TENDER DOCUMENT

Digitization of Files / Records of Civil Secretariat, J&K

Issued by

Jammu & Kashmir e-Governance Agency
Information Technology Department

CONTENTS

INSTRUCTIONS TO THE BIDDERS

1. Bids are invited for digitization of files and records of the Civil Secretariat, Jammu and Kashmir (all processes involving Meta Data Capturing, Indexing, Scanning, OCR/ICR-ization, Quality Controls) and management of Digitized records automated Document Management System i.e. Digital Storage System, Retrieval System and integration with e-Office module.

2. Subsequently to completion of digitization of all records the Successful Bidder will provide handholding; management and maintenance of the solution for a period of 5 years and provide operation and maintenance support of all products such as DMS/Scanning Software hardware etc. for a period of five years.

3. Bidders are advised to study the Tender document carefully. Submission of Bid shall be deemed to have been made after careful study and examination of the tender document with full understanding and its implications.

INTRODUCTION

4. The paper data being used or kept in records of the Civil Secretariat is roughly estimated at 2 Crore pages. All these pages exist in files of 42 departments that work from the Civil Secretariat. The files are moved from Civil Secretariat Jammu to Srinagar and vice versa twice every year in the months of April (from Jammu to Srinagar) and in October (Srinagar to Jammu). The move of files incur considerable expenditure and also results in slowing down of work surrounding the period of move. The process also results in wear and tear of paper documents and loss.

5. With a view to ameliorating the situation, Government of J&K intends to scan & digitize the records in the files of all the departments using contemporary technologies. There are approximately 2 Crore pages of various sizes, largely A4 and Legal in the records of the Civil Secretariat, J&K.

Objectives of Digitization

6. The preservation, coupled with improving accessibility, which can be achieved by digital storage and an efficient management retrieval system is to be setup. The primary objectives of the proposed initiative are:

   a) **Preservation** - Preservation of all files. Once the files (documents) are scanned and digitized, preservation of both original as well as the soft (scanned version) can be ensured for a much longer period.

   b) **Accessibility and Availability** - The Data Management Software (DMS) would make the records in Civil Secretariat, J&K accessible to users, from within the Secretariat premises as well as through the internet and intranet from anywhere in the world. Users can search through the files by means of the metadata. This will improve speed and convenience of accessing the documents immensely.

   c) **Enhance Searchability** - All files would be linked based on subjects, keywords, notes or any other criteria making a tremendous amount of data easily available on any subject matter.

   d) Digitized records and Electronically capturing of Data would enable the Civil Secretariat,J&K to:
      - Reduce manual processes and increase productivity.

      - Digitizing and indexing of documents through Document Management System and accessing the same as and when required

      - Future integration with e-office (NIC software) or any other similar software for on-line file processing

      - Digitization of Civil Secretariat, J&K records and its retrieval to provide quicker services to the stakeholders concerned and to speedup the decision-making processes.

PROJECT BRIEF

7. This tender is aimed at alloting the work as mentioned to a Bidder on turnkey basis, who will scan and digitize Files largely in Legal and A4 or similar sizes, create the metadata and port the entire digitized collection into a DMS solution through which the scanned documents can be managed, indexed, catalogued and searched and who may also provide the requisite source code and necessary training to the employees of the Civil Secretariat, J&K; beside preparing necessary user manual and extending support after the digitization and scanning. Considering the importance of the records to be digitized, **all the records will be digitized within the premises of the CIVIL SECRETARIAT, J&K both at Jammu and Srinagar in sync with the move of the Civil Secretariat, and no document shall be allowed to be removed physically from the Premises of the Civil Secretariat, J&K** at any point of time without explicit permission from the Adiministrative Secretary of the concerned department. As the work is to be completed in a time bound manner, the selected Bidder will deploy adequate equipments and expert manpower to complete the work in given timelines.

8. The selected Bidder (Bidder) will bring in, all the required computer equipments/hardwares (computers, ADF scanners, book scanners, flatbed scanners, cameras etc.) required to for the purpose to be setup within the premises of Civil Secretariat, J&K or any designated space as allotted by the Government of J&K, **at both Srinagar and Jammu keeping in sync with the bi-annual move of the Civil Secretariat**. The Bidder will withdraw the equipments only on completion of the project after accord of due permission of the Chief Executive Officer, JakeGA or the Secretary, IT Department, J&K or officer authorised by him in this behalf.

9. DMS software to be deployed to suit the working of the Secretariat. The search and view options showng the Note and the CF side simulating the paper file environment, and also search options on the basis of particular, words, names, subjects, topics, and categories of documents such as letters, maps, government of India correspondence, State correspondence etc.

10. All the required systems and supporting software required to carry out the Digitization work and to implement the DMS, ex Meta Data entry software.

11. The Teams which will carry out File Handling, Meta Data entry, Scanning (Digitization), OCR/ICR-isation, Quality Check etc.

12. The Agency should be able to scan and digitize the entire volume of record in about **6 Months** time at a daily scanning target of **1,00,000 pages**. The target would also include simultaneous completion of quality check and return of files to the respective departments.

COMPONENTS OF THE PROJECT

13. Set up fully equipped digitization facility in the CIVIL SECRETARIAT, J&K (which will initially start functioning at Civil secretariat Jammu and shift with the Secretariat in the month of May 2019) for carrying out the scanning and indexing work. The facility must be equipped with at least 20 ADF Scanners, One Book scanner, other scanners etc and having adequate manpower to handle file preparation for scanning, record keeping of incoming and out-going files, quality check at various stages, rescanning wherever required etc.

14. Batch Preparation and processing, Scanning, digitization including metadata entry. The job will include sorting of files, unbinding of files (de-filing, de-stapling), creasing, repairing/pasting/taping, cleaning, counting the number of pages, classificaition, metadata entry both primary and secondary, rebinding, quality checks and return. Quality checks among other things will include, black band & blemish removal, deletion of blank and invalid pages, de-skewing, de-speckling, cropping, image orientation etc. pasting etc.), distributing batches to scanning operators and preparing documents for return after scanning. Blank sheet/bar-code may have to be inserted after each document type within a file as an identifier between two type of documents, which will be recognized by the scanning software as a separator.

15. Bidder will do the scanning in suitable compressed form as per following parameters ensuring OCR/ICR searchability from DPI ranging between 300 to 600 as the case may be. 600 DPI resolutions with Colours (24 bit) for brittle

and very old document to maintain the originality of the document and making it searchable wherever required will be adhered to. 300 DPI resolutions with Grey Scale (8 bit) for colour back ground documents ensuring originality and search ability of the documents wherever required to be adhered to. 300 DPI resolution with black & white for legible documents ensuring originality and search ability of the documents. For high quality printed pages; without compromising on legibility and OCRization the scanning DPI can be further reduced with a view to saving data space but not lower than 200 DPI only with concurrence of departmental QC team lead.

16. All scanned individual papers will be grouped to form PDF/A format with Meta Data, to be decided mutually with the search facility.

17. Quality checks and validation of digitized material and checking of catalogue data / index in coordination with the staff of the respective departments. There should be at least two quality checks from selected Bidder, and the stages of QC's will be decided by the JaKeGA at the time of scanning. The Administrative Departments will also conduct quality checks with a view to ensuring quality.

18. Refiling and handing over the record (files) back to the respective departments of CIVIL SECRETARIAT, J&K.

19. Populating the digitized records in the DMS and keeping the digitized data in safe and secure storage media. The Successful bidder will put in place their own production servers, data storage and all production hardware till such time the JaKeGA procures its own hardware.

20. Thorough testing of the solution and application; Complete implementation of DMS on Internet/ Intranet/ Campus; Development of Technical and User manuals; Preparing detailed specifications of all the necessary hardware, software, connectivity and supporting infrastructure required to run and maintain the DMS, after the Solution Provider takes his equipment back at the end of the contract period will be ensured by the selected Bidder.

21. Extensive training of the Civil Secretariat staff to operate the solution, and also to scan new files and documents incrementally.

22. Post Implementation Support for a period of 5 years on the DMS software and migration/use of soft data onto/with any other software such as e-office wherever required.

23. With a view to achieving the targetted scanning out put of 1,00,000 pages per day, the selected Bidder will deploy Meta Data Capture Software, and adequate number of computers with trained staff. The Metadata will consist of primary fields (basic file details) as well as secondary detailed fields (document types).

24. High speed (80 ppm or more) ADF scanners will be deployed with a targetted page scan rate of 10,000 pages per day. Also one or two book scanners (bookeye) will be deployed for scanning A3 sheets or special book form documents such as reports, DPRs, books etc. that form part of a file. If required one map scanner may also be deployed. In all the total number of scanners will not be less than 20.

25. Adequate number of computers (not less than 30) with required software and trained human resource will be deployed for quality check and making required corrections in the scanned documents. The scanned target and QC must match with a view to returning back the files to the respective administrative departments after scanning.

26. Maintenance of the implemented proposed solution for the period of 5 years after completion of scanning and providing the source code of the used software/solution and also for ensuring the updation of the software, if there is change in the technology at that time or in near future.

27. The work of scanning has to be done in the space provided by the IT Department/ State Government. Bidder will submit an Non-Disclosure Agreement (NDA) that integrity, secrecy and security of data shall be maintained. Bidder has to arrange at its own cost all the necessary hardware, LAN establishment, UPS etc. to complete the digitization work.

28. Selected Bidder must acquire a thorough understanding of the record of CIVIL SECRETARIAT, J&K and the manner in which the current systems and procedures work. This should enable the Bidder to determine the type of hardware/software required for digitization of each category and kind of document and the work schedule to achieve the task in the desired time frame.

29. The selected Bidder will bring in all the required hardware/software and supporting equipment's (servers, computers, scanners, OCR/ICR, cameras, etc.) required to set up a digitization centre. The Bidder is required to provide the complete IT Infrastructure within the Digitization Centre (required for doing the digitization activities and running DMS). The required DMS software and all other hardware and supporting softwares required to carry out the digitization work and implementation of the DMS will be provided by the Bidder. Also, the personnel/staff needed during the contract period will be provided by the Bidder.

30. **Scope of DMS**:
    The generalized technical requirements for the proposed solution to be implemented, but not limited to, can be summarized as follows:
    - o The proposed solution should primarily work in centralized architecture. However, essential data should be replicated at the central server.
    - o The proposed solution shall meet current requirements as well as future requirements of Civil-Secretariat, J&K.
    - o The proposed solution should allow interactive modes and should take into account the network infrastructure availability.
    - o The proposed Scanning /DMS solution should be integrated with existing and upcoming applications running in Civil Secretariat like e-office, etc (i.e DMS should be compatible with e-office application of NIC). The user should be able to access and work on files directly from DMS using e-office application of NIC.
    - o Proposed system must provide optional full integration into network scanning appliances.

- Proposed system must facilitate electronic document storage and indexing.
- Proposed system must store the images in their open file format, and not in a proprietary or encrypted format.
- Proposed system must be scalable to hundreds of users and include both fixed and concurrent licensing options. There may be possibility that all the users may access any particular field at one time also.
- Proposed system must provide simple integration between different software applications whether they are web-based, windows-based or linux based.
- Proposed system must have API's for a variety of programming languages. Proposed system must provide Active Directory and single sign-on capabilities.
- Proposed system must provide file version management with check-in/check-out controls for the user.
- Proposed system must provide indexing assisting capabilities.
- The Bidder shall have to provide to the JaKeGA (IT Department), the source code of the solution and software to be used in the digitisation, scanning, archival and retrieval of the data.
- User and usage administration

  There should be proper access control. Only authorized personnel are allowed to access the system; access being restricted via the use of user names/identifications and associated password.

  Access to each application/data should be restricted to specified authorized users. The user in the application system should be logged off automatically if the user is idle for more than a specified and variable period, to prevent access to the system/applications/data, etc by unauthorized third parties when a terminal is left unattended.

- The Bidder must ensure that all DMS searches must return results within a maximum time of one second and ALL pages of the DMS must open (on CIVIL SECRETARIAT, J&K intranet) within a maximum time of one second, with 800 concurrent users in view. The Bidder should suggest and install all equipment's (especially Servers)

keeping these service benchmarks in mind. For evaluating these service benchmarks, the system shall be tested on the Servers and Desktops installed within the Digitization Centre by the Bidder in a LAN. The DMS will be equipped with primary capabilities of searching the files on the basis of primary as well as secondary metadata, OCR/ICR search capabilities on the basis of content, search capabilities on the basis of classification of document types within a file, clearly display note side and correspondence side of a file page by page or para by para as the case may be and with capabilities of printing single or multiple pages with any printer installed with the computer.

o The Bidder shall provide a tool within DMS for MIS reporting which gives a real time update on the status of digitization work (at different stages) and a complete audit trail of all activities using log reports.

o The Bidder shall provide details of all the softwares will be used (DMS - including but not limited to RDBMS, Web Content Management System, etc.) to execute the assignment.

o The DMS should have the following features (but not limited to):

(i) **Architecture:** Software should have strong architecture which can take care of huge data and should cover all technological aspects for present and future requirement.

(ii) **Scalability:** Scalability is one of the key requirements in any software. It should be scalable enough for taking care of huge data and load on high number of users approximately 2000-2500 and 800 concurrent users.

(iii) **Security and Access Control:** Software should provide strong security mechanism which are globally accepted and followed specifications for security.

(iv) **Globalization:** Software should support multiple environments and should be on the global and open standards.

(v) **Library Service:** Software should have strong storage and search mechanism which provided multiple search options to the user and make data retrieval easy.

(vi) **Unlimited Content Types:** Looking at present and future requirement of Secretariat, contents may come in multiple file formats. Thus, software should have capability of handling multiple file formats like image files, audio video files etc.

(vii) **XML:** Looking at regular upgradation in technology and introduction of new application in the interval of every 3 to 5 years, proposed solution should have provision of exporting the data into XML format from where it can be imported into any other software, giving the Government departments the freedom of porting data without involvement of the solution provider.

(viii) **Content Intelligence:** Software should have intelligent search features like thesaurus search on top of basic index based search and **full text search.** Such type of features enables an end user in searching the required content without having the full knowledge of the way of cataloguing of digitized data in system.

(ix) **Content Exchange:** Looking at future possibility of creating a unified platform for all courts across country, software should have provision of doing content exchange with other applications.

(x) **Scanning and Imaging:** Software should have provision of doing scanning of records and uploading it in software with required indexing parameters in desired form.

Workflow Module: Once these records are digitized it is required for Civil Secretariat to move these files in electronic manner from one stake holder or user to other stake holders or user. For such electronic movement of files and keeping track of these activities, workflow module is required.

The solution should have the capability to refine and add to the metadata over the years, based on user feedback captured in the system.

The DMS must provide and the Successful Bidder must implement a thesaurus of keywords / phrases of metadata so as to support the searching features. All search features must automatically use the thesaurus for locating the records for not only the word /phrase typed by the user but also all its synonyms. While searching in a document, the OCRization must have the learning capability so that it can easily search different types of fonts.

31. Bidder will be responsible for the safe-keep of documents and maintaining the highest level of confidentiality and Integrity of all physical and electronic records. In case any document in electronic form or otherwise is found stolen, copied, damaged, corrupted, made use of in any form by anybody Bidder shall be held liable for civil/ criminal proceedings and may lead to immediate termination of the contract at the sole discretion of Secretary, Information Technology Department.

32. The Bidder shall provide a tool within DMS for MIS reporting which gives a real time update on the status of digitization work (at different stages) and a complete audit trail of all activities using log reports.

33. **The first 30 days after allotment of work order will be crucial. Deployment of Men and machinery will be ensured within the first five days of issue of work order and scanning must be commenced by the seventh day.**

34. **Workflow of scanning Process (But not limited to):**

This would include sorting of documents, physical preparation of documents (De-filing, De stapling, creasing (removing wrinkles etc)**,** pasting etc.), distributing batches to scanning operators and preparing documents for return after scanning. Generally, the following activities in the batch preparation stage may need to be undertaken:

a) Documents segregation and additional de-stapling, creasing (removing wrinkles etc.), dusting, applying Tape to torn pages, trimming crumpled documents as may be required.

b) Segregating and categorizing the documents on the basis of document type and the condition as well as importance from the preservation perspective.

c) De-tagging, if required.

d) Document type separation and Sequencing - the documents are to be put on specific sequence as in the condition it was handed over.

e) Blank sheet / bar-code has to be inserted after each Document as an identifier between two type of Documents, which is recognized by the scanning software as a file separator.

35. Stress & Regression Tests will be conducted with simulated test data to evaluate the performance of the system (as prescribed in the above mentioned clause) at full load at the project completion. Passing this stress test shall be one of the key prerequisites for considering the execution successful and going ahead with the rest of the project. For full load stress test, the number of concurrent users will be assumed as 700-800 which may increase further by the same number or more.

36. All the Server(s) installed at the Digitization Center, must have an uptime of 99.9%. If the production server/ web server is down beyond 0.1% measured on a monthly basis, a penalty of Rs. 1,000/- (Rs One thousand only) per day will be imposed. The production server will be installed at the cost of the Bidder and will be the property of the successful Bidder. The Bidder will also arrange for disaster recovery of the scanned documents at its own cost during the execution of the project.

37. The Bidder should provide and maintain Production Server(s) and at least one Live Server at Civil Secretariat, J&K. The Live server would be accessed by end users at different levels while the Bidder would continue to work on the Production Server. The Bidder either during the contract period or just before completion of the work, install State Data Centre Server(s) so that CIVIL SECRETARIAT, J&K can run the solution smoothly and independently

on its own Server(s) and supporting infrastructure, at a later date, however before completion of scanning of all departments.

38. All digitized images along with metadata would initially reside on the production server(s) and once they are quality assured by the CIVIL SECRETARIAT,J&K they would be transferred to the Live DMS Server to be used for CIVIL SECRETARIAT,J&K Intranet / Internet.

39. The Bidder must follow the following standards viz ISO -9001:2015, ISO-27001:201, ISO 20000-1 or Minimum CMMI Level-3 certification.

40. Metadata will be created and entered in two stages, one the primary metadata consisting of the particulars of the file, that would make the file searchable on the DMS with primary file identification parameters and the secondary which would consist of classification of documents available in a file. The fields of secondary metadata will be provided to the Bidder by the concerned administrative department. The solution should have the capability to refine and add to the metadata over the years, based on user feedback captured in the system. The DMS must provide and the Bidder must implement a thesaurus of keywords / phrases of metadata so as to support the searching features. All search features must automatically use the thesaurus for locating the records for not only the word /phrase typed by the user but also all its synonyms.

41. Once the data has gone through the Quality Assurance process, the activity of putting back the pages in the same files shall have to be completed. Key activities in this process would be, **stapling, removal of separation sheet, rearranging/re-filing & handing over of documents.** The files/documents will be handed over to respective administrative departments in batches with the checklist attached with due signoff. Finally document would have to be arranged/re-filed in the same order in the new file cover/or existing along with the old file cover so as to return them in the same form.

42. Before going live, the Bidder should carry out detailed QA/QC test (Quality Assurance / Quality Control) plans so that all the defined functionality features of DMS are thoroughly tested and found to be working satisfactorily and the service benchmarks (all searches must return results within a maximum time of one second and all pages of the application software must open within a maximum time of one second. For evaluating these service benchmarks, the system shall be tested on the Servers and Desktops installed within the Digitization Centre.

43. The DMS should be equipped with primary capabilities of searching the files on the basis of primary as well as secondary metadata, OCR/ICR search capabilities on the basis of content, search capabilities on the basis of classification of document types within a file, clearly display note side and correspondence side of a file page by page or para by para as the case may be and with capabilities of printing single or multiple pages with any printer installed with the computer.

44. The successful Bidder will submit a comprehensive, step by step user/technical manual (with screenshots) for digitization of new files and maintenance of the DMS solution. At a minimum four manuals will be delivered by the Bidder such as i) Digitization Process Technical Manual (Process flow centric), ii) Digitization Process User Manual, iii) DMS Technical Manual, iv) DMS User Manual / production Server.

45. At a minimum, the user manual should provide detailed step by step procedure for i) Adding New Content, ii) Editing Existing/New Content, iii) Deleting Content, iv) Adding keywords to Thesaurus Adding/editing metadata, v) Updating of donors database Back Up of data, vi) Viewing/Creating Reports, vi) Creation and Maintenance of User Accounts, vii) TroubleShooting Guide, viii) Uploading of data on the Live Server / Production Server etc.

46. It shall be the Bidder's responsibility to migrate the entire DMS solution (along with all the supporting software) and full data (RDBMS, image files etc.) onto the Servers procured by the IT Department (hosted in the State Data Centre and make sure that entire solution is live and working satisfactorily, before the closure of the project. The selected Bidder will also train the staff of the CIVIL SECRETARIAT, J&K to use and maintain the DMS software solution on their own, on scanning the record, creating metadata etc. The training would be measured by requisite skills upgradation, and not duration. A combination of class room sessions and practical training would be required to be imparted.

47. The Bidder must provide details of all licenses required to operate the DMS solution. This includes any and all third party software licenses required for operating systems, databases and any other software components that form part of the solution. The softwares should be on open platform. All supporting softwares shall be the property of the JaKeGA/IT Department. The Bidder will also supply the **source code** of the softwares/solutions/DMS used in the project of digitisation, scanning, retrieval, archieval etc. of the record of the Civil Secretariat to JaKeGA. However, it is made clear that the '**Source Code**' of operating system of the computer system shall not be required.

48. **Post Implementation Support:** Implementation is expected to be carried out within 1 year. The Bidder shall provide a post implementation technical support for at least five years. Support beyond the period of 5 years may be considered at the discretion of the IT Department, J&K.

49. **Technical support for the staff of the CIVIL SECRETARIAT, J&K:** The Bidder shall provide all the required technical and managerial support to run and maintain the DMS software and all its components. It shall deploy in the Civil Secretariat, J&K itself suitably qualified and experienced technical support person(s) to assist the staff of the CIVIL SECRETARIAT, J&K with DMS problems whenever necessary.

50. Technical support which needs to be provided to DMS users shall include (but not limited to), i) Webform where technical queries can be submitted and receive a response within an acceptable time period (as mutually agreed), ii) phone number where technical queries can be directed at trained support staff, iii) **Frequently Asked Questions (FAQs)** The Bidder shall compile details of common problems/mistakes and solutions to these so that the same can be made available as a standard help within DMS and also through email and web form, iv) Proper escalation matrix for support and proper response to the problems faced.

51. **Project Deliverables:**

    a) DMS software which consist of:-
        · Software Requirement Specifications (SRS)
        · Software Design Description (SDD)
        · Source Code
        · Test Plans
        · Acceptance Plan
        · All respective manuals
        · Implementation Report/Plan
    b) Report about the records of the CIVIL SECRETARIAT, J&K
    c) Digitization Centre - Equipment Specifications
    d) Detailed Work Plan
    e) Digitization Workflows for all types and categories of documents
    f) Fully Equipped Digitization Centre
    g) Disaster Management & Recovery Plan
    h) Approved Project Pilot
        · Installation and Approval of DMS
        · Approved Digitization Processes
    i) Revised Digitization Workflows
    j) Ongoing reporting from Digitization
        · Monthly Progress Report

- · Quality Control/Assurance Reports
- · Documents Batch Submission/Return Reports
- · Population of DMS Database
- · Various MIS Reports
k) Technical and User Manuals
l) Hardware/Software Requirement Specification documents
m) Training Completion Report of the staff of Civil Secretariat, J&K
n) Post implementation Support - ATS. (Annual Technical Support).
o) Migration of full DMS Solution with complete data and metadata on the Servers of State Data Centre Jammu, before project completion.
p) Complete written documentation on procedures to be followed for full portability of all data and metadata into DMS Software.
q) Manpower details.

BIDDING PROCESS AND ESSENTIAL COMPIANCES

52. Two Bid System: The Bidders will have to submit a **technical bid** (will all enclosures as asked for) and a **financial bid**, in the formats prescribed for each (Annexure A-Format for Technical Bid; Annexure B – Format for Financial Bid). Bidding will be through e-tendering on the portal – https://jktenders.gov.in. Tender Document will be available on www.jakega.jk.gov.in; https://jktenders.gov.in/nicgep/app or www.jkit.nic.in. Cost of Tender Document i.e. Rs. 5,000/- will be paid alongwith the Technical Bid in the shape of a Demand Draft, in favour of Chief Executive Officer, JaKeGA.

53. All Bidders will submit EMD of Rs. 10.00 lac in the form of CDR/FDR/BG from any nationalized bank or a reputed registered banking institution payable at Jammu favouring "CEO JaKeGA, J&K" alongwith the bid. Any bid received without the earnest money will be liable to be rejected. Scanned copy of the EMD instrument and Tender Document fee instrument has to be uploaded on www.jktenders.gov.in at the time of online submission of the bid. EMD of unsuccessful Bidders will be returned after award of contract to the successful Bidder. No interest will be paid on the EMD. EMD of the successful Bidder will be returned on submission of Bank Guarantee/Performance Security by the successful Bidder.

54. **The EMD may be forfeited by the JaKeGA/IT Department, J&K** if the successful Bidder modifies or withdraws its offer during the period of validity of offer as specified in the Tender Document; OR in case the successful Bidder fails or refuses to sign the contract in accordance with conditions of this Tender Document; OR fails to furnish Bank Guarantee/Performance Guarantee timely; OR if during the whole process the successful Bidder indulges in any act as would jeopardise or delay the process of evaluation and finalisation of offer; OR violates any of such important conditions of this document; OR indulges in any such activity as would jeopardize the interest of the CEO JaKeGA/IT Department; OR if the successful Bidder refuses to accept an arithmetical error or otherwise appearing on the face of the Tender Document. The decision of the CEO JaKeGA regarding forfeiture of Earnest Money Deposit (EMD) shall be final and shall not be called in question under any circumstances.

55. Bidders must read the tender document carefully before submission of the Bid. The Bid must be accompanied by a power-of-attorney in the name of the signatory of the bid proposal.

56. The price quoted should be inclusive of all applicable duties and taxes. No price escalation due to variation in duty, tax, exchange rate fluctuation etc. will be permitted. The price should be mentioned in terms of the amount payable by JaKeGA for design, development, implementation and maintenance (for a period of five years after successful implementation) of digitisation of records and its linkage to DMS and any other applications as per the scope of work, preparation of user manuals etc. and the irrevocable licence of the user of the software and solution etc. besides the source code etc. to be provided by the successful Bidder to the JaKeGA. All costs and charges in the offer should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure. The offer document will be non-transferable.

57. As mandated under the two bid system, first the Technical Bids will be opened and evaluated by a Technical Bid Evaluation Committee. Technical bids will be evaluated on the basis of claims made by the Bidder, submission

of documents, verification of original documents, checking veracity of documents submitted if need be, visit to company or project site if need be or call for a presentation from the Bidder. Bidders qualifying in the Technical Bids will be intimated and only their Financial Bids will be opened for evaluation by a Evaluation Committee. The Bidder quoting the lowest rate for the complete job will be awarded the work order. During the process the Evaluation Committee(s) may seek clarification on, or waive any minor formality or non-conformity or irregularity in the offer which does not constitute a material deviation according to the Evaluation Committee, provided such waiver does not prejudice or affect the relative ranking of any of the Bidders. The JaKeGA (IT Dept., J&K) reserves the right to modify the evaluation process, without assigning any reason whatsoever, and without any requirement of intimating the Bidders of any such change.

58. To assist in the scrutiny, evaluation and comparison of offers, the Evaluation Committee(s) may seek clarification(s) from any or all Bidders on their offers. The request for such clarifications and the response may be telephonic, through e-mail or in writing. If any Bidder fails to give the requisite clarification(s) then the bid will be liable to be rejected.

59. **Erasures or alterations or conditional offers or casual filling of bid.** Bids containing erasures / alterations or conditions will not be considered. Bidder's offer must be complete in all respect and covering the entire scope of work as stipulated in this document. There should be no hand-written material, corrections or alterations in the offer. JaKeGA (IT Department) may treat such bids not adhering to guidelines, hence unacceptable.

60. **Pre-Bid Conference/Meeting & Clarification**

A Bidder requiring any clarification on this document may notify such query to the CEO-JaKeGA, in writing or by fax or by email on or before the date stipulated for this purpose in this document.
The CEO-JaKeGA may hold a pre-bid meeting with the prospective Bidders as per the date provided above in the Schedule of Bid process.
The CEO JaKeGA will respond through the official website of the JaKeGA **www.jakega.jk.gov.in** and not individually to every bidder for any request

for clarification, which it receives within timeline specified in this tender document and received by the mail.

The queries should necessarily be submitted in the following format (XLS):

S.No	Tender Document Reference(s) (Section & Page Numbers)	Content of Tender requiring Clarification(s)	Points of clarification

61. Mandatory Technical Bid Evaluation Criteria

S. No	Eligibility Criteria	Documentary Evidence to be submitted
1.	Name and Style of The Bidder with registered address	Company/Firm Registration certificate under companies Act
2.	**Form of Bidder**: The Company/firm/partnership must be registered in India and must have been rendering related services as mentioned in the bid document. No Consortium is allowed to bid.	Proof of Company Registration along with a copy of the Partnership Deed/ Article of Association and Memorandum of Association.
3.	The Bidder should have been in operation for a period of at least 5 years as on the date of submission of the bid.	Copies of audited balance sheet and profit and loss account for last 5 years
4.	Bidder should have average annual turnover of Rs.10 Crores of the last 3 financial years (FY 15-16, FY 16-17 and FY 17-18) from IT services involving digitization and scanning etc.	Audited financial statements (reflecting overall turnover from the listed activities) for the last three(3) financial years bearing clear cut mention that the turnover is from the services involving digitization, scanning and I.T. Services (Audited Balance sheet and Profit & Loss account.) OR Auditors'/ CA certificate on the turnover as mentioned by the Bidder bearing a clear cut mention that the turnover is from IT services involving digitization and scanning etc.

5.	Bidder should have not been blacklisted by any Indian or foreign Government organization/ agency for corrupt, fraudulent or any other unethical business practices in a similar or comparable project at the time of bid submission.	Certificate from the Managing Director/Company Secretary/Director in respect of the Company/ from the partner in respect of partnership firm that the Bidder is not currently blacklisted by any Government organization/agency in the form of **Annexure-E.**
6.	The Bidder should have all necessary licenses, permissions, consents, NOCs, approvals as required under law for carrying out its business. The Bidder should have currently valid GST No and PAN No.	Copies of GST Certificate & PAN No. Undertaking be provided by the Bidder that all the requisite approvals/ NOCs etc., as required under law to carry out its business. Have been obtained from the competent authorities and are available with the bidder
7.	**Domain expertise of the Bidder.** The Bidder must have experience in the field of Scanning & Digitization (i.e supply, installation and support of digitization of records, DMS oriented work) in Government department or semi-government department for last 4 years. (FY 14-15,FY 15-16, FY 16-17 ,FY 17-18)	Copy of Work Order / Client Certificate / citations to validate the experience over last 4 financial years.
8.	The Bidder must have successfully executed 3 work orders in the last three preceding years in a State/Central Government/PSU/Registered Companies/ Registered Educational Institutions. Out of three orders: One order must be of minimum 2 Crore documents. OR Two orders must be of minimum 1 Crore documents each.	Work Order along-with Completion Certificate/ Client Certificate/ Project citations/Define of satisfactory execution & payment recd. Etc.
9.	The Bidders should have at least 50 Professionals on their payroll for the	Attach H.R. certificate along-with the list of Employees with

	activities related to Scanning, Digitisation, DMS related work, I.T .Services.	exposure to Projects & Technologies.
10.	The Bidder should have experience in system integration w.r.t digitization, scanning and DMS projects of a comprehensive enterprise IT infrastructure comprising of supply, installation and maintenance of Hardware and Software, Operating System and RDBMS etc.	Copy of Work Order and Completion Certificate specifying the detailed scope of work, Issued by the client organisation
11.	The Bidder should have ISO - 9001:2015, ISO-27001:2013 ,ISO 20000-1 or Minimum CMMI Level-3certification.	Copy of valid certificates
12.	The Bidder must have paid the EMD and cost of the Tender Document.	Documentary proof of FDR/CDR/BG of Rupees Ten Lac only (Rs 10,00,000/-) towards EMD. Rupees Fifteen Thousand only (Rs. 15,000/-) to be deposited in bank account (receipt) towards Cost of Tender Document.
13.	The Bidder should obtain OEM authorization for all the proposed new products, if it intended to use any such product in the project.	Manufacturing Authorization Form(MAF), in original, as per **Annexure-H**.
14.	Five years onsite support for software solution post completion of digitization of all departments of the Civil Secretariat.	Confirmation on letter head signed by authorized signatory.
15.	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of the Bidding Company/Partner in the case of partnership firm to sign the Bid on their behalf.	A Certificate from the Managing Director/Company Secretary/Director of the Bidder certifying that the Bid signatory is authorized by the Board of Directors of the

		Company to do so, with copy of board resolution(s), resolution(s) number and date/Partner in case of partnership firm/ to sign the Bid on behalf of the firm.
16.	Acceptance of Terms and Conditions of Tender	Compliance certificate as per **Annexure D.**
17.	Equipment Proposed by the Bidder to be installed in Digitization Centre in Civil Secretariat, J&K at its own expenses	Compliance as per **Annexure F.**

Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for Financial Evaluation.

62. Terms and Conditions

The terms and conditions are illustrative only and the detailed terms and conditions will be referred in the SLA to be signed with the successful Bidder.

a) Performance Bank Guarantee

The selected bidder must submit within seven days of the signing of Agreement or issuance of work order whichever is earlier, a Performance Bank Guarantee from any Nationalized Bank or registered banking institution @ 5% of Gross Bid Value in the name of CEO JaKeGA, CIVIL SECRETARIAT, J&K for Total Contract Period plus 6 months after expiry of contract as per the Annexure C.

b) Payment Terms

The payment schedule for various components of the project is mentioned below. Successful adherence to SLA at every stage shall be the prerequisite for going ahead with the remaining contract.

Part 1: Digitization of Records and Operation and Maintenance - Transaction Based Costs

Quarterly Invoices should be raised by the successful Bidder upon completion of quarterly job / work. 75% of payments shall be made based

on work completed and approved by the CEO JaKeGA or the Officer(s) nominated by him, remaining 25% payment shall be done annually (5% each year of total cost) during O&M period.

Part 2: DMS Cost – Cost of supply and Implement DMS and integration with applications like e-office, etc.

a) 30% on satisfactory deployment of DMS software to CIVIL SECRETARIAT, J&K including populating of DMS with metadata and scanned files on a simultaneous basis and its successful operation.

b) 20% after completion of digitization of all records in DMS and training to departmental officials and successful operation for a duration of six months.

c) 50% payment shall be made during O&M phase, 10% annually at end of year after deducting penalty, if any.

63. Service Level Agreement

Bidder would be required to enter into a Service Level Agreement with the Jammu and Kashmir e-Governance Agency (JaKeGA) within **one weeks** from the date of issue of work order. In case the SLA is not executed within the said stipulated period, the CEO JaKeGA will be at liberty to forfeit the EMD and also to cancel the work order and the Bidder declared as L2 may be invited.

Any modification to the existing tender which includes proposed amendment till the date of final bid will form part of SLA. However, any deviation/ modification from the tender clause will be at the sole discretion of CEO JaKeGA.

The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the Bidder to the department for the duration of this contract period of the Project.

Penalty Terms for Quality of Scanning Service

Images scanned shall be verified by the designated department Officer / record room in-charge concerned. The scanned image shall be compared with reference to the original document

Penalties charged for poor quality / non-scanning would be as follows:

Service	Penalty in Clause
Up to 5 % errors per batch (1 Batch = 1000 pages) identified by the nodal officer	Bidder required to re-scan the erroneous pages. No penalty shall be imposed. No additional payment would be made for re-scan
>5% and upto 10 % errors per batch (1 Batch = 1000 pages) identified by the nodal officer	The entire batch will be rejected. Bidder required to re-scan the complete batch. No additional payment would be made for re-scan. The Bidder shall be subject to a penalty of 5% of the cost for that particular batch.
For any batch if there is more than 10% of error identified by the Nodal officer	The Bidder shall have to re-scan the entire batch and shall be subject to a penalty of 10% of the cost for that particular batch.

In case the numbers of such erroneous batches as mentioned are more than 50%, the entire contract may be subject to either or all of the following in accordance with the discretion of the department:

- Termination of the contract;
- Invocation of the performance guarantee; and
- The department can cancel the work order and get the job done through alternate sources at the cost to be borne by defaulting Bidder

Note: It shall be the responsibility of the successful Bidder to rescan, index and upload all such improperly scanned images. Bidder shall not be paid any amount for rescanning, indexing and other activities related 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.

Penalty Terms for Quality of Meta Data entry service

Meta data entries completed by the Bidder would be verified by the designated Officer / record room in-charge concerned. The data entry record shall be compared with reference to the original document.

Penalties charged in case of erroneous data entry would be as follows:

Service	Penalty in Clause
For any batch (1 batch = 1000 entries) if there up to 5% of error identified by the Nodal officer / designated agency	No penalty imposed Bidder is required to re-enter the erroneous entries. No additional payment would be made for re-entry
For any batch (1 batch = 1000 entries) if there is >5% and up to 10% of error identified by the Nodal officer / designated agency	5% of the cost of the batch. Bidder is required to re-enter the erroneous entries. No additional payment would be made for re-entry
For any batch if there is more than 10% of error identified by the Nodal officer / designated agency	10% of the cost of the batch Bidder is required to re-enter the erroneous entries. Payment will not be made to the Bidder for the re-entered data

In case the numbers of such erroneous batches as mentioned above in point (c) are more than 50%, the entire contract may be subject to either or all of the following in accordance with the discretion of the department:

- Termination of the contract.
- Forfeiture of the performance guarantee; and
- The department can cancel the work order and get the job done through alternate sources at the cost and risk of the successful bidder

Penalty Terms against any damage to the documents

Under no circumstances shall the documents be changed, mutilated, destroyed or replaced by some other documents. Any damage to the documents will lead to heavy penalty on the selected Bidder (Penalty in the range of Rs. 5000/- to Rs. 10,000/- each of such damage). Thus, the Bidder should take utmost care of the documents and no document shall be permitted to the taken out of the designated premises.

Penalty Terms for readiness of DMS Software and Meta Data Entry Software

Selected Bidder to ensure that the Meta Data Entry Software must be ready within 20 days from the date of issuance of workorder failing which penalty of Rs 1000 for each day delay to be charged to the Successful Bidder.

Selected Bidder to ensure that the Document Management System (DMS) Software must be ready within 45 days from the date of issuance of workorder failing which penalty of Rs 1000 for each day delay to be charged.

64. **Validity of Tender**: The offer submitted by the Bidder (s) should be valid for a minimum period of 180 days from the date of submission of Tender and if it is accepted then during the whole of the period of the execution of the entire work.

Annexure A: Technical Evaluation Criteria Format

The Bidder should attach following checklist for compliance with important criterion in the eligibility bid to be submitted:

S.No	Eligibility Criteria	Compliance (Yes or No)	Documentary evidence attached with Page number.
1.	Name and Style of The Bidder with registered address		Company/Firm Registration certificate under companies Act
2.	**Form of Bidder**: The Company/firm/partnership must be registered in India and must have been rendering related services as mentioned in the bid document. **No Consortium is allowed to bid.**		Proof of Company Registration along with a copy of the Partnership Deed/ Article of Association and Memorandum of Association.
3.	The Bidder should have been in operation for a		Copies of audited balance sheet and

	period of at least 5 years as on the date of submission of the bid.		profit and loss account for last 5 years
4.	Bidder should have average annual turnover of Rs.10 Crores of the last 3 financial years (FY 15-16, FY 16-17 and FY 17-18) from IT services involving digitization and scanning etc.		Audited financial statements (reflecting overall turnover from the listed activities) for the last three(3) financial years bearing clear cut mention that the turnover is from the services involving digitization, scanning and I.T. Services (Audited Balance sheet and Profit & Loss account.) OR Auditors'/ CA certificate on the turnover as mentioned by the Bidder bearing a clear-cut mention that the turnover is from the IT services involving digitization and scanning etc.
5.	Bidder should have not been blacklisted by any Indian or foreign Government organization/ agency for corrupt, fraudulent or any other unethical business practices in a similar or comparable project at the time of bid submission.		Certificate from the Managing Director/Company Secretary/Director in respect of the Company/ from the partner in respect of partnership firm that the Bidder is not currently blacklisted by any Government organization/agency in the form of **Annexure-E.**
6.	The Bidder should have all necessary licenses, permissions, consents,		Copies of GST Certificate & PAN No. Undertaking be

	NOCs, approvals as required under law for carrying out its business. The Bidder should have currently valid GST No and PAN No.		provided by the Bidder that he has all the requisite approvals/ NOCs etc., as required under law to carry out its business have been obtained from the competent authorities and are available with the bidder
7.	**Domain expertise of the Bidder.** The Bidder must have experience in the field of Scanning & Digitization (i.e supply, installation and support of digitization of records, DMS oriented work) in Government department or semi-government department for last 4 years. (FY 14-15,FY 15-16, FY 16-17 ,FY 17-18)		Copy of Work Order / Client Certificate / citations to validate the experience over last 4 financial years.
8.	The Bidder must have successfully executed 3 work orders in the last three preceding years in a State/Central Government /PSU/Registered Companies/ Registered Educational Institutions. Out of three orders: One order must be of minimum 2 Crore documents. OR Two orders must be of minimum 1 Crore documents each.		Work Order along-with Completion Certificate/ Client Certificate/ Project citations/Define of satisfactory execution & payment recd. Etc.
9.	The Bidders should have at least 50 Professionals on their payroll for the		Attach H.R. certificate along-with the list of Employees

	activities related to Scanning, Digitisation, DMS related work, IT Services.		with exposure to Projects & Technologies.
10.	The Bidder should have experience in system integration w.r.t digitization, scanning and DMS projects of a comprehensive enterprise IT infrastructure comprising of supply, installation and maintenance of Hardware and Software, Operating System and RDBMS etc.		Copy of Work Order and Completion Certificate specifying the detailed scope of work, issued by the client organisation.
11.	The Bidder should have ISO -9001:2015, ISO-27001:2013 ,ISO 20000-1 or Minimum CMMI Level-3 certification		Copy of valid certificates
12.	The Bidder must have paid the EMD and cost of the Tender Document.		Documentary proof of FDR/CDR/BG of Rupees Ten Lac only (Rs 10,00,000/-) towards EMD. Rupees Five Thousand only (Rs. 5,000/-) to be deposited in bank account (receipt) towards Cost of Tender Document.
13.	The Bidder should obtain OEM authorization for all the proposed new products, if it intended to use any such product in the project.		Manufacturing Authorization Form(MAF), in original, as per **Annexure-H**.
14.	Five years onsite support for software solution post		Confirmation on letter head signed by authorized signatory.

	completion of digitization of all the departments of the Civil Secretariat.		
15.	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of the Bidding Company/Partner in the case of partnership firm to sign the Bid on their behalf.		A Certificate from the Managing Director/Company Secretary/Director of the Bidder certifying that the Bid signatory is authorized by the Board of Directors of the Company to do so, with copy of board resolution(s), resolution(s) number and date/Partner in case of partnership firm/ to sign the Bid on behalf of the firm.
16.	Acceptance of Terms and Conditions of Tender		Compliance certificate as per **Annexure D**
17.	Equipment Proposed by the Bidder to be installed in Digitization Centre in Civil Secretariat, J&K at its own expenses		Compliance as per **Annexure F**

Annexure-B: Financial Bid Format

Annexure-B-1: FINANCIAL PROPOSAL SUBMISSION FORM (ON BIDDER 'S LETTER HEAD)

Date:
Tender No.

To

The Chief Executive Officer,
Jammu and Kashmir e—Governance Agency (JaKeGA)
Civil Secretariat
Jammu-180001

Sir,

We, the undersigned, offer to provide services for digitization of files /records of Civil Secretariat J&K.

Our attached Financial Proposal is for an amount of Rs. ------------------(Rupees------------------------------------) including all taxes and duties. Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal.

Methodology –

- Our Bid shall be valid for a period of 180 days from the last date fixed for submission of the bids in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period and on acceptance it shall remain binding on us till the conclusion of the entire project.
- If our Bid is accepted, we commit to submit a performance bank guarantee in accordance with the Bidding Documents;
- We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- We also understand that 2 crore pages to be got scanned/digitized by your office is an estimated figure and the same may be more or less but in both the eventualities, our rates shall be the same as quoted by us.
- We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Yours sincerely

Name...
In the capacity of...
Signed...
Duly authorized to sign the Application for and on behalf of...
Stamp / Seal…………………………………………………………..

Name and Address of the Company/Firm_____

Financial Proposal

S.No	Item	Item Description	Units/No of users (1)	Units Rate (rate per image/page) (2)	Total Price (Rs.) [including all taxes out of pocket expenses and other charges etc.] (Total Price=1*2)
1.	**Transaction Based Costs(A) including Operation and maintenance for 5 years after completion of digitization of all departments of the Civil Secretariat,J&K.**	Cost of Digitization of records i.e scanning, entering meta data, indexing, preparation of record, OCR/ICR etc Cleaning of Digitization centre on daily basis Equipment's proposed to be installed at Digitization Centre which is detailed at **Annexure F**	2.00 Cr Pages Approx		
2	**Cost for DMS software and other software Licensing & Implementation on along with providing source code Integration with e-office like applications. Migration of DMS to J&K State Data Centre.) Operation and maintenance for 5 years after completion of digitization of all departments of the Civil Secretariat,J&K (B)**	DMS Software, Web Content Management System, RDBMS, Image Management Software, Invisible Water Marking Software, OCR, ICR and all other softwares and third-party tools required for completing the scope of work for the digitization project. The license costs should provide for both internal -Intranet and VPN Users as well as Internet users. (All software licenses must either be One Time Licenses (not requiring annual / periodic payments for support and maintenance.	1 No		
	Total Gross Bid Value		Total Price quoted in S.No 1 + Total Price quoted in S.No 2 (in Rs.)		
	Total Gross Bid Value in words:		Total Price quoted in S.No 1 + Total Price quoted in S.No 2		

Notes:

1. The Bidder must provide complete details of all software's that are required to be procured / developed for the execution of project of the Civil Secretariat, J&K The software(s) to be developed/proposed to be on Open Platform Technology and compatible to all the Operating System. Break up of all relevant software(s) required to execute the project (including OS and RDBMS) should be provided as a Separate Annexure called **"Details of Software proposed to be Procured and Deployed"** to be included both in the Technical Proposal as well as Financial Proposal. The Technical Proposal should only give the technical details and NOT the prices, whereas the Financial Proposal should also give the price breakup of each software item.

2. The Total Cost ((A) + (B)) will be considered as the Total Financial Price for financial evaluation.

3. The Bidder must provide details of what all is included in their Technical support and ATS (both during and after the project completion) and what is chargeable as extra.

4. The Bidder has to ensure that it uses only standard, internationally used RDBMS and other related software so that all data, images and metadata is fully portable into DMS application software / RDBMS/any other e-office like application etc. (at any point in time).

5. The rates to be quoted should be inclusive of all taxes and duties with breakup including providing of requisite irrevocable licences for use of any D.M.S. Or Software to be developed by the bidder and also a clear undertaking that requisite source code for the use of solution/software used by the bidder in the project shall be provided to the JaKeGA without charging any extra cost and the JaKeGA shall exercise proprietary rights over all the solutions/software and source code etc. used in the said project.

Date: ____   **Seal and Signature of the Bidder**

Place: _____

Annexure C: Format for Performance Bank Guarantee

To

> **The Chief Executive Officer,**
> **Jammu and Kashmir e—Governance Agency (JaKeGA)**
> **Civil Secretariat**
> **Jammu-180001**

1. Whereas M/s_____ (hereinafter called the Bidder) has to carry out the work of "Digitization of the files of the CIVIL SECRETARIAT,J&K" as per agreement dated_____ signed with Jammu and Kashmir e-Governance Agency (JaKeGA) (hereinafter to be called as the "Client").

2. We_____ having its Head Office at_____(hereinafter called "the Bank") are bound to the "Client" in a sum of Rs._____ (_____) for which payment will and truly to be made to the "Client", the Bank binds itself, its successors and assignees by these presents. "The Bank" further undertakes to pay to the "Client" upto the above amount on receipt of its first written demand, without the "Client" having to substantiate its demand. The Client's decision in this regard shall be final and shall not be called in question under any circumstances. The Bank Guarantee will remain in force upto_____. However, its validity can be got extended before _____ solely at the instance of the "Client". This clause shall remain valid not-withstanding anything else contained contrary in the document.

3. Our liability under this guarantee is restricted to _____(_____) and it will remain in force upto_____ unless a demand, in writing, is received by the bank on or before_____, all your rights under the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities there under.

4. Sealed with the Common Seal of the said Bank this ____day of _____20___.

5. In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____ day of _____20___

For Bank_____

Witness

Signature

Name

M/s_____

Annexure D: Acceptance of Terms and Conditions Contained in the Tender Document.

Date: _____2014   Tender Reference No.: _____

To

The Chief Executive Officer,
Jammu and Kashmir e—Governance Agency (JaKeGA)
Civil Secretariat
Jammu-180001

Subject: **Acceptance of all the terms and Conditions contained in the tender**

document.

Sir,

I have carefully gone through all the Terms and Conditions contained in the Tender Document [No. _____] regarding digitization of Civil Secretariat files.

I declare that all the provisions of this Tender Document are acceptable to my Company/firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Sincerely,

Name: _____

Designation:_____

Company: _____

Address: _____

Note: - Copy of authorisation by competent authority in the Bidder 's company pertaining to not only this form but entire bid should be enclosed.

Annexure E: DECLARATION REGARDING CLEAN TRACK RECORD

Date: _____2014   Tender Reference No.: _____

To

The Chief Executive Officer,
Jammu and Kashmir e—Governance Agency (JaKeGA)
Civil Secretariat
Jammu-180001

Subject: **Declaration regarding clean track record of the firm / company.**

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Document [No. _____] regarding digitization of Civil Secretariat files. I hereby declare that my company has not been debarred/black listed by any Government/ Semi Government organization in India or abroad. I further certify that the competent authority in my company has authorized me to make this declaration.

Yours Sincerely,

Name: _____

Designation: _____

Company/firm: _____

Address: _____

Annexure F: Equipment Proposed by the Bidder to be installed in Digitization Centre in Civil Secretariat, J&K at its own expenses

Hardware proposed to be installed and used at the CIVIL SECRETARIAT, J&K for digitization work in Digitization Centre by the Successful Bidder, at the time of commencement of work and maintain till the end of the project. Tentative list of equipment's is given below:

- o Computing devices i.e. servers (web /application and database servers) with OS and other required tools and devices such as antivirus.
- o Storage & Backup Solution to store digitized data such as SAN, SAN Switch, Tape Library, Backup Software.
- o DMS (Document management System)
- o Switches/ Router to connect different devices
- o Rack to place computing resources
- o Scanners to scan the documents (at least 20 ADF Scanners of 80 or more PPM, at least one Book type scanner, and one Flatbed)
- o The software to be used to scan the old record having blots etc. to clear such blots.
- o UPS
- o Air Purifier(s)
- o Stationary as would be required at every stage.
- o Any other equipment required to complete the digitization work.

SI.NO	Proposed Equipment/Device(s) for Digitization	Key Specifications of Equipment/Device(s)	Reasons for Selection of Equipment/Device(s)

Annexure G: DMS Technical Specification

DMS (DOCUMENT MANAGEMENT SYSTEM):

The proposed DMS software would be web-based technology and it should be on open platform. The DMS solution should be Commercial Off the Shelf (COTS) in order to reduce overall system development and maintenance time and costs. The DMS shall be an integrated web technology-based solution that allows the CIVIL SECRETARIAT, J&K to integrate all types of records and enable the end user to search quickly and comprehensively. The same DMS software shall be capable of running seamlessly over Intranet, Virtual Private Network (VPN) as well as on the Internet. The DMS shall provide extensive features for searching of the database, such as text-based searching, context-based searching, keywords-based searching, index based searching etc. The DMS Solution would be a web-based system and is required to include the full functionality of Web Content Management and work flow Software. The DMS solution should also provide for electronically capturing of Data from the Hand Written / Typed Application Forms with the help of ICR/ OCR technology or equivalent or better solution. The details of the functionality required from the DMS solution is given in this bid. **Bidder's must provide their responses to each of the functionality defined in the Functionality Matrix as part of their Technical Proposal**. This Matrix shall form a part of the scope of work for implementation of DMS and the Bidder's implementation of the functionality defined herein, shall be the key indicators of Bidder's performance evaluation. Supply, Install, Customization and implementation of the Document Management System (DMS) Software and associated software(s) with the functionalities as mentioned below will be done by the successful bidder.

Sl. No	Functionality
A	**General Requirements**
1.	Ability to support all web browsers like IE 6.0 and onwards, Firebox, Google Chrome etc. The system shall support multiple databases such as Oracle, SQL, My SQL (LAMP), Posgres SQL, etc.
2.	Inter-operability - The systems must seamlessly integrate with developed Application and shall support interface with other open-standard systems.
3.	Scalability should be high. The systems shall be designed for 24x7 operations.

4.	Version Control and management – The proposed Document Management Systems shall have versioning features to track and document revisions made.
5.	Maker-Checker Functionality for user creation, Document Upload, work flow etc.
6.	The proposed Document Management solution should have capability to integrate with the work flow mechanism.
7.	The proposed Document Management Systems should have its own image viewer for different image file formats that is required to ensure smooth operation of the integrated systems and should also have the file view option
8.	The proposed systems must be able to interface with the existing third-party systems and databases
B.	**Architecture Requirements**
1.	The Document management system shall adopt a browser-based approach so that the solution has the ability to be portable to other platforms.
2.	The system shall support Multi-tier architecture with each tier fully independent
3.	Remote Image Server for Bandwidth Optimization: The solution should support remote image server architecture wherein content files are saved at the remote location and related metadata in the central server for bandwidth optimization while accessing the documents. The remote data could be replicated on manual or scheduled basis as per the requirement for the MC.
4.	The system shall support Scalable architecture to support clustering at each layer i.e. Web server, Application server and Database for Fault Tolerance and Load Balancing.
5.	The system shall support separate Document server for better management of documents.
6.	The system shall support distributed Document Repositories for document upload and access at local level, which can be replicated with central repository at scheduled intervals.
7.	The system shall provide XML based API toolkit for system integration and application development.
8.	Support for Web Desktop for Browser based access on Linux/Windows clients.
9.	Support for replicating images at remote sites for faster retrieval.
10	The system shall provide Image processing libraries that support image enhancements, and other imaging features like compression and extraction etc.
11.	The system shall support unlimited storage capacity by automatic / manual creation of Volume disks of predefined sizes and disk labelling.
12.	The system shall be Unicode compliant for supporting different languages and shall also provide localization kits for localizing the User Interface in particular language.
13.	Lightweight Directory Access Protocol (LDAP) authentication and single sign-on support.

14.	Should be based on open standards and have API support for data import and export.
15.	Ability to Support ODMA (Open Document Management API) or WebDAV (Web-based Distributed Authoring and Versioning) for integration with desktop applications.
16.	Supports Image Enable framework for image enabling business applications.
C	**Document Scanning Requirements**
1.	The DMS shall support temporarily storing the scanned images locally before uploading to the central server.
2.	Ability to check the quality of the scanned image and make corrections/adjustments to improve the quality of the scanned image.
3.	Ability to support quick scanning and indexing of bulk documents. Scanning through browser plug-in
4.	Ability to support automatic cropping / masking of whole/any part of the document. This ability should be user defined and also document wise.
5.	Automatic categorization of scanned images as different documents like application form, supporting documents, Field report etc.
6.	Facility to scan multiple pages into batches for auto/manual processing.
7.	Ability to support any scanner available in the market.
8.	Ability to support large volume scanning (up to 1,00,000 pages per day).
9.	Ability to support automatic segregation of batch of dockets based on Barcode, Blank page, Fixed page and auto Form recognition.
10.	Ability to assign document type.
11.	Ability to Manual/Automatic Indexing using Barcode, OCR, MICR, CSV data from other Applications.
12.	Ability to support standard Image Operations such as deskew, despeckle, rotate, invert, zoom-in/ zoom-out, zoom percentage etc.
13.	Simplified Export of scanned batches into DMS with Auto folder/Subfolder creation document filing and indexing on user defined fields.
14.	Ability to generate extensive Reports and Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc.
15.	Support for writing add-ins for integration with other systems and facility to insert a Menu for add-on.
16.	Ability to support automatic indexing from specified zones like Application id using OCR functionality.
17.	Easy to use GUI for setting the scanning properties like indexing parameters, document and folder nomenclature, zones for data extraction etc.
18.	Ability to provide for Compression of scanned image files in Standard Formats like TIF.
19.	Ability to support all the special image enhancement functionality offered by the scanner through the driver interface.
20.	Ability to support Web based scanning.

21.	Produces/uses standard TIFF V6 CCITT G4 files without modification. State whether further compression is possible.
D	**Document Acquisition Requirements.**
1.	Ability to support Bulk Import of image and electronic documents through an integrated functionality**.**
2.	Ability to support automatic archival of Incoming Fax as images through an integrated functionality and shall also automatically index on required parameters.
3.	Ability to support Direct upload from WebDAV, ODMA Compliant applications.
4.	Ability to support document capture through Print.
E	**Handling of Un-scanned document Requirements**
1.	Ability to support facility to generate paper profile for tracking of physical documents, which are not scanned and shall provide detailed reports. Ability to provide for the total number of pages to be scanned in each template. If a page is missing alert to be given.
2.	Inbuilt facilities to electronically move profiles and complete user level tracking on the same.
3.	Ability to support categorization of documents in folders-subfolders etc.
F	**Archival of Electronic document Requirements**
1.	Ability to link cross-related documents like Application form and Field report, Grievance and reply sent etc.
2.	Ability to provide search facility in the same interface, so that users are able to search the documents to be linked.
3.	Ability to support versioning of documents with facility to write version comments.
4.	Ability to allow Locking of documents for editing and importing it back into the system through check- in/Check-out features**.**
G	**Document View Requirements**
1.	Ability to view the scanned file with Note side of a file on the LHS and Correspondence side of a file on the RHS. (Just like physical file in Civil Secretariat)**.**
2.	Ability to support for viewing documents in native application.
3.	Ability to provide facility of putting text, graphic and image annotations with features like highlighting, marking text, underlining, image stamps etc on document pages.
4.	Ability to support automatic stamping of annotations with user name, date and time of putting annotations. The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations all papers scrutinized by officers/users concerned.
5.	Ability to configure bitmap stamps at corporate level, so that it is available to all users.
6.	Ability to facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.
7.	Ability to support for Thumbnails on image documents and viewing of the same.
8.	Ability to support all standard Image operations such as deskew, despeckle, rotate, invert, brightness.
9.	Ability to support taking print outs with or without annotations.

10.	Linking of Documents for cross-referencing related documents.
H.	**Version Management Requirements**
1.	Version control for tracking document revisions.
2.	Image and electronic document versions, version comments.
3.	Check-In and Checkout support for collaborative working on documents**.**
I	**Indexing**
1.	Ability to support automated creation of document database indexes (e.g. through bar coding, etc.).
2.	Ability to allow users to customize database and indexing parameters (e.g. users can create index fields based on customer name, customer number etc.).
3.	Ability to allow documents to be moved from one folder to another and re-indexed without re-scanning.
4.	Ability to provide for index processing to be performed while other stations are actively searching, viewing, scanning and editing.
5.	Ability to provide facility to set particular fields as mandatory or unique.
6.	Ability to support Automatic full text indexing for Text search.
7.	Ability to provide for multiple indexes for different types of documents.
8.	Ability to provide for user-defined indexes for easy search and retrieval of files and folders.
9.	Ability to provide for filing and Indexing of documents for quick retrieval.
10.	Ability to provide facility to add keywords with documents to act as quick reference for the documents.
11	Ability to Support Auto indexing using CSV (Comma separated values) import from other applications**.**
J	**Search and Retrieval Requirements.**
1.	Ability to support searching of text documents based on user-input character strings, keywords, etc.
2.	Ability to support search queries using Boolean operators (e.g. AND, OR and NOT, wildcard) and fuzzy text search.
3.	Ability to allow a search of OCR'd/ICR'd Documents by text string.
4.	Ability Upon completion of search, immediately to display all selected images and support quick navigation through documents.
5.	Ability to provide for save and publish common searches for quick access.
6.	Ability to provide for quick search within a saved search.
7.	Ability to provide for use a saved search as a template for similar searches.
8.	Ability to provide for view search values for custom fields before searching
9.	The system shall provide ODMA support for search and retrieval
10.	Ability to provide for rapid search and retrieval on multiple very large document repositories (25 million pages or more).
11.	Search Criteria should be configurable.
12.	The system shall support facility to export results in excel or any other format**.**
K	**Security Requirements**

1.	The Document management system shall support definition of Users, Groups and Roles relation in the system.
2.	The system shall support access permissions on Folders, documents and object level.
3.	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).
4.	The system shall support system privileges like Create/Delete Users, Define indexes etc.
5.	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database.
6.	The system shall support extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.
7.	The system shall support Disaster recovery by replicating the data at remote locations.
8.	The system shall provide support for HTTP/SSL for secured data transfer.
9.	The system shall provide LDAP support for integrating with directory services and shall support single sign on.
10.	The system shall support Extensive Audit trails at document, Folder and for highest levels for each action done by particular user with user name, date and time.
L	**Easy Web Administration Requirements.**
1.	The system shall support web-based administration module for the complete management of system.
2.	The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries.
3.	The Admin module shall provide easy to use interface for Index structure definition that can be used by different users.
4.	The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated.
5.	The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.
6.	Diagnostics monitoring activities of different components e.g. Logs consolidation and capturing, missing indexes, audit log size etc.
7.	Batch mode support for administrative operations e.g. change ownership, user deletion.
M	**Image Editing Requirements**
1.	The Document management system shall support Image Editing operations such as page insertion, deletion, merge/split page(s) etc.
N	**Document Delivery and Distribution Requirements**
1.	The Document management system shall support multiple document delivery methodologies.
2.	The system shall allow users to download documents through HTTP depending upon the access rights.
3.	The system shall support for Print/Mail/Fax of documents.

4.	Easy to print by page or by document object.
5.	Supports remote print/fax services.
6.	Supports common SMTP-based mail systems.
O	**Reports and Audit Trails Requirements**
7.	The Document management system shall support extensive Reports and audit trails**.**
8.	The system shall support Extensive Audit trails at user, Folder and Cabinet levels.
9.	The system shall provide facility to generate Audit trails on separate actions, and between specific date/times.
P	Adaptive Workflow Requirements
1.	Adaptive Workflow for routing and tracking of documents, messages and Forms**.**
2.	Create Ad-hoc or predefined routes for automatic document routing on sequential / parallel routes.
3.	Route Work-items to users inboxes for their action i.e. task assignment for each user.
4.	Facility of attaching documents and folders in work items.
5.	Facility to act upon, forward, return or complete Work-items
6.	Support for referring Work-items to other users outside the pre-defined route
7.	Time –based/ Event -based reminders
8.	Provision of putting shared and secured notes for collaborative working on Work items
9.	Facility of associating a note-sheet with the file enabling users to comment and review.
Q	**Scalability and Multi-site Deployment Requirements**
1.	One or more Transaction Servers should be able to connect to a Database Server.
2.	Same Transaction Server can connect to one or more database servers
3.	Solution should support deployment of clustered database solution.
4.	Multi-server deployment for scalability, load balancing and fault-tolerance.
5.	Supports page-wise data fetching of multipage images for better bandwidth utilization.
6.	Supports pre-fetching of remote Images, for fast retrieval at local sites.
7.	The solution shall support the high volume of transactions and documents through such features as server replication and clustering or equivalent. Peak transaction load to be given.
8.	Supports deployment of multiple web servers, which can seamlessly connect to the same or multiple transaction servers.
9.	Supports deployment of local web-servers across locations, which connects to central Application Server layer farm.
10.	Scalable to handle thousands of users and billions of documents.
11.	Support for web-server and Application Server farms.
12.	Can be deployed in centralized manner.
13.	Capability to define various categories of documents for different units like branches, Regional offices.
14.	Ability to define and adopt the different archival policy both at the category level and at individual document level.

15.	Enable automatic movement of documents to preserve area of those documents, which have completed specific archival periods.
16.	Ability to scan images offline and upload in bulk. These images may be bulk upload from a file/folder.
17.	Ability to support browser based scanner.
18.	The movement on WAN should be in an encrypted form with min 16 bit architecture encryption.
19.	Ability to have digital shredding.
20.	Ability to define view rights to a document including those documents which are sent through CD, email etc.
21.	Branch should be able to define checklist of Annexure/attachments for a document.
22.	Ability to check the documents online and give a report of missing documents with an overriding facility.
23.	Automatically crop photo and signature and create a single file of less than 16 kb and store in the server in a pre-defined folder with pre-defined name like Customer ID.
R	**User Management Requirements**
1.	User's management (on Server for centralized application) should be available to Administrator(s).
2.	There should be comprehensive User management system. The Organization should be able to create different levels of users with different powers. There should be templates for a group of users. System should facilitate the creation of different levels of users and assigning different levels rights. There should be provision for disabling a user temporarily or on permanent basis.
3.	The access to the software should be based on user-id and password. The software should capable to support two- factor authentication, if the Organization decides to adopt the same. Should be able to support digital signature.
4.	The passwords for software should adopt strict and complex password policy and should prompt to change the passwords at defined intervals. The user should be able to change the password at any time.
5.	The System should have online help, FAQ, knowledge base feature for all types of users, depending upon their level. Suitable training to users should be provided and details in this regard have to be furnished in the Bid.

Annexure H: Manufacturing Authorization Form(MAF)

Ref. No. _____
Date:

To,

**Chief Executive Officer,
Jammu and Kashmir e-Governance Agency (JaKeGA),
IT Department,
Civil Secretariat, Jammu-180001**

Sub: Tender No: MAF (Manufacturing Authorization Form)

Sir,

Please refer to your Notice Inviting Tenders for Appointment of an Agency for Digitization of files of Civil Secretariat, J&K. M/s_____(Bidder), who is our reliable distributor/partner for the last _____years, is hereby authorised to quote on our behalf for this prestigious tender.

M/S _____(Bidder) will continue as our business partner during years to come and essentially for the next seven years. We undertake the following regarding the supply of all the software, related equipment's/products described in the said tender.

1. Authorization for M/S _____ (Bidder) to sell the software and offer maintenance for seven years from commissioning.
2. Confirm that the products quoted are not "end of life or end of sale products" as on Bid Submission date. If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the equivalent or superior product at no extra cost.
3. Undertake that the support including spares, patches, and upgrades for the quoted products shall be available for 7 years from the signing of contract or 6 years from the FAT.

Yours faithfully,

(NAME) (Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in the bid. Any inadequacy in this authorization will make the bidder liable to be rejected during technical evaluation

Annexure I: SCHEDULE OF EVENTS

S. No.	Key Activities	Date and Time
1)	Availability of Tender Document	10:00 PM of 06/03/2019 onwards
2)	Last date for submission of written queries by intending Bidder(s) (through email at: ceojakega@nic.in)	04.00 PM of 13/03/2019 Queries to be emailed at ceojakega@nic.in
3)	Date and Time of Pre-Bid Meeting	14th March 2019 at 12.00 Noon at conference hall 1st Floor, Civil Secretariat, J&K at Jammu
4)	Submission of Bids	From the date of publication of tender on the e-tender portal till 03.00 PM of 22nd March 2019.
5)	Submission of original documents (Tender Fee and EMD)	The bidder may send the scanned copies of EMD/Tender Fee with the Technical Bid. However, original Documents of Tender Fee and EMD are required to be produced before opening of Financial Bid.
6)	Date and Time / Place of Opening of Technical Bids	22nd March 2019 at 04.00 PM in the office of JaKeGA at 168 A/D Gandhi Nagar Jammu
7)	Date and Time / Place of Opening of Financial Bids	Will be intimated later
8)	Bid Validity	180 days from the date of opening of bids.
9)	Bid Procedure	Two Cover system through e-Tendering process at http://jktenders.gov.in
10)	Bid Evaluation Criteria (Selection Method)	Least Cost Based Selection (LCBS)/ (L1)
	Websites for downloading Tender, Corrigendum's, Addendums etc.(if any)	www.jktenders.gov.in / www.Jakega.jk.gov.in www.jkit.nic.in
11)	Bid Document/Tender Fee	**Rs 5000/- (Rupees Five Thousand only)** in the form of Demand Draft in favour of "CEO, JaKeGA" Payable at Jammu/Srinagar, J&K. Scanned Copy of the instrument is to be uploaded on JK Tenders Portal along with the bid however the original instrument is required to be submitted in the office of CEO JaKeGA before opening of the Financial Bid
12)	Bid Security/EMD	Bid Security- Earnest Money Deposit in the form of a CDR/FDR/BG, from a scheduled or Nationalized Indian Bank in favor of **CEO JaKeGA**, valid for (01) one year payable at Jammu/Srinagar, J&K, for the sum of Rs 10,00,000/- (**Rupees Ten Lakh Only**). Scanned Copy of the instrument is to be uploaded on JK Tenders Portal along with the bid however the original instrument is required to be submitted in the office of CEO JaKeGA before opening of the Financial Bid.

The complete document encompassing the terms and conditions and scope of the work and criteria etc. is available on the aforesaid official web site of the Jammu and Kashmir e-Governance Agency, IT Department(http://jakega.jk.gov.in). Every interested person is requested to go through such detailed document and then submit the tender, after thoroughly understanding the terms and conditions and eligibility criteria etc.

Any offer/tender received after the last date prescribed in this document for receipt of bids, shall be straightaway rejected and no intimation shall be given in this behalf to the person concerned.

CHIEF EXECUTIVE OFFICER