



ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LTD.

(A Government of Assam Undertaking)

R. G. Baruah Road, Guwahati-781024

Ph.: 0361-2201215, 2202216, Fax: 0361-2200060, E-mail: aidcltd@gmail.com

CIN - U75112ASI965SGCOO1246

NOTICE INVITING EXPRESSION OF INTEREST (EOI)

for

Digitization of records / documents / DMS and Digital storage thereof.

Assam Industrial Development Corporation Ltd. (AIDC) invites Expression of Interest (EOI) from well-established vendors registered as company under Indian Companies Act, 1956 having relevant experience, Service Tax Registration Certificate and valid Income Tax PAN for providing services as stated in the EOI document which can be downloaded from www.aidcltd.com and www.investinassam.com.

Responses will be accepted till 15:00 hours of 25th of January, 2016.

Managing Director



ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LTD.

(A Government of Assam Undertaking)

R. G. Baruah Road, Guwahati-781024

Ph.: 0361-2201215, 2202216, Fax: 0361-2200060, E-mail: aidcltd@gmail.com

CIN - U75112AS1965SGCOO1246

NOTICE INVITING EXPRESSION OF INTEREST (EOI)

for

Digitization of records / documents / DMS and Digital storage thereof.

EOI No: AIDC/CC/DMS/1/5248

Date: 24/12/2015

AIDC invites Expression of Interest (EOI) from well-established vendors registered as company under Indian Companies Act, 1956 having relevant experience, Service Tax Registration Certificate and valid Income Tax PAN for providing services for

“Digitization of records / documents / DMS and digital storage thereof”

This EOI is being invited to short list eligible vendors for carrying out the above mentioned digitization project. The vendors should possess the required infrastructure, methodology & technology, personnel with relevant qualifications and experience to provide services for execution of the project.

AIDC is planning to implement an organization - wide Document Management System for the purpose of scanning and uploading (storing), managing and accessing (retrieving) documents (1,000,000 approx. but likely to scale up in future). The users would enjoy secured, rights - based access to the documents. The System must have the scope for scalability to meet the rising volume of documents in future.

Contract shall be awarded through Two Part Bidding Process from among the vendors shortlisted on the basis of the EOI Parameters.

The response to this EOI is to be submitted in **Original** and must be delivered, duly completed, in a written form, at the Office of the Managing Director, AIDC Ltd., R. G. Baruah Road, Guwahati, PIN . 781024 address in sealed covers super scribed with **%Expression of Interest for Digitization Project+** latest by 15:00 hours of 25th January, 2016.

Only the shortlisted vendors based on the criteria listed in this EOI shall be informed for purchase of Request for Proposal (RFP) and submission of detailed Technical

Proposal and Commercial Proposal (separately) for undertaking the Digitization Project.

1. **Objective of the project:**

AIDC intends to take up a project comprising of Digitization of records & documents at its various departments. The scope of work has broadly been defined subsequently in this document.

The Vendor would be required to provide End to End Document Management Solutions (DMS) and services in digital domain including scanning, indexing, metadata entry and digital storage facility at its site. *The Vendor should be having its own data centre to facilitate digital storage and quick retrieval of digitized records / documents.*

Disclaimer: All information contained in this Expression of Interest (EOI) subsequently provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party. Each bidder(s) should conduct its own investigation and analysis & should check the accuracy, reliability and completeness of the information in this Expression of Interest. Applicants should make their own independent investigation in relation to any additional information that may be required.

2. **Scope of Work:**

The system may be implemented in a modular basis to provide for further system upgrade in future.

No. of total users: 25 & may increase in future

The project will include the following broad components:

- a) Assessment of different types and sizes of documents and how these documents will be stored after scanning .Placing the scanning documents in the respective folders as departmental and project wise, scanned documents should be easily accessible or traceable to users, easy identification of all the documents, coding of documents, safety of documents, confidential provisions and storage of documents.
- b) Based on above assessment, suggest efficient Digitization method and Total Document Management System.
- c) Supply, Installation, Commissioning, Implementation, Operation, Training of our internal users and Maintenance with Operational support for 1 year after 3 years warranty period on Turn Key basis of Computer Software, Hardware, Scanner, etc.

- d) The scope includes all software and licenses required to implement the supplied solution, their installation and configuration. This includes all system software licenses, database software licenses, backup and system maintenance software and access control software and any other software required in the system.
- e) The scope includes installation and configuration of the digital document management system, server setup and all networking.
- f) There should not be any restriction on the number of concurrent users that would use the DMS solution at any location and total number of users using the system considering all locations (current and future).
- g) The bidder needs to provide lifetime licenses for the DMS system software solution supplied to AIDC.

The broad Scope of Work (SoW) would be as follows: (AIDC reserves its right to modify SoW including any reduction or enhancement)

A) **Digitization of Record & Documents:**

The Vendor(s) will have to provide manpower and infrastructure on site at Guwahati to take up the digitization work which, inter alia, would involve following activities:

- a. De-stapling and stapling of documents /records etc prior to starting the scanning of documents.
- b. To do paging of each file before start of scanning. It shall be treated as a part of scanning work.
- c. To unbind, before scanning and later bind the documents for placing them properly in the files or in the storage.
- d. Scan the documents in minimum resolution of 300 dpi and upload the same to the database.
- e. To save scanned files in PDF and / or any other format as required under the Document Management System (DMS).
- f. The scanning activity would need to follow the sequence in which documents are handed over to the assigned vendor by respective offices.
- g. Vendor would be required to ensure carrying out the scanning work in a due diligent and careful manner as the records are of high security nature, to be preserved and handled carefully, for a long time.

As part of digitization process, the vendor will be required to ensure following.

- i. Contents of the digitized documents should be an exact replica of the original documents handed over by the offices.
- ii. Documents handed over by the offices for digitization are not removed from the premises allocated to the vendor by any means without prior permission.

- iii. Under no circumstances should the vendor change, mutilate, destroy or replace the documents handed over to it by offices.
- iv. The confidentiality of data must strictly be maintained, in all circumstances.

The tentative estimation of the volume of documents based is as follows:

Sr. No	Location	Approximate Number of documents for digitization
1.	Guwahati	1,000,000

The above estimation is an approximate assessment and the actual requirement may vary. The payment will be made on the basis of actual digitization work carried out by the vendor.

- a) Indexing/ Metadata Entry : In order to facilitate e-cataloguing, the vendor should make indexing and Meta data entry in Document Management System or as decided by AIDC
 - The vendor needs to ensure that all scanned documents are indexed with given parameters.
 - Indexing would be critical for the success of the project in terms of identification and categorization of the scanned data to enable logical storage and quick retrieval of the same.
- b) The Meta data entry would be finalized in consultation with the agency before commencement of the exercise. The Meta data will signify the nature of documents with proper tags for easy retrieval at later stage
- c) Optical Character Recognition & Intelligent Character Recognition (OCR/ICR)
 - These services should provide a wide range of techniques like making data entry faster with more accuracy and efficiency.
 - It should be faster than even data entry done through keystroke and should provide a better alternative to keyboarding or manual data entry.
 - OCR services should fetch faster results at a lower cost.
 - By using ICR technology any handwritten text /image should be converted into word / text searchable PDF format or word document format with high accuracy.
 - ICR software tools should be able to read information from a variety of documents.
- d) Quality Control: The vendor would need to ensure that the quality of the scanned documents is enhanced to the optimum level. The scanning operator would need to follow a checklist comprising the following:
 - Clarity of scanned documents alongwith automated & manual quality checks.
 - Check for missing documents if any
 - Skew correction to make the documents straight

- Remove black noises, blur ,brightness adjustment, color, temp &exposure from the text
- De-speckle (remove small dots between text)

e) Digital Storage

All necessary infrastructures should be provided by the vendor to host the scanned files containing digital documents that need to be managed. The said services should take care of the entire infrastructure pertaining to the efficient management of all the documents. The Documents should be hosted at the vendor's servers or as decided by AIDC.

The Vendor's Data centre should have following features for digital storage:-

- The state of art Data Centre should be ISO 27001 Certified.
- Uninterrupted Power Supply (UPS) installed with backup generator.
- Fire control equipment with Automated Triggering functions.
- 24 hour security and monitoring facilities.
- Air conditioning to maintain optimum operational environment.
- The Data Centre should be equipped with requisite Hardware /Server, Software, Routers, Switches etc. making it a robust internal Network

f) Logistics facility

Document Management Solution to support from the initial stage till the end, from smooth co-ordination with AIDC for Hosting Facility, Scanning, Data Entry, Tagging, Indexing and Uploading

All under one roof, to ensure security & confidentiality with SSL encryption and role based access to view, extract & prevent unauthorised access.

Template Mapping:-Software having upscaling facilities for recognizing various templates used in crafting specific documents and classifies same template together.

3. Minimum Eligibility Criteria for Short listing:

The bidders must meet the following qualification criteria:

a. Technical:

1. The bidder must have inline experience in executing end to end Document Management Services by way of Digitization of records / documents along with digital storage successfully for minimum last 03 (three) financial years.
2. The bidder must have completed minimum two Document Management Projects with project size not less than Rs.5.00 million involving digitization of documents / records.
3. The bidder must have its own data center with valid ISO 27001 certification.

4. The bidder must have its own disaster recovery site in different location/ city other than main data centre.
5. The bidder must have its own business continuity policy / plan in place.
6. The bidder must have its own/licensed work flow solution software package to enable digital storage and access of documents by various AIDC users through internet / AIDC intranet.
7. The bidder should not have been black listed by any organization / institution.

b. Financial:

1. The bidder should be a well established vendor registered (existing for minimum of 3 years) as a company under Indian Companies Act, 1956 and have a valid Provident Fund Registration Certificate, Service Tax Registration Certificate and an Income Tax PAN
2. The bidder must have recoded minimum Rs.10.00 million revenue income per financial year from digitization projects at least during 2 years out of last 03(three) financial years. (to be certified by practicing Chartered accountant)
3. The bidder must have registered net profit at least during 2 years out of last 3 financial years.

4. **How to apply:**

The bidder should submit application as per the prescribed format along with Annexures as listed below

Sl. No.	Name of the format	Annexure No.
A	Application	I
B	Details of works and services of similar nature done by the applicant during the last three years	II
C	Details of Empanelment with other Institutions for Digitization	III
D	Details of Resources (Manpower, Tools and Plant) /Data Centre/ Infrastructure Facilities	IV
E	Annual turnover statement	V
F	Any other information which the bidder may deem fit to be important and relevant to the project	May be attached as Annexure VI

5. **Criteria for Evaluation & Selection**

- i. The bidders who meet the minimum eligibility criteria mentioned above would be invited to AIDC, to make a presentation on their organization, solution, infrastructure and capabilities in line with the %Scope of Work+ enumerated above, along with details of personnel particularly the qualifications and experience of the team that will execute the Digitization Project. The vendors meeting minimum eligibility criteria as well as demonstrating infrastructure / capabilities matching AIDC\$ Scope of Work for the project would be shortlisted for further participation in tendering process.

- ii. In case required, *AIDC* may ask for clarifications / invite additional information from bidders.
- iii. RFP (Request for Proposal) shall be invited comprising of technical and commercial bids, only from the short listed Bidders based on the criteria listed in this section of EOI. The technical bids received further from shortlisted vendors will be evaluated for technical short listing. Commercial bids will be opened only for technically short listed vendors. *AIDC* reserves its right to adopt techno-commercial evaluation in order to select the final vendor.

6. Right to amend document

AIDC reserves right to modify the specifications, any time prior to the last date for submission. In order to provide prospective bidder reasonable time to respond to the modifications, *AIDC* may, at its sole discretion, extend the last date for submission of bids.

7. Right to accept or reject bids

AIDC reserves right to accept or reject any or all bids without incurring any liability or obligation. The decision of *AIDC* in this regard will be final.

8. Costs Borne by Bidders/Respondents

All costs and expenses incurred by Bidders/Respondents in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by *AIDC*, will be borne entirely and exclusively by the Recipient/Respondent.

9. No Legal Relationship

No binding legal relationship will exist between any of the Bidders/Respondents and *AIDC* until execution of a contractual agreement.

10. Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the EOI document and the meaning and impact of that information.

(Managing Director)

ANNEXURE I

APPLICATION		
1	Name of the Organisation / Company	
	Registered Office address:	
	Corporate and administrative office address:	
	Phone nos. / Mobile Nos.:	
	Website	
	Email id	
2	Name & Designation of the concerned Official to whom all references shall be made	
	Phone nos. / Mobile Nos.:	
	E-Mail ID:	
3	Total No. of Employees/Manpower Strength:	
4	Year of registration under Indian Companies Act, 1956 & Company Registration No with RoC	
5	Organization profile.	
6	Income Tax PAN No. (Enclose copy of PAN card and latest income tax return filed)	
7	Detailed description and value of work done in the past three years and works in hand (to be furnished in the Annexure - II)	YES / NO
8	Financial information (details to be furnished in Annexure - V)	YES / NO
9	Whether the applicant was blacklisted by any client / agency	YES / NO
10	Attach a detailed proposed solution for managing end to end Document Management Solution, as per scope of work defined at Section 2 of this EoI.	YES / NO

**Signature of the Bidder
Seal of the Bidder**

ANNEXURE II

DETAILS OF WORKS AND SERVICES OF SIMILAR NATURE DONE BY THE PARTY DURING THE LAST THREE YEARS (which best illustrate Qualification)

Note: Photocopy of Performance Certificate / Completion Certificate of Owner in Support of the work mentioned above is required to be enclosed.

Sl. No	Description of the work executed with details	Name and address of the client with contact numbers	Value of work executed	Period From : To :	Total Period (Year / Months)	Remarks

**Signature of the Bidder
Seal of the Bidder**

ANNEXURE III

DETAILS OF EMPANELMENT WITH OTHER INSTITUTIONS FOR DIGITIZATION

Sl. No.	Name and address of institution with contact No	Category / Type of work for which empanelled	Registered/ empanelled for value of work up to	Date of empanelment and validity	Remarks

Note: Please enclose the copies of letter of empanelment of each organization

Signature of the Bidder
Seal of the Bidder

ANNEXURE IV

Details of Resources (Manpower & Machinery) / Data Centre/ Infrastructure Facilities

1	Details of the Manpower to be deployed in this project	Available	To be arranged
	a. Manager		
	b. Supervisors		
	c. Skilled		
	d. Unskilled		
2	Details of Machinery		
	a.		
	b.		
	c.		
3	Details of Data Center / Infrastructure		
	a.		
	b.		
	c.		
4	a. Details of Work flow solutions Software for enabling digital storage /archival		
	b. Software Licensed / Owned with complete details		
5	Any other relevant details / information		

Signature of the Bidder
Seal of the Bidder

ANNEXURE V

ANNUAL TURNOVER STATEMENT (The bidder shall indicate herein his annual turnover during preceding 3 years based on the audited balance sheet / profit & loss account statement. During last three years)

Sl. No.	Financial Year	Annual Turnover (in Rs. lakh)	Profit / Loss (in Rs. lakh)	Net Worth (in Rs. lakh)	Quantum of revenue income from Digitization projects	Documents Enclosed as proof

**Signature of the Bidder
Seal of the Bidder**