

**OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II,
MADHYA PRADESH,GWALIOR**

NOTICE INVITING TENDER

Accountant General (A&E)-II, Madhya Pradesh, Gwalior invites sealed tenders for digitization of old records for approximately 25 lakh pages. The detailed scope of work, instructions to the Tenderers, other terms and conditions etc are available on the official website <http://www.agmp.cag.gov.in> , ACCOUNTANT GENERAL(A&E)-II, Tender Notice. Interested firms who satisfy the eligibility criteria may download the tender documents from the website and submit the same either personally or through post / courier along with required documents to the DAG (Admn.) so as to reach on or before 30-09-2014 (Monday), up to 3.00 PM.

DAG (Admn.), Office of the AG (A&E),-II, Madhya Pradesh, Gwalior .

TENDER DOCUMENTS

Tender documents contain the following:

Section I -- Instructions to the Tenderers

Section II -- Scope of Work

Section III -- Terms and Conditions

Section IV -- Offer form

Section – I

Instructions to the Tenderers

1. Sealed “Technical and Financial bids” are invited for digitizing the GPF record of the office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior, consisting of approximately 25 lakh pages on actual work basis. The papers to be scanned will be mostly of A3 size and written on Both side. It can be of other sizes including printed / handwritten on both sides as well. Records can be loose papers or in shape of bounded registers. The condition of some of the records is poor due to old period of records. The firm shall come up with technical solution for scanning / digitization of these brittle records as well.
2. Bidder has to comply with the below mentioned pre – qualification criteria along with necessary proof, in absence of which, bids are liable to be rejected summarily:
 - a) Bidder should have proven experience in the field of digitization in any Govt. organization/ PSU/ Company etc. and must provide proof for this.
3. The firm should be able to digitize the entire record in about four months with minimum commitment of pages each day as may be mutually agreed in the space to be made available to the firm for the purpose of scanning / digitization.
4. The firm has to create its own scanning / digitization, cleaning, indexing, storing and retrieval facility setup.
5. The firm must have an experience in scanning work of 5 lakh pages in a single work order in govt. and have minimum three years experience in scanning work.
6. No Hardware will be provided by this office. Firm should install all necessary hardware for digitization.
7. Interested firms can inspect the records lying in the Record Room(s) after contacting Branch officer (EDP) on telephone No. 0751- 2317297 during working hours of the office.
8. The office will deal with the firm directly and no middlemen / agents / commission agents etc. should be asked by the firm to represent their cause.
9. Interested firms may send their tenders in sealed cover, subscribing it as “BID FOR DIGITISATION OF OLD RECORDS” addressed by the name to the DAG (Admn), Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior so as to reach on or before 30.09.2014 up to 3:00 P.M.
10. Technical bids will be opened at 03.00PM on 01.10.2014 in the office of Accountant General (A&E)-II, Madhya Pradesh, Gwalior.
11. The office will have all freedom and rights in evaluation of bids.
12. Accountant General, in its discretion, reserves the right to reject or accept any or all the tenders partly or completely at any time without assigning any reason thereof.

Section - II

Detailed Scope of Work

1. The scope of work broadly is as below:

- Scanning / digitization, cleaning, indexing, optical character recognition (free text search), storing, archiving & retrieval of record in digital form in secured manner. Unstitching and restitching of old Registers after scanning will be the responsibility of the vendor.
- Providing Integrated Data Management Software (IDMS) for storing, archiving & retrieval record in digital form.
- Imparting of training to staff of the office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior on Scanning / digitization, cleaning, indexing, storing, archiving, and retrieval and printing process.
- Hardware, system software & other IT infrastructure required for implementation of this project in secured manner is to be deployed by the firm.

2. The office will provide space and electricity/raw power supply for operating the equipments free of cost. The firm shall ensure that space provided to it by this office is not misused in any manner.

3. The firm, at its own cost, shall install, maintain and operate the equipments (Hardware) of the required capacity and number so as to rendering Scanning / digitization of records with fast retrieval.

4. The equipment (Hardware) so installed will continue to be the absolute property of the firm.

5. The firm shall provide adequate number of operators / qualified professionals at its own cost, for operating its equipments, so as to enable the smooth execution of Scanning / digitization of records. The Firm shall give the list of its operators/qualified professionals operating the equipments to the authorized officer periodically and except such personnel, other employees of the Firm shall not have access to the equipment room or deal with the archived data without the permission of the office. Complete secrecy and confidentiality of data is required to be maintained by the firm and its employees.

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

7. The Firm shall store the scanned data in multi functional scanned and print features in two sets of storage media and deliver one set to the office as a back-up and use the other set for retrieval, printing. In case of emergency, on a written request, the set given to the office shall be made available to the firm for use and return.

8. The firm, after successfully storing the data on its own computer shall transfer the same on the computer to be provided by the office with the documentation, technical and user manual. However, the firm shall be fully responsible for the proper archiving, storing and retrieval of the scanned / digitized data for a minimum period of one year after completion of its work on its hardware. Firm shall suggest the configuration and the number of computers and other hardware for archival and retrieval of digitized data, including back up.

Section - III Terms and Conditions

1. The firm(s) is required to quote their lowest per page rates for scanning & digitization.
2. The rates so quoted should be all inclusive.
3. Each tender should be accompanied with 2% of the bid amount as earnest money pledged in the name of Pay and Accounts Officer, Office of the Pr. Accountant General (A&E)-I, Madhya Pradesh, Gwalior in the form of demand draft or fixed deposit receipt or bankers cheque or bank guarantee. This deposit will be refunded to the unsuccessful tenderer on their written request.
4. The Minimum turnover of the firm is not less than Rs. 25 lakh in scanning work in previous financial year.
5. The successful firm will execute an appropriate agreement, on the agreed terms & conditions with the office and also furnish performance guarantee equivalent to 10% of contract value in the form of fixed deposit receipt from commercial bank or bank guarantee to be valid for fourteen months after the successful completion of the project.
6. The Firm shall survey the outturn of work periodically and make adequate adjustments by providing additional material, equipments and men to avoid piling up of work.
7. The process by which the firm will scan/digitize the records will include in batches as follows: -
 - a. Authorized representative of firm will receive files from staff of the office under proper receipt.
 - b. Prepare the files for scanning / digitization after the removal of tags, pins, dust etc. In case the firm finds any original document, which is in a very bad condition, it will make its best efforts to take out better print (either by typing on a separate sheet of paper or taking out a better photocopy thereof) and then put the said data in the relevant database. The original papers shall however be retained in the main file.
 - c. The firm will ensure that the documents /files handed over to firm are kept in proper condition and no document is soiled /lost / misplaced /damaged.
 - d. It will be responsibility of the firm to return the file to staff of this office under proper acknowledgment in the same shape and condition in which it was taken. All scanned/ digitized sheets will be stamped and duly signed by the user certifying that the "SCANNED/ DIGITISED AND DULY RECONSTRUCTED" and the firm will be fully responsible for any loss/damage of any document.
 - e. Scan and digitize each document and the data is to be stored by way of images in Portable Document Format (PDF) with adequate resolutions with free text search facility and ensure the readability and ease in retrieval including cleaning and spot reduction. The images so stored in the database should be properly indexed as per the requirements of office and should be capable of adding more images, at later stage if needed, in an old stored file. The data so stored shall be in a non-editable form.
 - f. On completion of the work, the firm shall hand over the latest licensed updated software and also the database to this office, which shall become property of the office of AG for all intents and purposes. The Firm will also provide the license copy of it to this office.

8. The PDF document should be searchable and created in one single step by processing the input image file thus ensuring that no intermediate manipulation of content is possible.

9. Index the stored scanned data with following indexing parameters:-

- ◆ GPF Series
- ◆ Account Number
- ◆ Name

10. The Firm will suggest the storage server to store and retrieve digitized records and help in storing the data in the server of this office.

11. Ordinarily the firm will be allowed to do the Scanning / digitization during working hours i.e. 9:30 AM to 6:00 PM on all working days (Monday to Friday). However the timings and work schedule will be decided mutually between the office and firm.

12. After scanning the documents the scanned documents will be stored by the firm passing through the following stages:

a) At the initial stage the Firm will authenticate the correctness of the scanned document with reference to the original file.

b) Store the Data and will hand over files to this office in original condition.

c) The Firm will make provision against each such scanned file for authentication to be made by the authorized representative(s) of this office through system.

13. Continuance of the contract shall be subject to satisfactory performance of the firm and it may be cancelled at any time without assigning any reason for the same. The decision of the AG in this regard shall be final and binding.

14. At the completion of every Series the firm will hand over the complete Scanned/digitized data to this office - one copy on computer system and two copies on USB HDD / DVD or any other form as agreed upon by this office.

15. Service tax registration of the firm is compulsory.

16. The payment will be made on monthly basis @ 80% of agreed rate for the work done (no. of pages scanned) during the month on submission of the bill, duly certified by the DAG (Funds). The firm will be responsible for liabilities of all kind including local and other taxes. The payment will be made after other deductions and penalties and damages, if any levied and recoverable under the contract for the work done as per agreed terms.

17. If it is found at any time that the Scanning/digitizing, indexing, storing or retrieval has not been done in accordance with the agreed terms and conditions, penalty by means of withholding further payment due to the firm and or to recover the payment already made shall be imposed on the firm.

18. In the event of the firm not executing or completing the minimum agreed volume of work, this office may impose penalty @ 0.5% per day of the value of unfinished pages agreed to be completed in the quarter in addition to the recovery of other losses and damages that it may suffer.

19. The Firm will impart adequate training to minimum one Officers from each section of this office on adopted procedure of scanning / digitization and retrieval of records.

20. The Firm will fully maintain and support for one year after the completion of the work.
21. The Firm will not make any alteration, correction on the original documents.
22. The database design as may be developed by the firm or its employees for and during execution of the work shall be handover to this office and should not be used by the Firm for any other purposes. The firm shall have no right, title or interest in it and shall not use it in any manner.
23. All data, specifications, reports and other documents prepared by the Firm in the execution of the Contract shall become and remain the property of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior and before termination or expiration of this Contract the Firm shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to this office.
24. Complete confidentiality is required to be maintained by the firm and its employees during the term or after expiration of this agreement.
25. The firm shall not be allowed to take away any file/record etc. either in the shape of hard copy or soft copy and the work is to be carried out in the premises of this office itself.
26. The Firm shall not assign, in whole or in part, its obligations to any Third Party to perform under the Contract.
27. In the event of termination of contract or the performance of the firm is not found satisfactory this office shall be entitled to forthwith forfeit the amount of performance guarantee either full or in part apart from taking such legal remedies as are available in law. The firm shall thereupon hand over all such records, which are in its possession. The firm shall not be entitled to remove the digitized data, which will be the property of Accountant General (A&E)-II, Madhya Pradesh, Gwalior.

Deputy Accountant General (Admn)

Section – IV

TENDER FORM

To
The Deputy Accountant General (Admn)
Accountant General (A&E)-II, Madhya Pradesh,
Gwalior

Sir,

I / We undersigned _____ hereby offer my/ our rates in enclosed statement. I / We agree with terms and conditions attached with the tender and promise to complete the digitization work within the stipulated period and will provide necessary maintenance in the terms and conditions of the tender.

(Signature of Tenderer with Rubber Stamp)

ANNEXURE-I

1. Description/name of the vendor (including legal status, ownership etc.).
2. Unit Price Inclusive all Scanning, Cleaning, Indexing and PDF output as per specifications
3. Methodology to be used for digitization of Old record.
4. What would be the output/day in terms of number of pages that can be Scanned/digitized, indexed, stored and retrievable?
5. Maintenance and technical support services to be provided after supply of the software.
6. Number of technical persons to be deputed by the firm for the work (with details of their educational qualifications, experience, functions, etc.).
7. Number of non-technical persons to be deputed by the firm {with details of their educational qualifications, experience, functions etc.)
8. What is the Software you propose to use for Scanning/digitizing, indexing, storing and retrieval?
9. How much space the firm may require to execute the work?
10. How long you estimate to complete the work in all respects?
11. What facilities you expect from the Accountant General (A&E)-II, Madhya Pradesh, Gwalior in executing the work?
12. List your clientele with amount of work completed, their addresses and contact person's details.
13. Steps to prevent accidental or intentional destruction of software and data.
14. Number of servers (with configuration and OS) to be installed.
15. Number of Desktop (with configuration and OS) to be installed.

16. Number of scanners (make, model, Scanning / digitization speed, duty cycle and other features) to be installed.

17. Other hardware equipment you propose to provide.

18. Warranties and guarantees.

19. Any other relevant information.

Signature& Seal
of the manager of firm