workstation – I,II,III		
3.	MIS Machines		
4.	Backup Server / Hard Disk		

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

Sr.No.	Item	Medium Specifications	Bidders Specification
1	Heavy Duty Racks	Modular Slotted angle Racks (with load bearing capacity of 80 kg)	
2	Carton	Special Carton of High Tensile Strength with separate lid 16.25”x 14.25”x 11.25” Lid 3 ply, + - 2 mm Tolerance, 5 Ply Box, 180gsmx120gsmx120gsmx120gsmx180gsm, Paper Type 2 Virgin Kraft 25bf & 3 x 20bf Moisture Content 8% + - 2%	
3	Retrieval Software	Record Management Software, enables easy access and accurate retrievals of Documents. Each File / Box is barcoded creating a individual computerized tracking system. At the same time maintaining confidentiality of Records. The retrieval software will be customized for each and every Tehsil / District and their Record Management System will enable easy access.	
4	Bar code Reader	ARGOX / Similar make Model PT 60 Windows Terminal hand Held computing device operating on windows CE 2.4 “ TFT 320x240 QVGA , display with touch screen 128 MB, Nand Flash & 128 MB D Ram	

Stage – 3: Digital Conversion with microfilming of Existing ancient Documents

Sr.No	Item	Bidders Specification
1.	a. Make of Digital Archive Writer b. Date of exposing and date of processing c. Reduction ratio d. Make of the Processor e. The rate should be quoted per Frame and inclusive of all taxes. f. The rate will be valid for 24 months from the date of award of the microfilming job. g. The bidder has to provide 2 Microfilm viewers alongwith monitors	

Stage 4: Integrated Document Management Solution

Sr.No	Item	Bidders Specification
1.	Integrated Document Management System (Software)	

Stage2- Item 1 (Rack) and microfilming may be excluded during execution.

Integrated Document Management Solution (IDMS) details

1. Architecture

INTEGRATED DOCUMENT MANAGEMENT SOLUTION should be capable of being deployed both in centralized as well as in decentralized deployment model. The software solution should be on Web-Based Technology and capable of functioning over the Archive Intranet, Virtual Private Network, and Internet. Proposed DMS should be on platform independent technology i.e. JAVA etc. IDMS should be purely web based and has not limitation of any file formats and can support MS Office, Audio/Video etc. It should support leading Commercial and open source RDBMS i.e. PostgreSQL etc. It should support bulk import & export of data as XML and CSV format and has provision for defining and importing Thesaurus dictionary. Huge files digital content should be stored in file servers (FTP Server) for efficient streaming and access. Should also handle the devanagari script in Unicode and should store metadata in RDBMS and electronic content on file system (SAN/NAS). The software should provide a single unified platform for both paper & electronic records. Backup and Restore Script of Database on a periodical basis. Proposed solution provides context sensitive 'Help' Operation. System provides integrated Workflow. System has capability of sending alerts in case if IDMS is required to be shutdown. Software has provision of adding metadata without Images/contents in IDMS and same should be searchable in the software. Atleast one of the development organization of the Proposed Software should have CMMI Level 3 certification.

2. Search

Provide searching facilities based upon: Any metadata field (content, author, source, keywords, etc.). Provide search based on actual content of the Document & Records. Software should have inbuilt Thesaurus, for purpose of providing intelligent search and should have Complex and multiple criteria based Boolean search. Software should have provision of sorting the results based on relevance, submission date etc. alongwith provision of defining number of search result required on page by any end user. Software should have full text search facility and same should be built using 'lucene' etc. to make it possible for user to search a record in combination of full text search and metadata.

3. Metadata

IDMS has no limitation on defining custom metadata fields and should have extensive metadata creation using comprehensive data entry templates. IDMS should support associating metadata both to records and folders. Metadata should support Dublin Core, MARC21 standards.

4. Security & Access Control

Institutional archives both Open access and restricted access should be created from a single interface. Allowing creation of Users, and User groups. Provision for multi level security access for different access categories. Should support the movement of users between organizational units whereby their job roles and/or their access rights may change. The System has within it the concepts of job roles, and staff occupying those posts. In addition, the IDMS must allow the definition of user roles, and must allow one or more users to be associated with each role. Provide Access Control based secure access providing View Document & Records, View Metadata, Update Document & Records, Update Record Metadata, Modify Record Access, Destroy Record configurable by the administrator. Allows Multiple User Access levels and Authorization of Users depending on Roles.

5. **Audit**

Provide a detailed and searchable system audit trail / logs. Provides Comprehensive Statistics to evaluate the usage of the Repository. Track and record information about events in the audit trail without manual intervention, once the audit trail facility has been activated.

6. **Statistics**

Provides statistical reports/summary which can be used for perform analysis on repository.

7. **Document Viewer**

Proposed IDMS should come with inbuilt viewer for viewing the PDF files. Viewer should be built on industry standard flash technology, whereas user should be able to see the scanned PDF files in form of book with book like page flipping functionality along with zoom in & out feature, full text search within the record viewed by user (if the same is OCRed), go to page option etc. There should be no dependency on any PDF reader on local desktop machine of User for opening the PDF file. Bidder should be able to demonstrate the same with IDMS during the demonstration. (DEPARTMENT may call bidder for demonstration, if required).

8. **Key Points of Solution**

Unlimited Number of Concurrent Users should be able to use IDMS for all purposes i.e. Search, Retrieval, Data addition, Updation, modification etc. There should be provision for making a record available to user without login in the system. Software should have option of applying multiple themes for the interface. DEPARTMENT should be able to customize the interface as per its requirement. It should be possible to customize the look and feel of each work area of IDMS in separate manner. i.e. each work area should have separate theme. Software should have facility of website like browsing for creating user friendly interface. OEM / atleast one of the development organization (incase of joint development) of IDMS should be CMMI Level 3. Software has inbuilt Thesaurus, for purpose of providing intelligent search. Provide Thesaurus based Search. Proposed IDMS has well established online support system in terms of Forums / Blogs in order to provide independence to Bidder for taking support at any time. Bidder should provide link for such forum/blog in compliance. This is a must condition from support perspective. The offered IDMS has open data portability and should have ready API SDK for enabling Archive to integrate IDMS with any other application in future. Same need to be demonstrated during demonstration (if required). The Offered Software solution should be a proven Enterprise Content Management Solution and inbuilt workflow solution. Source Code of core IDMS should be delivered to court. Allows Versioning - Users can upload multiple versions of the same file. Should assign a Persistent Identifier to each contributed item (Handle System). Should have full text search facility and same should be built using 'lucene' etc, which makes it very easy for anybody to find any item within a very short span of time. It should be possible for user to search a record in combination of full text search and metadata.

9. **Faster Search & Retrieval**

Users can search for any item via a single field interface i.e. by inserting value in google like single field; IDMS should provide search results from full text, metadata fields and storage hierarchy. An Advanced Search option giving multiple fields search is also required. Hierarchy to manage contents (i.e. Primary Cabinet Level, Sub Cabinet, Folder, and Items). Proposed Software should store the uploaded files at backend in such manner that it should be possible for Archives to port this data in any other system without using IDMS or any of its components like export tool.

10. Change Management

IDMS being a strategic initiative which affects the way DEPARTMENT employees shall work in future, change management is considered as a prime activity during the implementation phase. The implementation Bidder should carry out suitable change management activities that should create a positive attitude among employees towards technology enabled working. The deliverables as part of change management scope would include:

- a. Organizational Assessment to identify change barriers with respect to EDMS implementation in DEPARTMENT and carry out suitable change management activities to overcome these barriers
- b. Awareness Activities
- c. Change Management Workshops
- d. Change Structure (change agents, leaders etc.)
- e. **Project Management**

DEPARTMENT plans to carry out IDMS initiative as a Program and hence will form a program management committee for the successful execution of the project.

Representatives of the Bidder, Project Lead will have to meet with program management committee at DEPARTMENT at predefined frequencies or upon request from DEPARTMENT. In addition to these meetings, Bidder is expected to have weekly project management meetings with DEPARTMENT IDMS project team. The Bidder has to submit work progress and reports to DEPARTMENT. These should include but not be limited to the following:

- i. Project Execution Plan
- ii. Resources Deployment and Management Plan
- iii. Risk Charter
- iv. EDMS Promotion Plans
- v. Project Communication Plan
- vi. Design, Plans and Schedules
- vii. Minutes of Project Related Meetings
- viii. Project Progress Reports
- ix. Monthly Highlight Reports
- x. Quality Assurance Plan and Reports
- xi. Project Evaluation Review and Reports
- xii. Post Implementation Review Plan