

CENTRAL BOARD OF SECONDARY EDUCATION

Shiksha Kendra, 2, Community Centre,
Preet Vihar, Delhi

TENDER NOTICE

Tenders in two bid system are invited for Scanning/Digitization of records of the Board. Detailed tender documents and other terms and conditions are available on CBSE website cbse.nic.in. Downloaded tender documents along with a non-refundable tender fee of Rs.1000/- in the form demand draft/banker's cheque and required EMD can be dropped in the tender box kept at the Reception of Board upto 2:30 pm till 13th Oct. 2014 which will be opened on same day at 3:00 pm in the presence of the venders, if any.

Joint Secretary [A&L]

Central Board of Secondary Education (ADMIN.)

Dated 02 Oct., 2014

Last date of Tender: 13.10.2014

NOTICE INVITING TENDER FOR SCANNING/DIGITIZING THE RECORD OF THE CENTRAL BOARD OF SECONDARY EDUCATION

- 1) Sealed Tenders are invited for Scanning/digitizing the record of Central Board of Secondary Education consisting of nearly 08 lacs pages, on actual work basis.
- 2) The tenderer shall scan and digitize the record using the state of the art equipments at Central Board of Secondary Education in the space made available to the tenderer for the purpose of scanning/digitizing.
- 3) The interested persons can inspect the records lying in the Record Room as also the place to be provided for the purpose after contacting Assistant Secretary [Affiliation]22525220 from 3 to 5 pm during working days [Monday to Friday] of the Central Board of Secondary Education.
- 4) The tenderer must own Scanning/digitizing, indexing, storing and retrieval facility setup and must have best quality scanners with a speed of more than 100 PPM.
- 5) The tenderer must have adequate experience of having Scanned/digitized, indexed stored and provided retrieval facility for documents of at least 03 works of 5 lakhs pages each and must provide proof for this.
- 6) The tenderer must have annual turnover of not less than One Crore Rupees in each of the past three financial years and the balance sheet of the relevant period shall have to be provided.[Attach Balance Sheets and P&C Account of 03 years]. The company should not be in loss.
- 7) The tenderer will indicate separately for each of the past three financial years, turnover, if any, from scanning and / or digitization of records.
- 8) The bidder should be an ISO 27001:2005 Certified. Those with ISO 9001:2008 will be preferred.
- 9) The finalization of the bidder for Digitization and Physical Storage is based on A3 & A5 scanning pricing.
- 10) The Bidder should have executed any digitization project for atleast a Crore rupees in a year.

SCOPE OF SCANNING AND DIGITIZATION WORK

- 1) Batch Processing, Archiving (Scanning and Storing into image/digital form searchable PDF /A format) and Retrieval.
- 2) Receiving files by the tenderer(s) from Central Board of Secondary Education.
- 3) Preparing the files for scanning/digitization purpose, i.e. Removal of tags, pins etc.
- 4) Scanning and Storing the Data in Scanned form and one additional back-up on hard disk drive.
- 5) Documents/pages identified by the Central Board of Secondary Education or which are either torn or not in a proper condition or illegible should be converted into machine readable text format (ASCII or Text mode) by OCR (Optical Character Recognition) Process or by data entry through keyboard typing.
- 6) Indexing the stored digitized data.
- 7) Handing over the files back to the Central Board of Secondary Education Staff in their original condition.
- 8) Handing over the slotted scanned data on appropriate electronic media to Central Board of Secondary Education and transferring the stored digitized data on the Hard Disk/San Storage of Central Board of Secondary Education.
- 9) The output of scanning & digitization will have to be posted to DSpace DMS by the vendor as per the meta-data.
- 10) Imparting of adequate training to the staff of this Central Board of Secondary Education for (1) archival (scanning and storing) (2) retrieval.
- 11) The process by which the bidder will Scan/digitize the Central Board of Secondary Education records will include in batches as following:
 - I. Authorized representative of bidder will receive files from staff of the Central Board of Secondary Education under proper receipt.
 - II. Prepare the files for Scanning/digitization after the removal of tags, pins, dust, etc.
 - III. Scan and digitize each document of file and the data is to be stored by way of images in Portable Document Format PDF/A with adequate resolutions with free text search facility and ensure the readability and ease in retrieval. Below are the mandatory specifications of required PDF/A File format.
 - IV. The PDF's should comply with the following specifications: 1PDF/A format (ISO 19005-1:2005)
 - 2 The compressed PDF files created for viewing should also be compressed.

V. Apart from above functionalities bidder should have readily available security provision for below mentioned functionalities, Central Board of Secondary Education may ask it at additional cost if required: Security features for the required output PDFs – All these security features should be applied to PDFs in a single step while creating the PDF files:

(a) Password protected.

(b) Certificate protected.

(c) FIPS-140 compliant AES-256 encryption.

(d) Policy-protected- it should be possible to apply persistent and dynamic

policies that help maintain confidentiality and control use of PDFs even when these PDFs go out of DMS.

(e) It should be possible to apply dynamic watermark on these PDFs (in one step while creation) based on the policy used to create the PDF.

(f) These PDF files should be easily searchable on metadata using standard pdf viewer search utility on the local computer.

(g) Index the stored scanned data with following indexing parameters: - Roll No, Student Name etc.

12) Multipage PDF/A output should be possible to be extracted for a particular document or the whole case from the storage -retrieval software being used by the vendor and Dspace DMS to be implemented for Central Board of Secondary Education.

SPECIAL TERMS & CONDITIONS

- 1) The tenderers are required to quote their lowest per page rates for digitization & physical storage.
- 2) Three separate sealed envelopes should be used for submitting (i) Technical Bid (ii) Financial bid and (iii) Earnest Money super scribing on respective envelopes (a) "Technical Bid for scanning/digitizing work of the Central Board of Secondary Education (b) "Financial bid ' for scanning/digitizing work of the Central Board of Secondary Education and (C) Earnest Money for scanning/digitizing work of the Central Board of Secondary Education.
- 3) If the tenderer is already doing the Scanning/digitizing work on 'job work basis' in any Government department or in any reputed private firm, name, address and telephone number of the same may be mentioned.
- 4) The rates so quoted should be all inclusive. The available space and electricity will be provided by the Central Board of Secondary Education, free of charges.
- 5) The Rates offered should be valid preferably for one year.

- 6) Each tender should be accompanied with a Demand Draft/Banker's cheque from any of the commercial banks for **Rs. 5,00,000/-** (Rupees Five lakhs only) **as earnest money**, drawn in favour of the Secretary, Central Board of Secondary Education, Delhi. This deposit will be refunded to the unsuccessful tenderers on their written request without any interest.
- 7) The successful tenderer shall have to make Performance Guarantee amounting to 10% of the tendered amount within a week of the receipt of the intimation of acceptance of their tender and amount of Rs.5,00,000/- already deposited alongwith the tender will be adjusted in the security deposit.
- 8) The tenderers qualifying the eligibility criteria will be required to give a live demonstration of the work along with the Dspace DMS and Document Workflow Application.
- 9) The successful tenderer shall compile and make an instruction manual for Scanning/digitizing, storing and retrieval operations and the same shall be provided to the Central Board of Secondary Education for use of its staff for carrying out the operation of Scanning/digitizing and retrieval. The tenderer should have its own sufficient latest state of the art Scanners/Computers (at least 100PPM or any other high end scanner of 100 PPM or more speed), other equipments/parts, sufficient infrastructure and qualified professionals in Delhi. Some documents may be in the forms of big Maps/Plans etc. Arrangement of scanning for the same should also be made. The hardware including the scanner will be approved by the Central Board of Secondary Education.
- 10)The tenderer shall have to arrange its own staff. The Central Board of Secondary Education would neither bear any expenses nor accept responsibility for the same and there would be no relationship between the Central Board of Secondary Education and the staff of the tenderer.
- 11)The scanner should be duplex and capable of handing fragile, old, delicate documents which may be stapled also.
- 12)The Central Board of Secondary Education reserves the right to deny entry to any staff member of the tenderer, if so deemed appropriate by it.
- 13)No person engaged by the tenderer shall claim any right of employment-contractual or otherwise – with the Central Board of Secondary Education.
- 14)The tenderer will comply all Acts and /or Rules and Regulations framed by Government of N.C.T. Of Delhi or Government of India relating to the work and employees and the Central Board of Secondary Education will not be answerable for the terms and conditions of employment of the staff engaged or the work undertaken by the tenderer.
- 15)The tenderer will ensure that the staff engaged is disciplined and maintains full decorum of the Central Board of Secondary Education.
- 16)The hardware is to be installed by the tenderer, after it is approved by the Central Board of Secondary Education. Once it is installed it will not be allowed to be taken away by the tenderer, without express permission from the Central Board of Secondary Education.

- 17) In Central Board of Secondary Education premises, the successful tenderer shall undertake the job of Scanning/digitizing only for the Central Board of Secondary Education.

The successful tenderer shall make arrangements for daily check up of the Scanners at his own cost and shall keep all the scanners in perfect working condition at all times, so as to ensure smooth running of work. In case of failure of any scanner, the tenderer shall have to make alternative arrangement immediately so that the work does not suffer.

- 18) Continuance of the contract and payment of the work done shall be subject to evaluation of satisfactory performance by such officers as are appointed by the Central Board of Secondary Education for regular as well as random checking and further subject to the tenderer fulfilling all the terms and conditions of the contract. The decision of the Secretary, Central Board of Secondary Education, in this regard shall be final and binding. The tenderer shall be able to do the scanning / digitization work on all working days between 8 A.M. To 8 P.M. and if as and when required by the Central Board of Secondary Education, the tenderer may also be allowed to work on holidays and odd hours to finish the work for which necessary permission in writing is to be obtained by the Tenderer from the Central Board of Secondary Education. The Tenderer may carry on the job during winter/summer holidays.

- 19) The Central Board of Secondary Education will provide the files to the authorized representative of the tenderer, supervising the Scanning/digitizing work, on day to day basis under proper receipt and it will be the responsibility of the tenderer to accomplish the task of scanning/digitization after following all the processes, namely Unbundling, Rebundling, Indexing, Scanning/digitizing, Splitting and Merger, Storing, Retrieval, etc. It will be responsibility of the tenderer to return the file to Central Board of Secondary Education staff under acknowledgment in the same shape and condition in which it was taken.

- 20) The tenderer will ensure that the documents/files handed over to it are kept in proper condition and no documents is soiled /lost/trimmed/damaged/misplaced.

- 21) The tenderer after successfully storing the data on its own computer shall transfer the same on the computer/server/SAN storage to be provided by the Central Board of Secondary Education. However, the tenderer shall be fully responsible for the proper archiving, storing and retrieval of the Scanned/digitized data.

- 22) Complete secrecy and confidentiality is required to be maintained by the tenderer and his employees.

- 23) The tenderer 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 Central Board of Secondary Education premises itself.

- 24) The tenderer has to develop the software in open source technologies using Postgres (backend) and PHP (front end) and able to run on Ubuntu OS.

- 25) Time is the essence of the contract and the Tenderer shall adhere to the time schedule and deadline as prescribed by the Central Board of Secondary Education for execution of the work.

- 26) On the completion of the work, the tenderer shall hand over all the digitized data to Central Board of Secondary Education which shall become the property of Central Board of Secondary Education for all intents and purposes.
- 27) The retrieval parameters will be decided by the Central Board of Secondary Education in consultation with the tenderer(s).
- 28) The data is to be stored by way of images in Searchable Portable Document Format (PDF) with adequate resolutions to ensure the readability and ease in retrieval.
- 29) The digitization software should be web enabled. The scanned/digitized record will be property of the Central Board of Secondary Education. The vendor shall have no right, title or interest in it and shall not use it in any manner.
- 30) In case the Tenderer 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 separate sheet of paper or taking out a better photocopy thereof) and then put the said data in the relevant data base. The original papers shall however be retained in the main file. All Scanned/digitized files will be stamped and duly signed by the user indicating that the " FILE IS SCANNED/DIGITIZED AND DULY RECONSTRUCTED".
- 31) At the end of the work the tenderer will hand over the complete scanned/digitized data to Central Board of Secondary Education on their storage. The tenderer will be required to digitize minimum such number of pages as may be fixed by the Central Board of Secondary Education in consultation with the tenderer(s). The staff of the Central Board of Secondary Education will do random checking of the working being done by the tenderer and in the event of the tenderer not executing or completing the minimum decided volume of work, Central Board of Secondary Education may impose a penalty. The tenderer will ensure confidentiality of the documents handed over to it.
- 32) The tenderer will ensure that the space provided to it by the Central Board of Secondary Education is not misused in any manner.
- 33) Payment for scanning/digitization work done under the contract shall be made on monthly basis. The Tenderer will be responsible for liabilities of all kind including local and other taxes.
- 34) Over-writing/over-typing or erasing of figures is not allowed and shall render the tender invalid. An appropriate agreement will be executed by the tenderer with the Central Board of Secondary Education, on the agreed terms & conditions. The Central Board of Secondary Education in its discretion reserves the right to cancel the contract at any time without assigning any reason. The Central Board of Secondary Education will deal with the tenderer directly and no middlemen/middlemen/agents/commission agents etc. should be asked by the tenderers to represent their cause and they will not be entertained by the Central Board of Secondary Education.
- 35) The Central Board of Secondary Education, 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.

- 36) The tenderer should submit the bids in two Parts-“ Part I Technical bid“ & Part II Financial Bid“ as per Annexure-'I' and 'II“ attached herewith. In case, the tenderer is found not suitable in Technical Bid, his financial bid will not be opened.
- 37) In the event of termination of Contract, the tenderer shall thereupon forthwith remove all its equipments and material and hand over the documents, which are in its possession. The tenderer shall also leave the digitized data, which will be the property of Central Board of Secondary Education.
- 38) Only such equipments should be used in the process, that safely work also with old and fragile papers of the case record.
- 39) The software solution to be provided for this project shall be open source 'Dspace' implemented in such a manner that conforms to all other requirements of the tender.
- 40) The payments of work done on number of pages will be calculated taking into consideration successful completion of digitization.
- 41) The tenderer shall make the requisite record available in original to the Central Board of Secondary Education when asked. Request shall be made by authorized person from Central Board of Secondary Education only either by e-mail or in writing.

The Interested parties may send their sealed tenders in three separate envelopes superscribing (i) "TECHNICAL BID for Scanning/digitization work of the Central Board of Secondary Education (ii) FINANCIAL BID for scanning/digitization work of the Central Board of Secondary Education. and (iii) EARNEST MONEY DEPOSIT for scanning/digitization work of the Central Board of Secondary Education on cover of the respective envelopes addressed by name to the undersigned so as to reach on or before 13 Oct.2014 upto 2:30 P.M., which will be opened at 3:00 P.M. on the same day at Reception Counter No. of this Central Board of Secondary Education by a Committee of Officers constituted for the purpose in presence of such tenderers or their authorized representatives who may wish to remain present. The tenders received after due date and/or time and/or without Earnest Money Deposit will not be entertained. In the first instance, envelopes containing Earnest Money shall be opened and thereafter, the envelopes containing Technical bid shall be opened. The Financial Bids of the bidder found suitable on evaluation of Technical bids, shall be opened subsequently on a date to be notified later on.

Joint Secretary [A&L]

ANNEXURE 'I'**TECHNICAL BID****Central Board of Secondary Education Admin.****NOTICE INVITING TENDER FOR SCANNING/DIGITIZING THE RECORDS OF THE CENTRAL BOARD OF SECONDARY EDUCATION**

(To be filled in by the tenderer with reference to Notice Inviting Tender dated 03.10.2014 for scanning/digitizing the records of the Central Board of Secondary Education)

| S.No. | Checklist | Page no. |
|-------|--|----------|
| 1 | Name of the Tenderer with Address | |
| 2 | Name of the Contact person Mobile/Telephone No(s). FAX No. , E-mail | |
| 3 | Traders Identification Number along with Registration Certificate | |
| 4 | Further details to be submitted as under | |
| (a) | Description/Name of the Vendor (including legal status, ownership etc.) | |
| (b) | Date of inception of the bidder (please furnish the copies of the annual Report, Balance Sheet and audited accounts and Income Tax clearance certificate for the last three years) | |
| (c) | Number of digitization works undertaken in the past with names of Institutions (brief description of work is to be mentioned along with satisfactory execution certificate of the competent authority) | |
| (d) | Amount of work done since inception of the bidder (with supporting evidence) | |
| (e) | Details of single largest order complied during last year (i)Name of Client (ii)Amount | |
| (f) | Details of consortium partner, if any | |
| (g) | Proposed time schedule for completion of work | |
| (h) | Proposed Project Manager (alongwith his/her profile and work experience) | |
| (i) | Details of manpower & hardware Resources to be deployed for completing the work in accordance with the time schedule. | |
| (5) | Number of servers (with configuration) you plant to install | |
| (6) | Number of Desktop systems (Configuration) your propose to install | |
| (7) | Number of Scanners to be installed (with scanning/digitizing speed and all other features) | |
| (8) | Details of LAN to be established by you | |
| (9) | Other Hardware equipment you propose to provide | |
| (10) | Number of technical persons to be deputed by you for the work (with details of their educational qualifications, experience, functions, etc.) | |
| (11) | Number of non technical persons to be deputed by you (with details of their educational qualifications, experience, functions, etc.) | |
| (12) | How much space you require to execute the work? | |
| (13) | How long you estimate to complete the work in all respects? | |

| | | |
|-------|--|--|
| (14) | Measures you plan to take for handling fragile, delicate & old pages of the case record. | |
| (15) | What facilities you expect from the Central Board of Secondary Education in executing the work? | |
| (16) | List your clientele with amount of work completed, their addresses and contact person's details. | |
| (17) | The vendor understands of the project requirements and the proposed total solutions | |
| (18) | Main features of proposed solution and any area of risk | |
| (19) | Methodology to be used for scanning/digitizing. | |
| (20) | Steps to prevent accidental or intentional destruction if software and data. | |
| (21) | Handover of data to Central Board of Secondary Education after completing the work. | |
| (22) | Any other relevant information (The information required is not exhaustive. Vendors are requested to include all information that may be necessary for such type of projects). | |
| | The technical bid should invariably contain the following aspects | |
| (23) | ISO Certifications (ISO 27001:2005 & ISO 9001:2008) | |
| (24) | Previous experience for Physical Storage | |
| (25) | Evidence of legal ownership of the storage facility | |
| (i) | Technical Specifications and quality standards of the work to be accomplished. | |
| (ii) | Technical Specifications of the equipments to be used to accomplish the work. | |
| (iii) | Detailed stage wise information about the processes, procedures and methods, which shall be employed to accomplish the work. | |

Signature of bidder (With seal)

ANNEXURE'II'
FINANCIAL BID

Central Board of Secondary Education Admin.

NOTICE INVITING TENDER FOR SCANNING/DIGITIZING THE RECORDS OF THE CENTRAL BOARD OF SECONDARY EDUCATION

(To be filled in by the tenderer with reference to Notice Inviting Tender dated 02.4.2014 for scanning/digitizing the records of the CENTRAL BOARD OF SECONDARY EDUCATION)

| S.No. | Name of Work | | | | |
|-------|--|---------------|-------|------------|--|
| 1 | Name of the Tenderer with Address: | | | | |
| 2 | Name of the Contact person Mobile/Telephone No(s). FAX No. E-mail | | | | |
| | | Cost per Unit | Taxes | Total Cost | |
| 3 | Quote the rate per page irrespective of the page size as well as for each different size viz. legal/ A3/A4/A5 etc. (As the maximum pages are in A4 size so the selection of the Bidder is based on A4 rates). Rates so quoted shall be inclusive of all inputs such as scanning/digitizing, indexing, storing, hardware, software, cost, manpower, storage media, training or any other cost involved in the execution of work. | Black & White | A3 | | |
| | | | A4 | | |
| | | | A5 | | |
| | | Coloured | A3 | | |
| | | | A4 | | |
| | | | A5 | | |

Signature with date and rubber stamp
of the tenderer