

CENTRAL BOARD OF SECONDARY EDUCATION
SHIKSHA KENDRA 2, COMMUNITY CENTRE,
PREET VIHAR, DELHI – 110092

TENDER FOR DIGITIZATION OF OLD DOCUMENTS

Sealed tenders are invited for and on behalf of Secretary, CBSE, in two bids – technical and financial from reputed agencies with proven competency involved in providing solution for digitization and Document Management System with required software for Digitization of Old Documents of the Board.

Tender form along with terms and conditions is available on Board's website www.cbse.nic.in.
The last date for submission of tender is **24th September, 2012**.

Joint Secretary (A&L)

TENDER
For
Digitization of Old Documents
&
Implementation of Document Management System

Issued by

**Central Board of Secondary Education,
Shiksha Kendra,
2 Community Centre, Preet Vihar,
Delhi - 110092**

website : www.cbse.nic.in

**CENTRAL BOARD OF SECONDARY EDUCATION
SHIKSHA KENDRA 2, COMMUNITY CENTRE,
PREET VIHAR, DELHI – 110301
TENDER FOR DIGITIZATION OF OLD DOCUMENTS**

1. INTRODUCTION

CBSE is facing new challenges of preservation and management of old documents for longer period. CBSE 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 e-cataloguing using software for easy search and retrieval of scanned images.

CBSE proposes for complete digitization and e-cataloguing of affiliation related documents of affiliation branch of CBSE, Delhi. These are required to be digitally converted with proper indexing for easy retrieval (e-cataloguing). The documents would comprise approximately 10 lakhs pages 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 Secretary, CBSE, 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 Old Documents of the Board, preferably with quality certification and fulfill the eligibility conditions to digitize old records of 10,000 schools approximately 10 lakhs pages with the Board 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 along with EMD and cost of tender form be remitted in the form of Demand Draft in favour of Secretary CBSE payable at Delhi be submitted in the Tender Box kept on the ground floor of CBSE at Preet Vihar, Delhi latest by **24th September, 2012.**

Sealing of Envelopes :

- a. The technical details and experience as per Annexure - I along with EMD demand Draft be sealed in an envelope superscribing "**Technical Details for digitizing old 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 old records and web based software development in image processing** ”
- c. Both these envelopes be sealed in an envelope superscribing "**Tender for digitizing old records and web based software development in image processing** ”

Sale of Tender Form	17-21 September 2012
Cost of Tender Form	Rs.2000/- (Two thousand only)
Amount of EMD to be submitted along with Tender	Rs. 200,000 (Two lakhs only)
Last date for clarifications on the tender	21 September 2012
Last date for submission of bids	24 September 2012 – 1430 hrs.
Opening of technical bids	24 September 2012 – 1500 hrs.
Presentation by technically short-listed bidders	28-30 September 2012
Declaration of short-listed bidders for commercial bid evaluation	03 October 2012
Opening of commercial bids	05 October 2012

Incomplete/conditional tenders or tenders without earnest money or received after due date and time shall be summarily rejected. The validity of tenders be six calendar months. The Secretary, CBSE 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:

A. S Verma,
Joint Secretary (A&L)
Central Board of Secondary Education,
Shiksha Kendra,
2 Community Centre, Preet Vihar,
Delhi – 110301
Phone : 011-22517252, 22420300
Fax : 011-22517252 Email : js.al.cbse@gmail.com

3. Scope of Work

CBSE 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 (e-cataloguing).
- 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 CBSE 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 agency 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 Board.
- 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 CBSE staff – for two days for one group consisting of upto 20 persons shall also be given

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

- a. Tender is open to all firms in India, engaged in providing Digitization and Digital Archiving Solution
- b. The agency should be registered with Directorate of Service taxes need only apply and the agency 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 agency should have been certified ISO 9001:2008 or any other Certificate for quality Management.
- d. The agency 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 agency should have developed atleast 5 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 agency should have average annual turnover of at least **Rs. 50 Lakhs (Fifty Lakhs)** during last three financial years. (Enclose proof of the audited balance sheets during last 3 Years).
- g. The agency should have atleast 5 high speed, high performance, high definition/resolution page scanners of its own – to scan atleast 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 agency at their own cost in Board's premises. CBSE 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 agency 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 old 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 Board) 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 boards will have to be cleaned on a routine basis to eliminate the introduction of extraneous dirt and dust to the digital images. Many old 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 CBSE officials in charge of the project.
- n. The agency 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 CBSE without delay by the agency.

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 Board's Network environment with proper security provisions for retrieval of records on keys as specified by the Board.
 - To integrate the software with web based application for affiliation being operational on-line
 - Preferably platform independent

- b. The software should be capable of :
 - 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 and about 100 name 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 folders 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 agency.
- b. Technical and User Manuals – Both Admin & Users are to be provided
- c. Administrative and user level training are to be provided to the CBSE 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. Perforating 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 Ist 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 agency 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 agency 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 CBSE and is to be observed strictly as per directions of the CBSE 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 agency is not able to execute the job in time or to the entire satisfaction of the CBSE, the Chairman, CBSE may allot the work to any other agency at any time. The difference between the rates agreed to between the Board 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 Chairman of the Board.
 - 2. In case of non-retrieval of documents/records/ images and the agency 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 Chairman of the Board, which shall be binding on the agency.

- f. The performance/bank guarantee shall be released after one year of successful completion of the project and contract.
- g. The agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy / proper care of documents/ data supplied by the Board. Each document and data given by the Board will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorisation from the Board. In case of lapse, the agency will be fully responsible for the consequences.
- h. The Board reserves the right to reject any or all the tender without assigning any reasons.
- i. The decision of the Chairman, CBSE 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 Chairman, CBSE may be final and binding upon the agency.
- k. The payment will be made after satisfactory completion of work only. No payment shall be made for the documents not scanned, indexed, merged or uploaded, retrieved upto the satisfaction of CBSE. The agency has to produce a certificate duly signed on this and the nodal officer in CBSE 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 Board and the agency will have to supply two copies of the same on DVD/hard drive. (Hard drive shall be supplied by the Board) Data/images will not be erased without written permission of the Board.
- m. The agency 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, CBSE without delay by the agency.
- 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 agency, 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 agency 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 agency. 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%	20%
Greater than 5.0%	No payment

- The Bank Guarantee submitted by the agency shall be liable to be forfeited in whole or part as per decision of the Chairman of the Board, 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 agency shall be re-paid to the Board by the agency

s. Installation of hardware & software:

- The entire project to be done in CBSE 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 agency at their own cost. The agency 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 agency 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 CBSE will provide the Space, Electricity and basic fixture

However, the software development shall be done at the agency's premises.

- t. The entire work shall be carried out under agency's custody and the agency should follow all safety regulations and take all measures to prevent damage/ loss to the documents of the Board.

CENTRAL BOARD OF SECONDARY EDUCATION, DELHI
(Technical Bid for Digitization of the Document)

ANNEXURE-I

NOTE : 1 TO BE SEALED SEPARATELY ALONG WITH BANK DRAFT OF EARNEST MONEY
2 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 : 2009-10	:	
	2010-11	:	
	2011-12 (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.
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.

- k. Past experience in handling Ditzitization 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 Board/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.

5. Details of Earnest Money deposit:
(Please attach draft with this annexure)

Activities	Amount of EMD	Bank Details of EMD	Date of EMD
Digitisation of documents & development of Software for Document Management System			
Cost of Tender Form			

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 :

**CENTRAL BOARD OF SECONDARY EDUCATION
Financial Bid for Digitization of Old Documents**

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

A. Rates must be quoted exclusive of all taxes

1. 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).
2. CBSE 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 :

1. Since the price bid is in INR, CBSE 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)**