

**Directorate of Revenue Intelligence**  
**7<sup>th</sup> Floor, DRUM Shaped Building,**  
**IP Estate, IP Bhawan, New Delhi-110002**

**TENDER FOR DIGITIZATION OF DOCUMENTS**

Sealed tenders are invited for and on behalf of Principal Additional Director General (Pr.ADG) , Directorate of Revenue Intelligence (Hqrs), in two bids – technical and financial from reputed agencies/Service Providers with proven competency involved in providing solution for Scanning, digitization and Document Management System with required software for Digitization of Documents of the Directorate.

Tender form along with terms and conditions is available on Directorate's website [www.dri.nic.in](http://www.dri.nic.in) and <http://eprocure.gov.in/epublish/app>. The last date for submission of tender is *31<sup>th</sup> May, 2016*.

*Vinod*  
*27/04/16*  
Deputy Director (Admn)

**TENDER**  
**For**  
**Digitization of Official**  
**Documents**  
**&**  
**Implementation of Document Management System**

**Issued by**

**Directorate of Revenue Intelligence (Hqrs),**

**7<sup>th</sup> Floor, DRUM Shaped Building,**

**IP Estate, IP Bhawan,**

**New Delhi-110002**

**website: [www.dri.nic.in](http://www.dri.nic.in)**

**Directorate of Revenue Intelligence**  
**7<sup>th</sup> Floor, DRUM Shaped Building,**  
**IP Estate, IP Bhawan, New Delhi-110002**

**TENDER FOR DIGITIZATION OF DOCUMENTS**

**1. INTRODUCTION**

DRI(HQRS) is facing new challenges of preservation and management of documents for longer period. DRI(HQRS) plans to digitize these records for proper up keep of these physical records in a systematic manner. This assignment includes scanning/quality enhancement/cropping of existing Record/digitization i.e. Document Management Solution (DMS) with indexing using software for easy search and retrieval of scanned images.

DRI(HQRS) proposes for complete scanning, digitization and indexing of official records of DRI(HQRS), Delhi. These are required to be digitally converted with proper indexing for easy retrieval (viz. indexing). The documents would comprise approximately 20 lakhs pages (including pages of varying sizes, Pay Bill Registers etc.) and may be increased/decreased at the time of actual execution of the work.

**2. The proposal**

Sealed tenders are invited for and on behalf of Principal Additional Director General (Pr.ADG), DRI(HQRS), in two bids – technical and financial from reputed agencies with proven competency in providing solution for digitization and Document Management System with web based software in image processing for Digitization of Documents of the DRI, preferably with quality certification and fulfill the eligibility conditions to digitize records approximately 20 lakhs pages with the DRI and to develop an application for Document management/storage and retrieval system. The job is to be completed through scanning, converting to PDF format and indexing of records for fast and quick reference and retrieval.

The tender forms complete in all respect be submitted in the Room No. 610, Administrative Section, DRI(Hqrs.) at IP Estate, Drum Shaped Building, New Delhi-110002.

Sealing of Envelopes:

- a. The technical details and experience as per Annexure - I sealed in an envelope superscribing "Technical Details for digitizing records and web based software development in image processing "
- b. The rates as per Annexure- II be sealed in another envelope superscribing "Rates for digitizing records and web based software development in image processing "
- c. Both these envelopes be sealed in an envelope superscribing "Tender for digitizing records and web based software development in image processing "

Date of Downloading tender Form	02.05.2016 to 31.05.2016
Last date for clarifications on the tender	24 May, 2016
Last date for submission of bids	31 May 2016 – 1600 hrs.
Opening of technical bids	02 June 2016 – 1000 hrs.
Presentation by technically short-listed bidders	08 June 2016
Declaration of short-listed bidders for commercial bid evaluation	12 June 2016
Opening of commercial bids	19 June 2016

Incomplete/conditional tenders or received after due date and time shall be summarily rejected. The validity of tenders be six calendar months. The Principal Additional Director General, DRI (HQRS) reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

**Submission of bid and Correspondence/Clarification, if any in writing:**

Shri Vinod Kumar,  
Deputy Director,  
Room No.716  
Directorate of Revenue Intelligence (Hqrs)  
7<sup>th</sup> Floor, DRUM Shaped Building,  
IP Estate, IP Bhawan, New Delhi-110002  
Phone: 011-23379271, 23378629  
Fax : 011-23370954, Email: drihqrsadmn-cbec@nic.in

**3. Scope of Work**

DRI(HQRS) is looking for only turnkey solution providers having Document Management Systems experience and must have undertaken and executed project involving digitization of Hard/Print Copies, integrating with born-digital contents and providing post digitization Digital Solution like retrieval of images/records and to capture and integrate new arrival of digital records.

The activities involved shall be

- **Scanning/quality enhancement/cropping of existing Record/digitization:**
  - The documents/pages / maps/affidavits etc of different sizes (A5/A4/A3/A2/A1/A0 etc) are required to be transformed / converted into digital format (both images and/or pdf) and archived with proper indexing for easy retrieval.
  - This digitization is a time bound initiative to be accomplished with in a period of 3 to 4 months.
  - The documents have to be digitized within the premises of DRI(HQRS) and no physical document or digitized material shall be allowed to leave the premises at any point of time.
  - The original document is fragile and likely to be lost in the near future, extremely valuable documents where re digitization is problematic, requires high quality prints 1:1 - we need as perfect copy as possible -> usually 600 dpi or better 1200 dpi, with lighting and colour calibration (ICC profile), lossless compression
- **Development of application software for – Document Management System:**
  - The vendor should have to develop, test, implement and provide a web based application software to be run on intra-net / multi user/ multi-distributed environment with proper security provisions and audit trail for storage and retrieval of records on keys as specified by the DRI.
  - The software should also be able to capture and integrate new arrival of digital /non-digital (after scanning) records.
  - Sufficient number of copies (five – one original and four photocopies) of software documentation & user manuals shall have to be provided.
  - The training of DRI(HQRS) staff – for two days for one group consisting of upto 20 persons shall be given .

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

- a. Tender is open to all firms/companies in India, engaged in providing Digitization and Digital Archiving Solution.
- b. The vendor should be registered with Directorate of Service taxes need only apply and the vendor should submit the details of registration of their firm/company, income tax registration & copy of PAN Card, Sales Tax/VAT/Service Tax certificates.
- c. The vendor should have been certified ISO 9001:2008 or any other Certificate for quality Management.
- d. The vendor should have executed similar assignment for a total volume of 20 lakhs pages with at least 2 lakhs pages in a single assignment of Digitization and Digital Archiving Solution in last 3 financial years. These orders should be from any of the Government Departments / Autonomous Bodies / Examining bodies/ Corporate bodies. (Provide copy of work orders & successful completion certificates as the documentary or payment remittance as evidence.)
- e. The vendor should have developed similar web/LAN - GUI based application software on intra-net /multi user/ multi-distributed for any of the Government Departments / Autonomous Bodies / Examining bodies/ Corporate bodies.
- f. The vendor should have average annual turnover of at least Rs. 25 Lakhs (Twenty five Lakhs) during last three financial years. (Enclose proof of the audited balance sheets during last 3 Years).
- g. The vendor should have at least 5 high speed, high performance, high definition/resolution page scanners of its own – to scan at least 10,000 pages at 600 dpi in two shift basis per day. (Please provide documentary proof of ownership) Since the entire project is to be executed onsite, all infrastructure Hardware-including Desktop computers, UPS, scanners, other equipments (as per requirement), all software and manpower to carry out the work are to be arranged by the vendor at their own cost in DRI's premises. DRI(HQRS) shall provide space, Electricity and basic fixtures.
- h. Joint bids or outsourcing or subletting of any nature / third party would not be acceptable.
- i. The vendor should give an undertaking that it has not been black listed by any Government/Autonomous/ Examining Bodies.
- j. Sample images are to be provided in different Modes (Black & White, Color, and Grey Scale) along with the tender in DVD.

**5. Technical Requirements**

**5.1 Scanning /digitizing / archiving:**

- a. The pages to be converted in requisite format will have to be cleaned before scanning.
- b. Numbering of pages has to be done before scanning.
- c. The scanned images should be in TIFF format at early stage and final copy should be in searchable PDF-A file format. The PDF files should be compressed.

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

## 5.2 Application / Software

- a. Development of software
  - To develop and implement a web/LAN - GUI based application software on intra-net/ multi user/ multi-distributed / compatible with DRI's Network environment with proper security provisions for retrieval of records on keys as specified by the DRI.
  - To integrate the software with web based application for affiliation being operational on-line
  - Preferably platform independent

b. The software should be capable of :

- Software must be compatible with E-Office software of NIC.
- Easy storage and retrieval of documents.
- To capture and integrate new arrival of digital / non-digital (after scanning) records
- To index and categorise documents for easy access
- Managing multiple user accounts for access control
- Support from DMS for 50 concurrent users.

c. The software should have the following features

- Scanning
- Storage
- Indexing
- Search & Retrieval
- User access
- Admin Control – creation of Users & Groups, setting privileges and rights on users or on specific documents
- Adequate Security Features with ability to set access controls at multiple levels
- Data Security and unauthorized access protection
- Built-in back up and data recovery features
- Scope for future enhancement

d. The software should have the facilities:

- Independent of hardware
- Ability to access multiple applications concurrently being run by the customer using standard interfaces
- Ability to print reports direct to PC networked printers
- Ability to attach notes / annotations to documents
- Ability to capture digital records – Images, OCR Documents, Emails and attachment
- Custom report capabilities
- Online help and printer User Manuals
- User access

### 5.3 Training & Manuals

- a. Documentation: Sufficient number of copies (five- one original and 4 photocopies) of software documentation & user manuals shall be provided by the vendor.
- b. Technical and User Manuals – Both Admin & Users are to be provided
- c. Administrative and user level training are to be provided to the DRI(HQRS) officials for a group of 20 persons (Training the trainer – approach methodology should be adopted).
- d. Training Manuals to be provided.
- e. Develop FAQ

### 5.4 Warranty

Warranty of the software would be for One Year- from the day of Installation and acceptance. This includes all type of technical support for smooth running of the software. No extra charges will be provided for any other reasons.

Following is application support plan covered under warranty:-

- a. Trouble shoot/ fix simple application user interface related queries.
- b. Assist application users in understanding application usage.
- c. Performing standard base services such as application health check and preventive maintenance.
- d. Critical issues will be addressed and fixed within 48 hours.
- e. Non show stoppers and non-critical issues will be fixed within 10 working days.
- f. Support will be provided on all working days (Monday to Friday) from 10.00 AM to 5.00 PM except Public holidays
- g. Any modification in the software after acceptance shall be done free of cost during 1st year of implementation.

### 5.5 Post Warranty Maintenance.

Post Warranty Maintenance based on the performance of the company, may be extended further for a period of three to five years. This includes all type of technical support for smooth running of the software. One time Charges per year claimed shall be quoted in the financial bid. The application support plan (a) to (g) covered under warranty period shall be applicable

## **6 TERMS AND CONDITIONS**

- a. The technical details may please be submitted in Annexure-I and rates in Annexure II
- b. The vendor shall have to execute an agreement on non-judicial stamp paper of Rs. 10/- if considered for allotment of the work with terms and conditions enumerated in the tender form.
- c. The vendor to which the work is allotted will be required to deposit 10 percent of the total likely amount payable to it for the work as a performance guarantee in the form of a Bank Guarantee.
- d. The time schedule may be required to be adjusted as per requirements of the DRI(HQRS) and is to be observed strictly as per directions of the DRI(HQRS) from time to time, as the work of scanning and software development is time bound and sensitive.
- e. Forfeiture of Performance guarantee:
  1. In case the vendor is not able to execute the job in time or to the entire satisfaction of the DRI(HQRS), Principal Additional Director General, DRI(HQRS) may allot the work to any other vendor at any time. The difference between the rates agreed to between the DRI and the third party, which would undertake such work shall be liable to be payable by the defaulting firm along with the penalty, if any, imposed by the Pr.ADG of the DRI.
  2. In case of non-retrieval of documents/records/ images and the vendor is not able to retrieve the same, it shall be treated as mistake.

In the above cases, the performance/Bank Guarantee submitted by the firm shall be liable to be forfeited in whole or part as per decision of the Pr.ADG of the DRI, which shall be binding on the vendor.

- f. The performance/bank guarantee shall be released after one year of successful completion of the project and contract.
- g. The vendor shall be required to undertake full responsibility of the safe custody and to maintain secrecy / proper care of documents/ data supplied by the DRI. Each document and data given by the DRI will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the DRI. In case of lapse, the vendor will be fully responsible for the consequences.
- h. The DRI reserves the right to reject any or all the tender without assigning any reasons.
- i. The decision of the Pr.ADG, DRI(HQRS) shall be final and binding upon in the event of any dispute arising out of the terms of the contract.



- j. The order may be awarded in full or part. The decision of the Pr.ADG, DRI(HQRS) may be final and binding upon the vendor.
- k. The payment will be made after satisfactory completion of work only on monthly basis. No payment shall be made for the documents not scanned, indexed, merged or uploaded, retrieved upto the satisfaction of DRI(HQRS). The vendor has to produce a certificate duly signed on this and the nodal officer in DRI(HQRS) shall certify the quantity and quality of the work. However, no payment shall be made for system study, analysis and designing.
- l. The data/ images shall be the property of the DRI and the vendor will have to supply two copies of the same on DVD/hard drive. (Hard drive/DVD shall be supplied by the DRI) Data/images will not be erased without written permission of the DRI.
- m. The vendor shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of pages; remove dust, taking them out of shelves and putting them back at its place, paging etc. In case of any damage to content, same should be informed to nodal officer, DRI(HQRS) without delay by the vendor.
- n. In case the digitization work carried out is not according to the specification mentioned in the work order, the work will have to be redone. No extra payment shall be made for this.
- o. The proposed Application solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning.
- p. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc
- q. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository.
- r. Errors, Delays and Deductions:
1. In case of any delay in supplying the desired output in digitization & archiving and software development, on the part of the vendor, the following deductions shall be applicable:
    - Penalty @ 2.5% per month delay shall be charged.
    - In case of delay beyond 4 months no payment shall be made.
  2. Delay in providing documents to the vendor by the concerned department shall not be considered in the calculation of delay. In case of non-availability of pages to be scanned, the firm has to inform the nodal officer in writing.
  3. Any variation in mis-match/linking of documents with the desired data while scanning of documents (OR) wrong retrieval of records/ images (OR) non-retrieval of records/images shall be treated as errors and shall be the responsibility of the vendor. In case of such errors,

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

- The Bank Guarantee submitted by the vendor shall be liable to be forfeited in whole or part as per decision of the Pr.ADG of the Directorate (Hqrs), which shall be final. Excessive deduction on account of penalty shall be made from the Bill.
  - Excessive payment, if any, have already been made to the vendor shall be re-paid to the DRI by the vendor
- s. Installation of hardware & software:
- The entire project to be done in DRI(HQRS) premises : All infrastructure Hardware-including Desktop computers, scanners other equipment's, all software and manpower to carry out the work are to be arranged by the vendor at their own cost. The vendor will take back the said equipments upon the completion of the assignment and will ensure complete deletion of data on equipment being taken back. Also, the vendor will install the required software and all other systems and supporting software required to carry out the digitization work along with the team to carry out the digitization and indexing work and transfer the completed work in running condition to requisite media. However DRI(HQRS) will provide the Space, Electricity and basic fixture
- However, the software development shall be done at the vendor's premises.
- t. The entire work shall be carried out under vendor's custody and the vendor should follow all safety regulations and take all measures to prevent damage/ loss to the documents of the DRI.

**DIRECTORATE OF REVENUE INTELLIGENCE (HQRS)**  
**(Technical Bid for Digitization of the Document)**

ANNEXURE-I

NOTE :Bidder must read the instructions/terms & conditions carefully before filling up through Annexure.

1 ABOUT THE FIRM

a	Year of establishment	:	
b	Type of firm /organization (Proprietary/Private/Public/Govt.)	:	
c	Copy of Registration, (Attach Copy)	:	
d	Total Turnover during : 2013-14	:	
	2014-15	:	
	2015-16 (Attach photocopies of Audited Balance Sheet)	:	
e	Income Tax No. (PAN No. /TIN No.) Service Tax Registration No. (Attach photocopies of both) (Attach photocopies of Income Tax Return)	:	
f	Details of premises : Owned/ Rented	:	
	Area in Sq.m	:	
g	Quality Certification No, if any	:	
	Details of Issuing Authority	:	
	Validity of Quality Certificate	:	From To
h	Activities of the organisation:	:	
i	Since when engaged in	:	
	Image Processing ICR/OCR	:	
	Digitisation of documents	:	
	Software Development related DMS/with image processing	:	

j. Past experience in developing software/ application for DMS: (Copy of work order to be enclosed.  
Use separate sheet for details)

Year	Name of Organisation and contact person along with T.phone No.,	Technology used	Nature of Application	Duration for completion of job	Value of the Job.
2013-14					
2014-15					
2015-16					

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

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

Year	Name of Organisation and contact person along with T.phone No.,	Nature of work	No.of Documents involved	Duration for completion of job	Value of the Job.
2009-10					
2010-11					
2011-12					

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

**2. PROFESSIONAL SUPPORT AVAILABLE:**

a) Manpower:- Number of persons available at different level on regular roll and their experience in relevant field i.e in Scanning of Images and DMS software development.

b) Image Scanners

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

(c) 1) Platform on which the application shall be developed:  
2) No. of licensed software sets available.

**3. DETAILS OF BACK-UP FACILITIES AVAILABLE:**

In the event of any emergency / break down in:

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

4. Have you ever been debarred by any DRI/University/Organisation/Corporates for scanning job / software development: If Yes, Please mention why and when were you debarred. If No, Pl, attach a certificate declaring the same.

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

Authorised Signatory  
(With full name, Designation and stamp)

Contact Person : .....

Off: Telephone No.: .....

Email Address:

Mobile No.: .....

Web Site :

**DIRECTORATE OF REVENUE INTELLIGENCE (HQRS)**  
Financial Bid for Digitization of Documents

NOTE: TO BE SEALED SEPARATELY. RATES FOR THE WORK INDICATED IN THE TENDER FORM

A. Rates must be quoted exclusive of all taxes

- The bidders are required to quote their rate per page for scanning and digitization of documents. The rates so quoted should be all inclusive of (Preparing documents for scanning/digitization, Hardware/ Software/ Transport/ Manpower/ UPS, System Analysis and designing or any other charges).
- DRI (HQRS) shall not consider any upward variation/ fluctuation on account of any foreign exchange or any revision of rates at any time during the currency of the contract.

Sl.No	Activity	Rates exclusive of all taxes with details of taxes applicable and their rates					
1		Rs... Per page of size					
		A0	A1	A2	A3	A4	A5
	a. Digitization of Documents (Including Cleaning, Scanning, Conversion to PDF, ting, Indexing for Retrieval Indexing on 0 – 5 Keys						
	b. Indexing on Additional 5 Keys						
	c. Indexing on Additional 5 Keys						
d. Indexing on Additional 5 Keys							
2	Software Development for Retrieval and Document Management System along with User Manual and System Manual. (with Source Code and documentation for Source Code)	Rs. .... One Time Cost					
3	Software Development for Retrieval and Document Management System along with User Manual/System Manual. (without Source Code and without documentation for source code)	Rs. .... (One Time Cost)					
4	Post warranty Annual Maintenance of Software	Rs. .... (yearly)					
5	Training – (Additional to 4.3 of Tender document) if any inclusive of Administrator and User	Rs. .... (per training)					

B. Taxes Applicable: .....

- Since the price bid is in INR, DRI(HQRS) shall not consider any upward variation/ fluctuation on account of any foreign exchange at any time during the currency of the contract.

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

.....

Off: Telephone No.: .....

Email Address:

Mobile No.: .....

Web Site :

Authorised Signatory  
(With full name, designation and stamp)