



REQUEST FOR PROPOSAL
FOR
APPOINTMENT OF DATA DIGITIZATION AGENCY
FOR
SCANNING AND DIGITIZATION SERVICES

Uttar Pradesh State Industrial Development Corporation Ltd
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Disclaimer

The information contained in this Request for Proposal document ("RFP") or subsequently provided to Applicants, in documentary or any other form by or on behalf of the UPSIDC or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by the UPSIDC to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the UPSIDC in relation to the Consultancy. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the UPSIDC, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The UPSIDC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The UPSIDC, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The UPSIDC also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP. UPSIDC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the UPSIDC is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Consultancy and the UPSIDC reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the UPSIDC or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the UPSIDC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

INVITING TENDER FOR JOB WORK PERTAINING TO SCANNING AND DIGITIZATION SERVICES

SCHEDULE OF EVENTS

Nature of the Work (Procurement of Services/Goods) Outsourcing	Scanning of documents in order to migrate from physical file to e-file.
RFP No.	UPSIDC/CS/RFP/DIGITIZATION-01
Details of Contact Person for clarifications/queries	Managing Director U.P. State Industrial Development Corporation Ltd. UPSIDC Complex,A-1/4 Lakhapur, Kanpur-208024 Telephone:0512-2582851, 2582852, 2582853 Website: www.upsidc.com E mail : md@upsidc.com
Sale & RFP Document Purchase Price	Downloadable from UPSIDC website www.upsidc.com & Procurement website of UP. https://etender.up.nic.in/nicgep/app Rs. 10000/- in the form of Bank Draft from a scheduled commercial bank in favour of Uttar Pradesh State Industrial Development Corporation Ltd." payable at Kanpur
EMD payable	Rs. 10,00,000/- in the form of Bank Draft from a scheduled commercial bank in favour of "Uttar Pradesh State Industrial Development Corporation Ltd" payable at Kanpur
Publishing Date	Publishing Date: 28/02/2018
Website for downloading Tender Document, Corrigendum's, Addendums and submission of responses.	Downloadable from UPSIDC website www.upsidc.com & Procurement website of UP. https://etender.up.nic.in/nicgep/app
Date & time up to which the queries/questions including inspection of samples on the Tender Document will be received	19/03/2018 5 :00 PM U.P. State Industrial Development Corporation Ltd. UPSIDC Complex, A-1/4 Lakhapur, Kanpur-208024 Telephone:0512-2582851, 2582852, 2582853
Date and Venue of Pre-Bid Meeting	26/03/2018 11 :00 AM U.P. State Industrial Development Corporation Ltd. UPSIDC Complex, A-1/4 Lakhapur, Kanpur-208024 Telephone:0512-2582851, 2582852, 2582853
Bid Submission Closing Date & Time	2/04/2018 at 11:00 AM

Technical Bid Opening Date & Time	12/04/2018 at 5:00 PM
Address where the Tenders are to be submitted and submission mode	All tender should be submitted in electronic mode through https://etender.up.nic.in/nicgep/app
Venue for Technical Bid opening	U.P. State Industrial Development Corporation Ltd. UPSIDC Complex, A-1/4 Lakhapur, Kanpur-208024 Telephone:0512-2582851, 2582852, 2582853
Date, Time and Venue of opening of Financial bids	Will be intimated later to the technically qualified bidders
Bid Validity	180 Days from the closing date of bid submission

Tender Document for Scanning and Digitization Services

INFORMATION TO BIDDERS

1. Application shall be considered in the prescribed Application Form only that is downloadable from the URL etender.up.nic.in. No physical sale of Application form will be done.
2. Interested applicants are advised to study the document carefully. Submission of Application shall be deemed to have been done after careful study and examination of the document with full understanding of its implications.
3. The Bidder shall bear all costs associated with the preparation and submission of its bid and UPSIDC will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bid process
4. EXCUSE FROM CLAIM: The Bidder at no point of time can excuse themselves from any claims by UPSIDC whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation etc. as mentioned in RFP document.
5. ADHERENCE TO SCHEDULE: The Bidder has to adhere to the time schedule of activities mentioned in the RFP and no request to change the last date or extend period / time for submission shall be entertained by UPSIDC. However, UPSIDC reserves the right to extend the date/time for submission of the responses without assigning any reason by notifying in its website.
6. SUBMISSION OF BID: The technical and financial bids should be submitted as mentioned in the Annexure 6 & 7. Submission of bids in any other format may result in invalidation of such bids. Any technical or financial bid submitted cannot be modified after the closing date and time for submission of the bids offers unless specifically permitted by UPSIDC.
7. CONFIDENTIALITY OF PROCESS: Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for the award of the Project shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.
8. RIGHT TO TERMINATION/CANCELLATION: Notwithstanding anything contained in this document, UPSIDC, reserves the right to cancel/terminate the bid/proposal process without assigning any reason whatsoever, at any time prior to signing the contract and UPSIDC shall have no liability for above-mentioned actions.
9. AUTHENTICATION OF BID
The Bid Document shall be signed by a person or persons duly authorized to bind the organization to the Contract. The person or persons signing the Bid Document shall sign all pages of the Bid Document and each page of the bid document should be properly numbered. Corrections/findings in the bid shall be authenticated by signature of the authorized signatory. All the Bidders have to abide by all the terms and conditions mentioned in this RFP.
10. ADDRESS FOR SUBMISSION OF BID
Bid complete in all respect shall be submitted online through <https://etender.up.nic.in>
11. LATE BIDS
Any Bid received by UPSIDC after the deadline for submission of Bids prescribed in this document, will be summarily rejected.
12. OPENING OF TECHNICAL BIDS:
UPSIDC will open technical bid as per schedule. The bidders may depute their representative (maximum 2 nos.) for the event. The Bidder's representatives who are present shall sign the attendance roll evidencing their attendance. Even if no representative of the bidder is available, the

Bids would be opened as per schedule. In the event of the specified date of Bid opening/presentation being declared a holiday for UPSIDC, the Bids shall be opened at the appointed time and location on the next working day.

13. ANNOUNCEMENT OF BIDS:

The Bidder's names, modifications, if any in the Proforma and the presence or absence of requisite fees and such other details will be announced at the opening of technical Bids. No bid shall be rejected a bid opening except for late bids.

14. BIDS NOT CONSIDERED FOR EVALUATION:

Bids which are rejected during any stage of the Bid evaluation process shall not be considered for further evaluation, under any circumstances.

15. CLARIFICATION OF BIDS:

To assist in the examination, evaluations and comparison of bids, UPSIDC may, at its sole discretion, ask the Bidder for clarification on the bid submitted. The request for clarification and the response shall be in writing by post or email or by facsimile. If the response to the clarification is not received before the expiry of deadline prescribed in the request, the bid shall be rejected. No representation in this regard would be entertained after rejection of the bid.

16. OPENING OF FINANCIAL BIDS:

Financial Bids will be opened and compared after the technical evaluation. The financial bids will be opened of only technically qualified bidders. The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by UPSIDC during opening of financial Bid.

UPSIDC will prepare minutes of the Financial Bid Opening. The date, time and venue of opening of financial bid will be intimated later through e-mail/phone to the technically qualified bidders.

17. COMPLETENESS OF BIDS:

UPSIDC will examine the Bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document. Information must be furnished in comprehensive manner against each column of Bid Document.

18. RECTIFICATION OF ERRORS:

Bidders are advised to exercise greatest care in entering the pricing figures. No requests regarding correction of mistakes in the financial bids will be entertained after the bids are opened. Any interlineations, erasers, alterations, fluid-marking, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with his/her signature. Arithmetic errors in bids will be corrected as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the evaluation committee, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern or whichever is logically correct.
- Notwithstanding the above the decision of the Evaluation Committee shall be final and binding.

19. REJECTION OF BID:

The Bid shall be submitted duly filled by downloading application form in RFP from at <https://etender.up.nic.in>

Bid may be rejected at any stage of the evaluation if it is found that the company has provided misleading information or has been black-listed by a central or any state government or has indulged in any malpractice/ unethical practice and has not honored contractual obligation elsewhere. A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by UPSIDC and

may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or Reservation by the Bidder.

20. VALIDITY OF BID:

Bids shall be valid for acceptance for a period of at least 180 (One Hundred and Eighty) days from the last date for submission till signing of the agreement or furnishing the Performance Security, whichever is later. The Bid with any lesser validity period is liable to be rejected.

21. UNDERTAKING FOR REASONABLENESS

The bidder will give an undertaking with financial bid that to the best of their knowledge and belief:

- Tendered rates are at par with the prevailing market rates and not more than the price usually charged for secure code of same nature/class or description from any private purchaser either foreign or as well as Government purchaser.
- In respect of indigenous items for which there is a controlled price fixed by law, the price quoted are not higher than the controlled price.
- Services/Products/Goods supplied, will be of requisite specification and quality.

22. ENQUIRIES AND CLARIFICATIONS:

- A. In respect of clarifications sought, the following shall apply:
- UPSIDC reserves the right not to consider any condition that is found unacceptable.
 - If in UPSIDC's opinion, certain conditions are acceptable, in whole or in part, the same shall be finalized by UPSIDC and the accepted conditions will be incorporated in the RFP.
 - In respect of suggestions / alterations proposed, UPSIDC may consider them and the result will be circulated to all bidders.
- B. If UPSIDC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements to this RFP. Such supplemental information, including but not limited to, any additional conditions, clarifications, minutes of meeting, official communication over email/ post, etc. will be communicated to all the bidders by e-mail. Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- C. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, UPSIDC, at its discretion, may extend the deadline for the submission of bids.
- D. Any queries with regard to scope of work, eligibility criteria etc., following official may be contacted :

Managing Director
U.P. State Industrial Development Corporation Ltd.
UPSIDC Complex, A-1/4 Lakhanpur, Kanpur-208024
Telephone: 0512-2582851, 2582852, 2582853
Website: www.upsidc.com
Email: Info@upsidc.com

SECTION 1 – INTRODUCTION

A. OBJECTIVE OF THE RFP

The eOffice is a Mission Mode Project under the National eGovernance Programme (NeGP). It is aimed to conduct the office procedures electronically for a simplified, responsive, effective and transparent working in all government offices. UPSIDC is also in the process of implementing the same at its office for:

- Establishing a paperless environment in its office
- Transforming the existing manual, paper driven processes in to electronic workflow

To implement the same, Bids are invited from eligible bidders for providing Scanning and Digitization Services to UPSIDC. The scope of the project envisages all services related to Scanning and Digitization as detailed in Clause 2 of the RFP document.

While UPSIDC is seeking suitable bidder for the current scope of work as listed in this tender, the bidder thus selected may also be required to service the other locations of UPSIDC Offices, as and when required as listed below on the same terms and conditions laid out in this tender.

S.No.	Sections/Project Office (The list below in indicative and few locations may be added if required)
1	Agra
2	Aligarh.
3	Allahabad
4	Bareilly
5	CD-1 Ghaziabad
6	CD-2 Gautam Buddha Nagar
7	CD-3 Ghaziabad
8	CD-4 Aligarh
9	CD-5 Agra
10	CD-6 Faizabad
11	CD-7 Lucknow
12	CD-8 Kanpur
13	CD-9 Allahabad
14	CD-XI Mathura
15	ED-1 Kanpur
16	ED-2 Ghaziabad
17	Faizabad.
18	Ghaziabad
19	Gorakhpur
20	Greater Noida EPIP
21	Jhansi
22	Kanpur (Head Office & Regional Office Kanpur)
23	Lucknow
24	Meerut
25	SEZ Moradabad
26	Surajpur

27	Trans Delhi Signature City
28	Trans Ganga
29	Varanasi
30	DibyaPur

It may be noted that the bidder should be willing to execute the works in all the above locations or any other UPSIDC office and that the quantity of the scanning can vary. UPSIDC's scanning and digitization service offer as mentioned in the tender to digitize the documents, maps, records, bulletins, brochures, books etc. bringing onsite setup for scanning, digitization, archival and retrieval of scanned documents. The scanning and digitization infrastructure setup will be at the Concerned Department at Bidders cost.

- Scanning and Digitization: The documents will be scanned and digitized and the e- data would be handed over to the user department. The authorized official of UPSIDC will validate and digitally sign each file before considering the file for final submission. Post QC Check the files which are digitally signed by UPSIDC authorized user will be treated as final.
- Solutions: Service Provider should provide end to end solution on turnkey basis. The Bidder has to parallel work for different Offices of the UPSIDC, the Bidder should be in capacity to arrange the additional scanning & digitizing equipment's and deploy adequately skilled manpower resources to complete the job within the specified time.
- Archival and Retrieval: Digitized data is indexed and cataloged as per the metadata requirements of the UPSIDC. The set off Meta data will be finalized and handed over to the successful bidder prior to the commencement of the work

B. SCOPE OF WORK

- i. It is always imperative for any organization to meet accepted standards for managing its large official records. These standards are designed to ensure that electronic images of paper source documents, where the image is intended to replace the original as the official record, are captured in a way that ensures their reliability, authenticity, and usability over their entire retention period and that allows the images, or copies produced from the images, to be authenticated as true copies of the originals and to be admissible as evidence in legal proceedings. UPSIDC aims to achieve the following by scanning and digitizing documents of its various departments:
 - Less Storage space for preserving the documents
 - Reduction in overall Searching time.
 - Increase in productivity of processes and office personnel
 - Availability of the document for sending over email
 - Reduced turnaround time of processes
 - Increase control over all the important digitized documents by restricting access.
- ii. The entire process of scanning and digitization of office documents has been divided into following stages:
 - Stage 1: PRE SCANNING
 - Stage 2: DOCUMENT SCANNING
 - Stage 3: DELIVERY
 - Stage 4: POST SCANNING, STORAGE, SEARCH, RETRIEVAL & BACKUP
- iii. Detailed Scope of Work
 - Stage 1: Pre Scanning (Preparation of Document Prior to Scanning)
 - Numbering of offices to be covered under this project
 - Numbering of "FILES" with "BARCODED SERIAL NUMBER" under each department and office sequencing of "FILES" based on "BARCODED SERIAL NUMBER" labels.

- Preparing the "PAGES" within the " FILE" with "PAGE NUMBERING"
- Creating an inventory prior to taking files, register and other forms of document for SCAN

Stage 2: Document Scanning

- Allocating "FILES" for each "SCANNING MACHINE"
- Scanning each page of the " FILE"
- Restoring " FILE" in same sequence (Page & File No. wise)
- Creating an inventory for the scanned " FILES" and Check with "Inward"
- Physical storage of " FILE" for easy retrieval till the QC is passed
- Post QC Check the authorized official at each office of UPSIDC will digitally sign the e-files.
- Handing over the physical "FILES" in "AS IS" condition to the respective Single Point of Contact (SPOC) authorized at each office of UPSIDC.

Records would be scanned and digitized at UPSIDC premises and the bidder shall be responsible for collecting them from different units of the department to carry out the digitization work. The documents would be received in lots as agreed mutually between the bidder and the department.

The bidder shall maintain a record on number of documents received from different department and provide a copy to the concerned authority.

The bidder shall maintain a note of the document details in a register while collecting these documents. The log register should contain at least the following details:

- a) Name of the document collected
- b) Size of the pages in document (A4, legal, A3, etc.) along with the count
- c) Total number of pages in the document
- d) Collected from (UPSIDC Official)
- e) Date of Collection
- f) Expected date of return
- g) Returned to (UPSIDC Official)
- h) Returned by (bidder representative)
- i) Actual date of return

After collection of documents by the bidder, it would be the responsibility of the bidder to maintain and return the documents in their original form to the End User Department.

Any damage to the collected documents shall make the bidder liable for the same and can impose a severe consequences which may also lead to the termination of the contract.

The bidder shall check for the number of documents in a file in presence of the authorized of UPSIDC.

The bidder shall be responsible for removal of unwanted dust, removal of tags, pins, threads, rubber bands etc. as-an-when required and sorting & numbering of pages in the document file in the correct order.

The bidder will carefully unfold and flatten the documents to eliminate creases and wrinkles.

The bidder shall take special care in preparing the documents which are too old and that may not be in good physical condition and are very delicate they may not be directly scanned. This may include (but not limited to) pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned directly. Some documents which are folded at the edges may even require ironing to straighten them. Documents should be prepared such that normal scanner can scan it. In such cases bidder can use a photo scanner for scanning such documents.

The bidder shall take extreme care towards handling of documents so that their chronology is not disturbed or to maintain the sequence of records in the files. For example, Multi-page documents that must be kept together (e.g., a letter with an attachment)

Segregating the documents to be scanned into batches. The size and content of a batch shall be determined by each unit of UPSIDC on the nature of the documents being scanned and that unit's workflow. Procedures for batching must be documented in the unit specific procedures and must include the use of batch sheets (with e.g., batch number, scanner operator ID, and date scanned) for subsequent traces and storage.

Stage 3: Delivery:

Uploading of the scanned "PDF" of all the "Files" to the Secured Data Centre. The security of the data is of prime concern and the Data Centre should be managed by the bidder backup facility and disaster recovery. The solution should be capable of uploading the scanned "FILES", ON-SITE from the scanning location at UPSIDC office Headquarters and regional offices.

The solution provided by the bidder should provide the authorized representation at UPSIDC to "VIEW" the uploaded scanned "FILE/s" and "APPROVE" or "REJECT" the same based on the QC performed by them. Provision to be made for digitally sign the digitized files by authorized UPSIDC Officials before final submission.

Access rights to UPSIDC with audit logs, reports and dash boards for managing the scanning, indexing, secured storage and secured retrieval of the "files" belonging to UPSIDC.

The estimated quantities of the document would be more than fifty thousand files ranging from A0 to A4 and legal size papers. However, these figures may increase as the UPSIDC intends to undertake such work from administrative office departments/attached offices. The Number are tentative only and the Payment shall be made as per actual pages digitized on per page cost basis.

The size and scanning needs may vary as per the requirement of the UPSIDC.

The selected bidder should have adequate and proper infrastructure to scan and digitize documents. The scanned documents shall be converted into PDF formats as per the requirement of the end user department. Scanning of Green sheets and Correspondences would be done separately and stored in a folder. All the pages of a single file have to be stitched together to generate an exact replica of the physical file. Scanned Green sheets would be stitched into a single PDF File separately and Correspondence files would be scanned separately into a single PDF File. All the pages that are scanned should become sequential and become individual pages of a single PDF file. All the printed page should be scanned as searchable PDF not as Image where ever possible.

The bidder will be responsible for quality assurance and will go through all documents to see if they are complete and legible. The bidder will undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and return. The bidder's staff will perform quality check to ensure that each page is fully rendered, properly aligned, and free of aliasing/ distortions. When necessary (e.g., poor image capture of an illustration), the staff will re-scan from the original text and insert the image into the proper image file sequence. The Final QC will be done by UPSIDC within 15 days of the daily scans being available to them for viewing.

The bidder shall perform following image enhancement activities:

- The bidder shall ensure that the quality of scanned images are enhanced to the optimum level
- The bidder shall perform skew, de-skew activities on the scanned document to make the image straight
- The bidder shall carry out cropping and cleaning of images like removal of black noises around the text, providing equal margins around the text
- In case the documents are not legible, the bidder shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.
- No document shall be scanned more than once and no blank pages shall be deleted if they are part of file. The blank page in a file is a page that is entirely blank, or has only page number, or has only rubber stamp.

The bidder will deploy its own human resources for all the above mentioned activities. The bidder will deploy adequately skilled manpower resources to complete the job within the specified time.

Indexing

After documents/images are scanned and stored in digital form, they would be indexed through robust search Engine capable of searching the "FILE" on the basis of at least following indexed fields with full or partial match for example:

- File Number
- Wing /Section
- Created On
- Subject /Title of the File
- Allottee Name
- Industrial Area
- Plot No. and I.A. names
- Employee name (In case of personal file)
- Case member
- Case name
- Date of case hearing (legal files)
- Establishment Bond No.
- Estimate Number (Engineering files)
- Others

Maximum of 30 Fields

Note: All Index Fields will be in English Language Only and No Translation will be needed.

The bidder will establish procedure for checking the accuracy of indexing and making necessary corrections as accurate indexing is required for efficient retrieval of digital documents from Central storage.

At the end of the process, all paper documents will be returned in their original form to the department.

iv. Post Scanning:

- After scanning, the physical document would be pinned together/ tagged in the same form as it was given for scanning by the individual units of any department. At the end of the process all paper documents will be returned in their original form to the department.
- Each page shall be serially arranged and shall be counted while giving the documents back to the department
- The bidder is required to use their own MIS tool to generate fortnightly reports for tracking the digitization status. These reports would basically contain summary of records scanned and stored.

- The bidder will maintain a proper record of handing over of each file that can be verified by UPSIDC at any time.
- v. Storage and Backup
 - A folder structure has to be followed while storing the digitized data in the central storage.
 - Nomenclature of the digitized file should be in accordance with the e-Govt. standard and should be discussed with the UPSIDC.

SECTION 2 – DELIVERY OWNERSHIP:

For the successful delivery of the project, the ownership of providing the key components will be as below:

S.No	Key Component	Ownership
1	Role based access rights to the various stake holders with Audit Logs, Reports and Dash Boards For Managing the Scanning, Indexing, Secured Storage And Secured Retrieval of The "Files" belonging to various departments of UPSIDC	UPSIDC
2	Infrastructure	
	<ul style="list-style-type: none"> • Computers • Document Scanners • Photo Scanners • UPS • LAN Ports, Consumables ,Servers, File Movers, Stationery etc. 	BIDDER
3	Data Centre/Secured data Storage facility	UPSIDC
4	Space for Work	UPSIDC
5	Collection of the physical files to be scanned is the prime responsibility of the bidder and has to deploy requisite manpower at various location to co-ordinate / procure and return the files to UPSIDC Nodal Officer	BIDDER

SECTION 3 – ELIGIBILITY CRITERIA

The average annual turnover of the Bidder for past three years (2014-15, 2015-16, 2016-17) should be at least 50 lakhs.

The bidder should have been in the business of providing Scanning and Data Processing Services for a minimum of 3 years.

During past two years (2015-16, 2016-17), the bidder should have satisfactorily completed the similar contracts for either of the following:

- A. A single contract of similar scope for a value of 40 lakhs; or
- B. Two contracts each having of similar scope for a value of 30 lakhs; or
- C. Three contracts each for a value of 25 lakhs.

In addition to the above, the bidder must meet the following eligibility criteria also:

S. No.	Criteria	Eligibility (Y/N)
1.	Project Experience : Previous Experience of the bidder in successfully executing similar work of scanning and digitization services for Government/ PSU Organizations in India in last 3 years (from the date of submission of RFP response) with Volumes (Submit Work Orders along with Completion Certificate clearly depicting the volume of pages) Bidder should have the total experience of scanning minimum 30 Lakh pages during the period of 2 years.	
2.	Scanners Owned by Bidder: 1. At least 15 ADF scanners with minimum Speed of 50 ppm) (copy of purchase order to be submitted for ADF scanners)	
3.	Bidder's Manpower resources on roll: (Minimum 10 regular persons as on first Feb,2018) (List of manpower for the year 2014-15, 2015-16 & 2016-17 along with their designation and Date of Joining to be provided certified by authorized signatory)	
4.	Software Licenses owned by bidder : (Please provide a proof of purchase in form of invoice from the OEM/ authorized re-seller(license Software for PDF creation, merging, splitting)	

Note:

- 1) Proof of purchase of hardware/ software should be in the name of the Bidder
- 2) The manpower certificate shall be duly signed by HR head and shall be notarized
- 3) Minimum no. of regular persons to be provided for this job, their qualification and experience.

The bidder must possess all valid certificates as mentioned below and should submit self-attested copies:

- GST Number
- Income Tax Return for FY 2014-15 , 2015-16, 2016-17

All the columns, in the proforma should be duly filled and supporting documents e.g. DD towards EMD, proof of turnover, proof of commencement of Business, Photostat copies of the job award letters from at least three customers being served in the business of providing Scanning and Digitization for a minimum of 3 years with comprehensive list of such customers etc., must be submitted with this Bid.

Any overwriting/cutting/fluiding should be authenticated by the signatures of the individual, who has signed the Bid. Non-adherence will lead to rejection of the Bid.

A copy of this Tender Document with each page duly signed by the authorized signatory (who has signed the Bid), should be enclosed with the Technical Bid in token of bidders confirmation to accept the terms and conditions and other provisions contained in it.

Incomplete Bid shall not be considered and will be summarily rejected.

Financial Requirements/ Compliance:

- The Bidder should deposit Earnest Money of Rs.10, 00,000/- in the form of Demand Draft in favour of "Uttar Pradesh State Industrial Development Corporation Ltd" payable at Kanpur. He should attach the scanned copy of the DD at the time of e-Bid submission. The bidder should submit original DD before the date of Technical bid opening. The bid received without required Earnest money will be rejected.
- The Successful bidder should submit performance security @ 10% of the contract value in the form A/C payee demand draft/ pay orders/ Bank Guarantee/ FDR of any of the nationalized bank in favour of UPSIDC within 15 days from the award of the contract, which remains valid up to 60 days beyond the date of completion of all contractual obligation of the firm/company.
- EMD shall be refunded to the successful bidder on receipt of performance security.

Other Requirements/ Compliance

- A bidder is not eligible to participate in this RFP while under sanction by UPSIDC, whether such sanction was directly imposed by UPSIDC, or imposed by UPSIDC pursuant to the Agreement for Mutual Enforcement of Debarment Decisions. A bid from a sanctioned or cross-debarred firm will be rejected. Similarly, at the time of bidding, the firms having black-listed/ debarred in participating in any procurement activities by any State or Central Government or PSUs in India are not allowed to bid. Undertaking to this effect shall be submitted by the bidder on his letter head.

SECTION 4 - EVALUATION OF THE BIDS:

Bid Evaluation Criteria:

In the first instance the Technical Bids shall be opened by the authorized representatives of UPSIDC in the presence of representatives of bidders, if available.

The date and time for opening of the Technical Bids is given on the top of this document;

The Bidders may depute their representatives for the Technical Bid opening event.

The Technical Bids will then be evaluated by UPSIDC, internally;

Once the Technical Bids are accepted, the financial Bids of the vendors (whose Technical Bids have been accepted) shall be opened, the date for which shall be communicated to the vendors through e-mail/phone.

If any vendor so desires, it may depute its representative for financial Bid opening event also.

The L1 bidder will be the one quoted lowest price in Financial Bid (Annexure -6) The L1 bidder will normally be awarded the contract. However, UPSIDC reserves the right to ignore the L1 bidder for the reasons, to be recorded in writing.

The decision of the Managing Director, UPSIDC shall be final and binding.

SECTION 5 - PAYMENT SCHEDULE

Bidder needs to officially make arrangements for the transfer of files and Bidder needs to officially return the same within 15 days of receipt for each file. Such transaction of files should happen through official committee not more than once in a week.

UPSIDC shall make payments to the bidder selected as per the schedule given below. Bidder will furnish Satisfaction Certificate duly signed by the client along with the bill. UPSIDC and

S.NO	Monthly Targets	Payment (in Percentage)
1	At least Eight Thousands files per month or 20 lakhs pages per month (at least one target needs to be met)	Total payment for the work completed after deducting penalty

A penalty would be levied by bidder and would be deducted from the payment due the service provider under the following circumstances

The estimated quantities of the document would be more than fifty thousand files ranging from A0 to A4 and legal size papers. However, these figures may increase as the UPSIDC intends to undertake such work from administrative office departments/attached offices. The Number are tentative only and the Payment shall be made as per actual pages digitized on per page cost basis.

The timeline for completion of the project is Six months from the date of award of work order issued to the bidder. If there is a delay in completion of the project as per the stipulated timeline, a penalty would be levied on the bidder as depicted in the following table:

S.No	Delay (in days)	Penalty (in Percentage (%))
1	1 – 15 days.	0.25 % per day of the total respective phase payment value
2	16-30 days	0.5% per day of the respective phase payment value
3	More than 30 days	UPSIDC may terminate the contract and no payments will be made to the bidder. The work order shall be assigned to L 2 bidder at the cost of L 1 bidder beside forfeiture of Performance Security.

Data Accuracy

Accuracy shall be calculated from the records (batch wise) digitized and uploaded by vendor. Verification of the records would be done from the original document and the mistakes/error would be marked.

The following formula shall be used to calculate the error percentage for data entry (%):

$$\begin{aligned}
 \text{Total no. of erroneous fields in the batch} &= \text{say } X \\
 \text{Number of records in the batch} &= \text{say } Y \\
 \text{Error percentage (\%)} &= X/Y * (F) \\
 \text{Where } F &= 100/N \text{ where } N \text{ is number of Fields per records.}
 \end{aligned}$$

For Scanning if the Document is not conforming to the Govt. Standards incorrectly scanned or

not properly (as decided by nodal officer), it will be considered as error and error % = (No of error/ Total Number of records) X 100

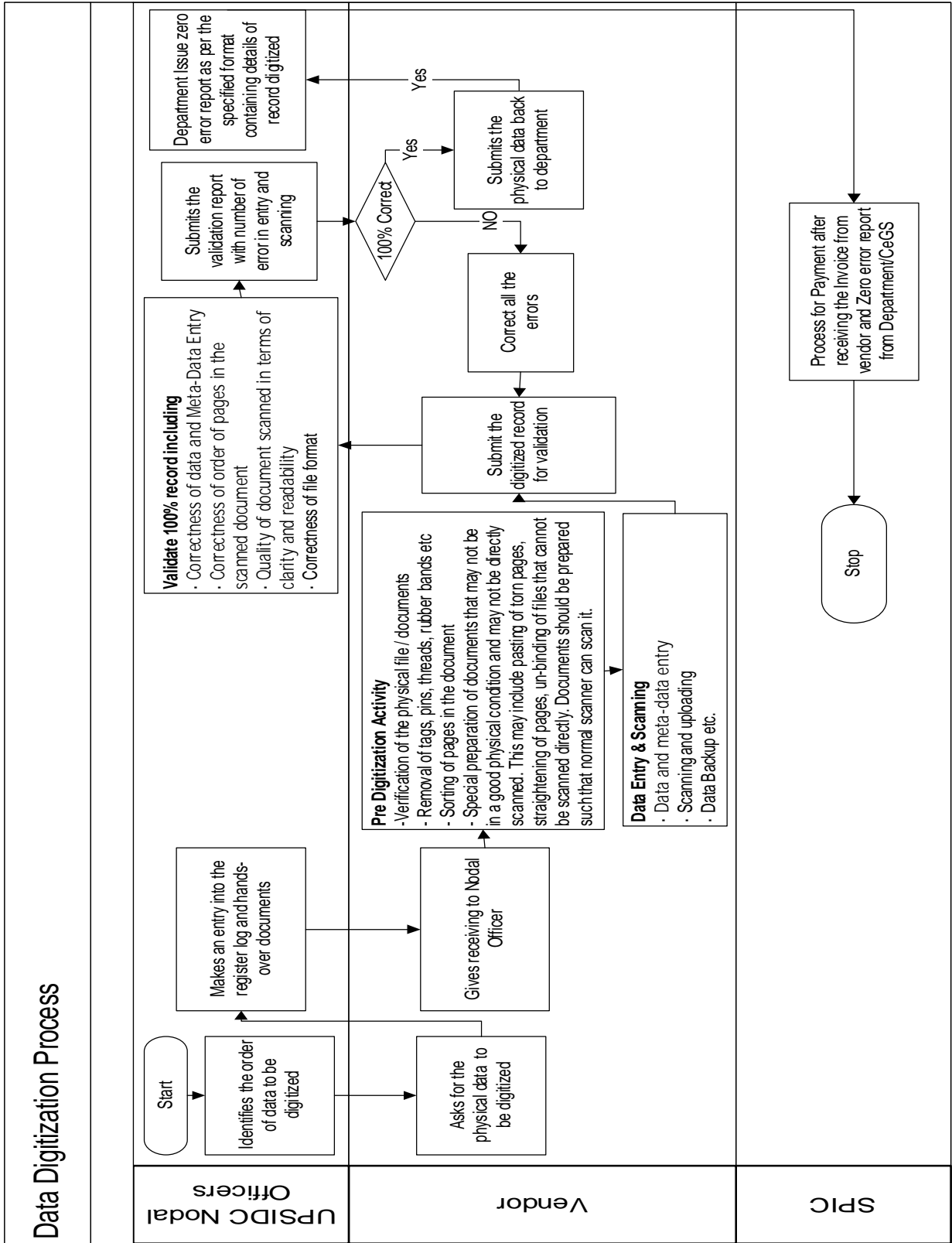
On the basis of the error percentage reported by internal team, the payment shall be released to vendor as per details below:-

Service Metrics Parameters	Baseline		Lower performance	
	Metric	Payment	Metric	Penalty
Accuracy of Data Digitization	>98%	100 % of the payment	NA	NA
			>96% but <98%	5% of the respective phase payment
			>94% but <96%	10% of the respective phase payment
			>92% but <94%	20% of the payment
		Below 92%	No payment	

Note:

- Accuracy of less than 92% will be considered as the Breach of the Contract and the vendor has to carry out the correction work without any extra cost to the department
- In all such cases, where the accuracy is below 100%, the vendor will be responsible to carry out corrections with no additional cost to Purchaser

Data Digitization Process



Annexure 1: Financial Information

Please provide CA certified financial information of three last declared financial years.

	2014 – 15	2015 – 16	2016 - 17
Annual Turnover (Lakhs of rupees)			

Note

- Please attach copies of relevant financial statements and audited accounts for the three last declared financial years
- Please attach the copies of Profit and Loss Accounts for the three last declared financial years
- Certificate from Statutory Auditor is mandatory for turnover from scanning and digitization services

Annexure 2: Firm Strength

(On Bidder's letter head)

To
The Managing Director
Uttar Pradesh State Industrial Development Corporation
UPSIDC Complex, A-1/4 Lakhanpur
Kanpur

Subject: Firm Strength

Respected Sir

This is to certify that <<Company Name>> have minimum <<No of>> professionals on its rolls as of DD/MM/ YYYY.

Dated this Day of YYYY

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of bidder

Annexure 3: Project Experience

Sr. No.	Items	Details
General Information		
1	Customer Name	
2	Name of the contact person and contact details for the client of the assignment	
Project Details		
3	Project Title	
4	Start Date: MM/YYYY End Date : MM/YYYY	
5	Number of staff deployed in the assignment	
Size of the project		
6	Total Cost of the project	
7	Technologies / Products used	
8	Number of pages scanned	
9	Advanced features provided	
10	Any other information to be shared	
11. Narrative Description of the Project		
12. Documentary Proof and necessary details		
Please attach the proof - Work Orders Certificates		

Annexure 4: Infrastructure Available with Bidder

We hereby certify that the following infrastructure is available and owned by <<Name of the Bidder>> as on the date of bid submission. UPSIDC may verify the same by visiting the site

HARDWARE					
S. No.	Description	Configuration/ Details	Number of items available	Year of Purchase/ Date of Installation	Purchase Value (in INR)
1	Servers				
2	Desktops				
3	Printers				
4	UPS				
5	Data Storage Facility				
6	Backup Devices				
7	Scanners				
Scanner					
S.No	Description (Make & Model)	Number of items available	Maximum Resolution (DPI)	Scanning Speed (PPM)	Purchase Value (in INR)
7	Scanner				
System Software					
S. No.	Description	Configuration/ Details	Number of items available	Year of Purchase/ Date of Installation	Purchase Value (in INR)
8	Desktop OS				
9	Scanning Software				

(Please add more rows to include details of hardware/ software infrastructure available with the bidder) (Please provide a proof of purchase as per the following description:

1. Purchased from India: Tax Invoice
2. Purchased from outside India: Import invoice along with customs clearance)
3. For software products please provide proof of purchase in form of invoice from the OEM/authorized re-seller.

Place:

Date Name:

Bidder's Signature and Seal:

Annexure 5: Number of professionals employed category wise

We hereby certify the category-wise number of professionals on our payroll as on the date of bidding

S. No.	Category	Designation	Details of Key staff (Name, Contact Number)
1	Project Management		
2	Scanning Operations		
3	Quality Control		
4	System Administration		

(Please add more rows to include details of manpower resources available with the bidder)

Place:

Date:

Name:

Bidder's Signature and Seal:

Annexure 6: Financial Bid

FINANCIAL BID (On Company Letter Head)

The Bidder must attach the Enclosed Format for the Financial Bid Submission by marking the envelope as

Financial Bid – Scanning & Digitization.

The bidder should deposit Earnest Money of Rs. 10, 00,000/- in the form of Demand Draft in favour of "Uttar Pradesh State Industrial Development Corporation Ltd" payable at Kanpur along with the Technical bid. The bid received without required Earnest money will be rejected.

The Successful bidder should submit performance security @ 10% of the contract value in the form A/C payee demand draft/ pay orders/ Bank Guarantee/ FDR of any of the bank in favour of "Uttar Pradesh State Industrial Development Corporation Ltd", Kanpur within 15 days from the award of the contract, which remains valid up to 60 days beyond the date of completion of all contractual obligation of the firm/company.

EMD shall be refunded to the successful bidder on receipt of performance security.

Note: Bidders are required to quote as per format below. Non-compliance of the same would lead the disqualification.

Sr.No	Scanning, Digitization & Indexing Including access to Centralizes storage /Data center for retrieving the scanned files	Rate per 1000 Unit (B)
1	Fee per Page (both side) (any size) as per scope	

Note:

1. Above prices quoted are inclusive of all Taxes and Govt. Levies. All taxes etc.
2. All Pages including Blank Pages need to be scanned (as provided as part of file only)
3. Both Sides of every page in a "FILE" need to be scanned
4. Page Size Per "FILE" varies
5. Condition of the pages varies from Good, Fragile to Acidic
6. Indexing of the "FILE" to be done on required fields as mentioned in the RFP 7. Page means each side (either typed or handwritten or blank) of A4/legal paper.
7. The Number are tentative only the Payment will be made as per actual pages digitized and Meta data entry done

(BIDDER's Signature)

Name:

Designation:

Contact No:

Annexure 7: Technical Bid

Performa for Furnishing Technical Bid

(Please go through the terms and conditions in tender document before filling up this Performa)

1	Name, Address and Telephone Number of the Organization.	
2	Date of commencement of Business (Please furnish proof in support of your statement).	
3	Status of the organization (i.e. whether Proprietorship, Partnership, Private Limited / Public Limited Company, Registered under Societies Registration Act, etc.)	
4	Registration Number of the Organization. (Please attach Certificate of Registration / Incorporation).	
5	Name of the C.E.O. / Proprietor	
6	Name, designation and address, including phone/mobile number of the Contact Person.	
7	Annual Turnover (2014-15,2015-16,2016-17) (Attach Photostat copies of Balance Sheet / I.T. Returns / C.A.'s Certificate).	
8	GST No.	
9	Service Tax No	
10	P.A.N. of the Organization	
11	Details of three prominent organizations served / being served with similar services (attach a comprehensive list)	

Name & Address	Name & Phone No. of contact person	Annual cost of contract	Since when the services are being provided.

12	Details of E.M.D. (enclosed D.D.)	D.D. No. _____ dated _____ for
----	-----------------------------------	--------------------------------

		Rs...../- drawn on _____ _____ Bank in favour of UPSIDC, payable at Kanpur.
13	Number of employees on the rolls of the bidder	Managerial: Supervisory: Clericals: Others (please specify):
14	Number of clients being served in and around Uttar Pradesh on the date of submission of bid (please enclose a comprehensive list with address and telephone numbers).	
15	Details of contracts successfully completed. Information towards fulfillment of provisions under Section 3 of the Tender Document. (Please enclose copies of contracts/Purchase orders and satisfactory supply certificate from customer organization)	

DECLARATION:

- a) It is certified that the information furnished above is correct.
- b) We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. Disagreement and solution proposed has been listed in a separate sheet and being attached with this Bid. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and Conditions, is enclosed.
- c) We understand that the decision of the UPSIDC to accept / reject "the points of disagreements and proposed solution provided by us" would be final and binding.
- d) The signatory to this bid is authorized to sign such bids on behalf of the organization.

Signature: _____

Name: _____

Designation: _____

Seal of the Company: _____

Date:

Annexure 8: Bank Guarantee

To
The Managing Director
Uttar Pradesh State Industrial Development Corporation
UPSIDC Complex, A-1/4 Lakhanpur
Kanpur

Sub: Performance Guarantee for _____

Dear Sir,

This Deed of Guarantee executed by the _____ (Bank name) a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and carrying out banking business including guarantee business and having its head office at _____ (hereinafter referred to as 'the Bank') in favour of Uttar Pradesh State Industrial Development Corporation, UPSIDC Complex, A-1/4 Lakhanpur, Kanpur, for supply of _____ (name(s) _____ (Rupees _____) (Approx. ___% of _____), being the total value of the items purchased including all taxes) after supply and installation of the items towards performance warranty of the item (s) Supplied.

This Guarantee is issued subject to the condition that the liability of the bank under this guarantee is limited to a maximum of _____ (Rupees _____ only) and the Guarantee shall remain in force up to _____ (_____ year from the date of Issue of this Bank Guarantee and cannot be invoked, otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____ by the UPSIDC, Kanpur.

And whereas the bank _____ (name and address) has agreed to give on behalf of the Supplier a Guarantee:

Therefore, we hereby affirm that we unconditionally Guarantee and are responsible to you on behalf of the Supplier, up to a total amount of-

_____ (Rupees _____ only) and we undertake to pay you, at the very first instance without any demur upon your demand without cavil or argument, any sum or sums as specified by you within or upto the limit _____ of _____ (Rupees _____)

i.e. the amount of bank guarantee as aforesaid, without your need to prove or to show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank or supplier or beneficiary.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN

The bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked under any circumstances and/ or by a Notice or otherwise.

The Bank agrees that the amount hereby guaranteed shall be due and payable to UPSIDC on serving us with a notice before expiry of Bank Guarantee requires the payment of the amount and such notice shall be deemed to have been served on the bank either by actual delivery thereof to the Bank by registered post at the address of the Bank.

This guarantee shall remain in force up to _____ provided that if so desired by UPSIDC, this guarantee shall be renewed at the instance of supplier or UPSIDC for a further period as may be indicated by them on the same terms and conditions as contained therein.

Dated

SEALED & SIGNED BY THE BANK

Note: for information

1. The guarantee should be furnished by a Nationalized Bank/Scheduled Bank, authorized by RBI to issue a Bank Guarantee.
2. This bank guarantee should be furnished on stamp paper specified for the purpose.
3. The stamp paper should have been purchased in the Name of the Bank executing the Guarantee.

Annexure 9: No Blacklisting

SELF-DECLARATION – NO BLACKLISTING

To,
The Managing Director
Uttar Pradesh State Industrial Development Corporation
UPSIDC Complex, A-1/4 Lakhanpur
Kanpur

In response to this RFP document pertaining to "Scanning and Digitization services", I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt and /or fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the award of work contract if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

Annexure 10: Undertaking

Letter of undertaking

(ON THE LETTER HEAD OF THE APPLICANT)

To,
The Managing Director
Uttar Pradesh State Industrial Development Corporation
UPSIDC Complex, A-1/4 Lakhanpur
Kanpur

Subject: Inviting Tender for Job Work Pertaining To Scanning and Digitization Services

Dear Sir,

This bears reference to UPSIDC _____. We, hereby, accept all the terms and conditions for submitting bid as mentioned in this RFP document.

We hereby certify that no terms and conditions have been stipulated by us in the submitted Bid. We warrant that services provided by us do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall prevent UPSIDC from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of the contract on this account.

The above document is executed on ___/___/2018 at (place) _____ and we accept that if anything out of the information provided by us is found wrong our work order shall be liable for rejection.

Yours faithfully,

Signature:

Name: _____

Designation: _____

Place:

Date: