

NOTICE INVITING TENDER

Tender No.- kvs/rodelhi/03/Scan/2021

Kendriya Vidyalaya Sangathan Regional Office Delhi invited sealed tenders under Two bid system from experienced vendors, having proven track record for DIGITIZATION OF DOCUMENTS I.E. SCANNING and INDEXING of Documents at Kendriya Vidyalaya Sangathan regional office Delhi

Key Details

Estimated Cost	Rs. 50,00,000/-
Tender Security amount	Rs. 2,50,000/-
Completion period of the Work	6 Months from the date of awarding contract
Tender documents on sale From	11/2/2021 to 2/3/2021
For further information on this regard bidders are advised to contact	Kendriya Vidyalaya Sangathan Regional Office, Delhi, Old JNU Campus, New Mehrauli Road, New Delhi-110067
Cost of Tender documents	Rs.1000/-
Last Date of Seeking Clarifications Email : dcrodelhi@gmail.com	22/2/2021
Pre bid Meeting	22/2/2021 Monday at 11:00 AM at Kendriya Vidyalaya Sangathan Regional Office, Delhi, Old JNU Campus, New Mehrauli Road, New Delhi-110067
Last date of issuing addendum	26/2/2021
Date & time of Submission of Tender	2/3/2021 at 2:00 PM
Date & time of opening of Tender	2/3/2021 at 3:00 PM
EMD Amount	Rs. 50,000/-
Authority and place for submission of tender cost, EMD & seeking clarifications	Kendriya Vidyalaya Sangathan Regional Office, Delhi, Old JNU Campus, New Mehrauli Road, New Delhi-110067
Cost of Tender and EMD should be submitted in favor of (Through Demand Draft DD Only)	KVS RO DELHI payable at New Delhi

PART 1) SCHEDULE OF TENDER PROCESS & ITS AMENDMENT

- a) The Tender will have 2 (Two) Parts viz., Technical Bid & Financial Bid
- b) Issue of Tender document- (Copy of tender document will be available in the website <https://rodelhi.kvs.gov.in/account/tenders>)
- c) Technical Bid and Financial Bid should be submitted in separate envelopes clearly indicating the Name of Bid and all packed together in a outer envelope mentioning "Tender No. kvs/rodelhi/03/Scan/2021"
- d) Opening of Technical Bids in the office of Kendriya Vidyalaya Sangathan, Regional Office, Delhi, Old JNU Campus, New Mehrauli Road, New Delhi-110067 in the presence of bidders who may want to attend.
- e) Opening of Financial Bids- will be opened only for bidders who qualify Technical Bid.

Notwithstanding anything else contained to the contrary in this tender document. Kendriya Vidyalaya Sangathan, Regional office Delhi reserves the right to cancel / withdraw modify fully or partially the "Invitation of Bid" or to reject one or more of the bids without assigning an reason and shall bear no liability whatsoever consequent upon such a decision.

1.2 AMENDMENT OF INVITATION

At any time prior to the deadline for submission of bids, The Deputy Commissioner of Kendriya Vidyalaya Sangathan, Regional office Delhi reserves the right to add / modify / delete any portion of the document by issuance of an addendum, which would be published on the website and will also be made available to the all the bidders who have indicated their intention to bid. The addendum shall be binding on , all bidders.

PART 2. SCOPE OF WORK

Summary of Scope of Work of Service Provider

A. Stage I - Pre scanning

- a. Document Collection
- b. Document Preparation/ Repair
- c. Quality Check

B. Stage II — Scanning

- a. Scanning textual records
- b. Quality Check of scanned images
- c. Document handover
- d. Metadata Entry
- e. Quality Check of metadata entry

C. Stage III - Post Scanning

- a. Final output delivery
- b. Data upload and Retrieval
- c. Maintenance and Support
- d. Training and Capacity Building

Detailed activities under each phase has been mentioned in the sections below:

A. Stage 1 - Pre-scanning

Prior to scanning process, there are number of activities that need to be carried out so that the documents are properly handled. Vendor should take special care to ensure that not even a single document is lost/misplaced/damaged. The steps in this stage of the process are as follows:

1. Document Collection

The vendor will collect all documents mentioned in the scope of work From the concerned department official. It will maintain Log Register for documents collected and returned along with department officials. While collection, the following details should he entered into the log register:

- a. date of Collection
- b. Expected date of Return
- c. Actual date of Return
- d. Collected from and Signature
- e. Collected by and Signature
- f. Returned to and Signature
- g. Date of return
- h. Any other details will be decided with the successful bidder before start of project

Vendor should capture all the above mentioned details accurately in the inward/outward module of their application. Vendor should ensure that number of pages in each book is accurately captured and is then cross-checked with the number of pages scanned.

2. Document Preparation/Repair

Prior to handing over the documents to the vendor, department officials will prepare the document in the following manner:

- File dusting to remove dirt and other possible noise causing particles
- Attaching top sheet/jacket on each land records book/file with details such as
 - Number of pages (e.g. 180)
 - > Size of the page (e.g. A4, A3 etc.)*
- Document binding to be opened -Yes / No

Vendor on receipt of such books should prepare and repair all documents received. They should take special care of documents that are very old and not in good physical condition. The vendor is required to take necessary precautions while handling all documents. Vendor should also do document preparation and repair work at their end. Activities to be undertaken during this subphase are:

- > Dusting the tiles to remove dirt and other possible noise causing particles
- Un-binding/defiling of only department approved documents (this should not lead to further deterioration of the documents)
- > Removal of stapler pins, clips etc. of only department approved documents (this should not lead to further deterioration of the documents)

➤ Repair the documents for scanning using cello-tape* or enclosing the documents in plastic pouches (depending on the importance and condition of the documents)

3. Quality Check

➤ The vendor should conduct thorough quality check before sending any document for scanning.

It should be seen that they are dust free

- It is mostly a visual quality check of the records For visibility, readability etc.

- It should be checked that all files/books have top sheet attached to them

- > It—should be noted that all pages have been numbered

It should also be checked that they are torn or ragged • It should be checked that there are no Colds

- It should be checked that all damaged documents have been repaired and scan ready

- It should be checked that is there any important data loss due to tight binding. In such cases a decision on whether to open the binding should be taken by department officials.

B. Stage II— Scanning

I. Scanning

Records may be scanned using flat bed/sheet fed scanner/book scanner. The choice of scanner depends completely on the condition of the document. In case the document is very torn and cannot be fed in the sheet feeder, then flat bed scanner should be used. In case, the document Can not be scanned using any type of scanner, book scanners can be used as image capturing device.

While scanning, the important parameter is DPI (dots per inch), which has to be precisely set. In general. the following minimum specifications should be adopted while scanning:

a) 100 dpi in colour. (In case legibility of the characters is not proper, the bidder should scan at higher dpi. No extra payment for the same shall be made)

b) Image should be stored in pdf

c) Image orientation should be upright.

d) Image should be clean and free of noise.

e) Legibility features should be good.

1) Image should not be skewed or warped.

While scanning, the sheet has to be fed in straight upright position and smoothened so that no folds are generated while scanning. In the flat-bed scanner, the document has to be laid flat on the glass. smoothened and scanned; and bulging should be avoided.

2. Quality Check (Scanned Images)

Quality check after scanning is of utmost importance. Images clearing this QC will lead to movement of documents to metadata entry phase. QC activities in this stage are:

- Vendor should check that no page has been scanned twice. Payment for such extra scanning Will not be made to the vendor

--Vendor should ensure that blank pages are not scanned unless given page number by the department officials.

—Vendor should check scanned records for DPI, Image Quality, Format, Noise removal etc.

- Vendor should do 100% on screen validation for all scanned images and submit the log for 100% QC work done along with QC certificate.

- Vendor should check for the quality of the image
- The image should not be too dark or too light
- The image should not have been captured under improper lighting
- The image should not be cropped from any side
- The orientation of the image should be right
- The image should be in correct color mode
- The color is consistent in all the images and not patchy
- The image should not be skewed
- The image should not be blurred
- The image should not have excessive noise
- There should not be any data loss due to folds
- There should not be any data loss due to tight binding and bulge at the center
- There should not be extra darkness at the edges
- There should not be unwanted black vertical lines on the scanned images

- Images should be scrutinized by vendor in detail for any other kind of issue in the scanned images
- Vendor should also check that all records obtained from the department have been scanned and no document has been missed out

3.Handover of documents (back to department officials)

After completing quality check of scanned images, all the documents should be handed over back to the department in their original condition. Appropriate entries should be made in the inward/outward register in presence of the vendor representatives and department officials.

4. Metadata Entry

Metadata stores information related to the scanned images. Accurate metadata should be captured for all scanned images, as that becomes the base for all future search and transactions. Metadata entry is done by adding appropriate tags to each scanned document.

If metadata formats for new records needs to be incorporated, it will be finalized by Kendriya Vidyalaya. Broadly, approximately meta data entry has to be done For 15 fields but the final number will be decided by KV

Bidder should deploy adequate manpower to ensure that correct metadata entry in English /Hindi is done. details for all such records should be captured in language metadata tag. Vendor should capture language details of each document type at the beginning of' the entire metadata entry activity.

5. Metadata Quality Check

Quality check-after metadata entry is very important. Images clearing this QC will lead to submission of the documents to department for acceptance. QC activities in this stage are:

- The vendor should do 100% on screen validation and submit log for 100% QC work done along with QC certificate
- The vendor should check the documents for the following:
 - i) Whether all required metadata fields have been captured
 - ii) Whether the metadata captured is correct
- The vendor shall generate a report identifying mismatch between the number of documents submitted for scanning and number of documents scanned.

C. Stage III - Post Scanning

On completion of scanning activity, the vendor will perform the following activities:

1. Delivery of Final Outputs

The vendor will submit the following final deliverables to the department:

- Scanned documents along with metadata in computers provided by the Vendor
- Scanned documents along with metadata stored in server provided by department
- Scanned documents will be delivered in pdf format

2. Data upload in DAIS and Retrieval

The vendor shall ensure that scanned data should be uploaded in the DMS provided by vendor. The vendor will also showcase retrieval of uploaded documents by using DMS application.

3. Operational Support

Vendor will provide operational support for a period of 6 months from the completion .During this phase, the vendor will undertake the following activities:

- Install DMS application on department provided servers/computers (in case the IT infrastructure is not provided during the implementation phase)

Upload all scanned images and metadata in department provided servers/computers (in case the IT infrastructure is not provided during the implementation phase)

- Provide support to DMS application installed
- Resolve issues related to external hard disk provided
- The vendor will provide a mechanism to provide this support in such a way that any issue raised by department officials is resolved within 2 working days, from the date of raising the issue.
- The vendor will provide contact numbers, email ids for issue logging.

4. Training & Capacity Building

The successful bidder will provide training to the local department staff The training would happen

Tender No.- kvs/rodelhi/03/Scan/2021 in the KV office premises. The successful bidder will draw a training schedule and communicate the same to the concerned department officials. The successful bidder is required to train and make the staff conversant with DMS Application. The training shall concentrate on

- Detailed hands on training of DMS Application
- Proper way of handling and maintaining old records
- Ways to maintain provided hardware
- Ways to serve officers using the scanned records
- Ways to scan extra documents in the future and upload on DMS application
- Ways to take incremental backup of the data
- Best practices on how to preserve the external storage media

DMS

The generalized technical requirements for the proposed solution to be implemented, but not limited to, can be summarized as follows:

- The proposed solution should primarily work in centralized architecture. However, essential data should be replicated at the central server.
- The proposed solution shall meet current requirements as well as future requirements or KV
- The proposed solution should allow interactive modes and should take into account the network infrastructure availability.
- The proposed solution should be integrated with existing and upcoming applications running in KV
- Considering that the existing records are in English, and Hindi, therefore, the proposed application system MUST cater to the English and Marathi language requirements and as per existing policies and procedures. System should have provision For data entr) and capture in two main languages (Marathi and Enelish) and the same shall be searchable on the basis of Metadata entry and would be part of main record.
- Proposed system must facilitate electronic document storage and indexing.
- 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 but such chances would be rare.
- Proposed system must provide indexing assisting capabilities.
- Vendor has to provide the source code of the DMS.

PART 3) Pre Qualification Criteria

S.No.	Criteria	Documentary Evidence
1	Bidder must be a company in India registered under Companies act 1956	Copy of Certificate of Registration
2	Bidder must have minimum Average turnover of Rs. 5 Crore in last 3 years (2017-18,2018-19 & 2019-20)	Provide Certificate from the Chartered Account clearly stating the Turnover of Last 3 years separately.
3	<p>Bidder should have implemented at least</p> <ul style="list-style-type: none"> 1 projects for scanning & DMS related work of Value 40 Lacs <p>Or</p> <ul style="list-style-type: none"> 2 Projects for scanning & DMS related work of Value 30 Lacs each <p>Or</p> <ul style="list-style-type: none"> 3 Projects for scanning & DMS related work of Value 20 Lacs each <p>in last 3 Financial Year (2017-18,2018-19 & 2019-20)</p> <p>Most Important : At least One work should be of Government Department in above mentioned work .</p>	Order copy and testimonial Signed by a competent authority should be submitted (Complete work will be counted for the Evaluation purpose)
4	Bidder should scan at least 1 Crore documents in the last 3 Financial Year (2017-18,2018-19 & 2019-20)	Order copy and testimonial Signed by a competent authority should be submitted
5	Bidder should have SEI CMMi Level 3 or above Certification	Copy of Valid certificate
6	GST Regsitation	Copy of valid certificate
7	Bidder should have valid Income Tax Return for last 3 Financial Year (2017-18,2018-19 & 2019-20)	Provide documentary proof of the Income Tax return and copy of PAN card

Important Note

- Consortium is not allowed.
- Vendor debarred/Blacklisted by Central Government/State Government /Local bodies in India at the time of the submission of the bid , shall not be allowed to participate
- Vendor debarred/Blacklisted by Central Government/State Government /Local bodies in India at any point of time should intimate the same in writing at the time of submission of bid .

PART 4) The procedure of opening of the Bid Document shall be as under:

First envelop (part-I) bearing specification no and subscribed **“Technical bid & EMD”** shall be opened at the time and date mentioned in the Tender notice by committee, constituted by KVS, in the presence of tenderers/bidders, who choose to be present. First envelope shall contain two separate envelopes of Technical Bid which includes Cost of Tender and EMD.

After that all Technical Bid documents handed over to Committee members for Evaluation as per Evaluation Criteria mentioned in Tender Document .

Second envelope (Part-II) containing financial bid shall be opened after establishing technical suitability of the offer mentioned as per Tender document.

Second envelope of only those Bidders shall be opened whose first envelope (part-I) shall be found commercially clear and technically suitable and Qualified by the Evaluation Committee of the KVS.

The date of opening of financial bid shall be notified after evaluation of technical bids, intimation of this effect shall be sent to Bidders by mail only . It will be in the interest of the Bidder to send their authorized representatives at the time of opening of technical and financial bids in order to check the authentication and transparency of the Tender opening procedure.

All interested participants/Bidders/stake-holders are requested to visit/follow the KVS. website <https://rodelhi.kvs.gov.in>

All modification/ Corrigendum if any made in the Tender document will be notified only through Website : <https://rodelhi.kvs.gov.in> after its publication date.

The tenders once submitted shall not be returned to the bidder and shall be retained by KVS.

The Bidder may modify or withdraw his tender by giving notice in writing before the deadline for submission of tender. The modification or withdrawal words shall be marked on the envelope. The withdrawn tender document shall not be returned.

The bidder should submit a list of orders of the offered work executed/under execution with complete details as per Annexure-I.

PART 5) TIME LIMIT

Time Limit : Work will be completed within in 30 days of work allotment. Work will be allotted Department wise. Total work is to be completed within 6 Months

Force majeure: The Supplier shall not be liable for any Penalty charges due to delay in service resulting from any causes beyond the company's reasonable control including but not limited to compliance with readathons, orders or instructions of Center/State or Municipal Govt. or Agency thereto. Acts of God. Acts of Civil and Military authorities. tires. Hoods. strikes Lockouts. freight embargoes. war risks. riots and civil corn motion's and the supplier will seek extension of delivery/Completion period within three weeks of the occurrence of any such event and clearly state the anticipated delay in supply on account of such events. On receipt of such a request from the Supplier, the delivery period be extended up to the time requested for by the Supplier, subject to the further condition that if the delivery period is likely to be extended by more than sixty days on account of any event the KVS will be at liberty to cancel the un-executed portion of the Purchase Order without assigning any reason and without payment of any compensation.

PENALTY CHARGES

Penalty of maximum of 10% of the Tender value is liable in case of termination of contract by the vendor or by KVS on finding services not satisfactory. Decision of KVS will be final in this regard.

NEGLIGENCE:

If-the firm neglects to execute the work with due diligence and expedition or refuses or neglects to comply with any reasonable order given in writing by the KVS in connection with Purchase Order or shall contravene the provisions of the Purchase Order. the KVS may give 21 days' notice, in writing, to the firm to make good the failure, neglect or contravention complained of and should the firm fail to comply with the notice within reasonable time- from the date of service thereof, in case of failure, neglect or contravention capable of being made good, within that time or otherwise within such time as may be reasonably necessary for making it good, then and in such cases, the KVS shall be at liberty to take the Contract wholly or partly out of the hands of the supplier and reconstruct at reasonable price with any other person or persons. In such an event it shall be lawful for the KVS to retain any such balance which may otherwise be due b) him to the firm on any account including the amount of Bank Guarantee and apply the same towards the execution

PART 6) CHECKLIST OF ANNEXURES

S.No.	Detail of Form / Annexure	Enclosed (Yes/No)	Page No.
1	Copy of PAN Card		
2	Copy of GST No.		
3	Form 1 , General Information about bidder		
4	Form 2, Letter for Proposal		
5	Form 3, Cost of Bid Document and EMD particulars of Technical Bid		
6	Form 4, CA Certificate		
7	Form 5, Experience Certificate		
9	Form 6, Availability of manpower		
10	Form 7, Technical proposal		
11	Form 8, Financial Bid		

ANNEXURES

FORM 1
GENERAL INFORMATION ABOUT BIDDER

S.No.	Name of the Company:	
1	Incorporation Status of the Company (PSU/Public Limited/Private Ltd. etc.):	
2	Year of Establishment	
3	Registration No. & Date of registration of the Company:	
4	Income Tax PAN/TAN No. and Date of Registration:	
5	GST Registration No. & Date of Registration:	
6	Registered Office Address with Tel. No, Fax No., Email ID:	
7	Contact Office Address with Tel. No, Fax No., Email ID (communication, if any, will be sent at this address):	
8	Name, Address, Email, Phone numbers and Mobile numbers of the following persons of the Company i. CEO or Managing Director ii. COO or next contact personal iii. Project In-Charge for this Project	
9	Number of Years of Operation in the similar business	

Signature of the authorized person:

Name and Title of Signatory:

Place:

Date:

Company Seal:

FORM 2:
LETTER OF PROPOSAL

To

The Deputy Commissioner
Kendriya Vidyalaya Sanghathan
Regional Office, Delhi,
Old JNU Campus, New Mehrauli Road,
New Delhi-110067
Subject: Submission of the <name of the assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide <name of the assignment> to the Kendriya Vidyalaya Sanghathan, Delhi Region on <Name of the assignment > with your Tender no: Dated<insert date> and our Proposal. We are hereby submitting our Proposal, which includes the detailed information sought as per the RFP document and the Technical and Price Bids are sealed in separate envelopes.

We hereby declare that all the information and statements made are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in data Sheet.

We agree to abide by all the terms and conditions of the Tender document. We would hold the terms of our bid valid for 180 days as stipulated in the Tender document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Signature of the authorized person:

Name and Title of Signatory:

Place:

Date:

Company Seal:

FORM 3:
COST OF BID DOCUMENT & EMD PARTICULARS TECHNICAL BID

To

The Deputy Commissioner
Kendriya Vidyalaya Sanghathan
Regional Office, Delhi,
Old JNU Campus, New Mehrauli Road,
New Delhi-110067

Subject: Submission of the Financial Instruments <name of the assignment>

<Tender Ref No.....>"

Sl. No.	Description	Amount	Date of Remittance	Transaction Details	Remitting Bank Details
1	Tender fee				
2	Earnest Money Deposit				

Signature of the authorized person:

Name and Title of Signatory:

Place:

Date:

Company Seal:

FORM 4:
CA CERTIFICATE
(To be submitted on the letter head of the CA)

To

The Deputy Commissioner

Kendriya Vidyalaya Sanghathan

Regional Office, Delhi,

Old JNU Campus, New Mehrauli Road,

New Delhi-110067

Subject: Submission of the <name of the assignment <name of the assignment >

<Tender Ref No.....>”

We have verified the Audited Financial Statements and other documents of,
having registered office at, pertaining to the financial years 2017-18, 2018-19
and 2019-20. Based on our verification of the aforesaid statements and records, we certify
that the following details are true to the best of our information and according to the
explanations given to us:

Sl. No.	Details	2017-18	2018-19	2019-20
1	Total Turnover			
2	Turnover from similar business – Scanning of documents			

Signature & Seal of the Chartered Accountant

Date -

FORM 5:
EXPERIENCE CERTIFICATE
[Schools & Students]

To

The Deputy Commissioner
Kendriya Vidyalaya Sanghathan
Regional Office, Delhi,
Old JNU Campus, New Mehrauli Road,
New Delhi-110067

Subject: Submission of the <name of the assignment >

<Tender Ref No.....>"

a. Similar Experience

Sl. No.	Name & Address	Supply Order No. and Date	Description of the documents scan	No. of documents scan	Year of execution	Value of supply

Signature of the authorized person:

Name and Title of Signatory:

Place:

Date:

Company Seal:

Note: Enclosed supporting document to establish the experiences mentioned above.

FORM 6:
AVAILABILITY OF MANPOWER

To

The Deputy Commissioner

Kendriya Vidyalaya Sanghathan

Regional Office, Delhi,

Old JNU Campus, New Mehrauli Road,

New Delhi-110067

Subject: Submission of the <name of the assignment <name of the assignment >>**Tender Ref No.....>**"

Sl. No.	Category	Total Number of regular employees	Remarks

Signature of the authorized person:

Name and Title of Signatory:

Place:

Date:

Company Seal:

FORM 7:
TECHNICAL PROPOSAL

Bidders are to submit a detailed Technical Proposal describing the features and functionalities of the offered platform, understanding on the scope, implementation and integration plan.

Enclosed Technical Proposal Consisting of _____ pages

Signature of the authorized person:

Name and Title of Signatory:

Place:

Date:

Company Seal:

Financial Bid is to be submit in separate sealed Envelop

FORM 8:
FINANCIAL BID

To

The Deputy Commissioner
Kendriya Vidyalaya Sangathan
Regional Office, Delhi,
Old JNU Campus, New Mehrauli Road,
New Delhi-110067

Subject: Submission of the DIGITIZATION OF DOCUMENTS I.E. SCANNING and INDEXING of Documents at Kendriya Vidyalaya Sangathan regional office Delhi

<Tender Ref No.....>"

Sl. No.	Particulars	Indicative value	Cost per page/Cost per License	Taxes (as applicable)	Total cost
1.	Scanning /Digitization of documents including Metadata Entry as per Scope of work	20 Lac pages			
2	Document management System (DMS)	20 User Licenses			

Signature of the authorized person:

Name and Title of Signatory:

Place:

Date:

Company Seal:

Note:

1. The Financial Bid should be in the format provided above. Bid is liable to be rejected if not provided as per the format mentioned below or in case submitted with the Technical Bid. Financial Bid should be signed and sealed and submitted in a separate envelope along with the RFP Response document
2. The actual number of pages /Licenses may vary at the time award of contract

