



**DIBRUGARH UNIVERSITY**  
**DIBRUGARH-786004**

**E-Tender No: DU/Digitization of Document/2022/159 dated 21.12.2022**

**E - TENDER**

**For**

**Digitization of Official Documents and Implementation of  
Customized Digital Document Management System(DDMS)  
at Dibrugarh University**

Website: [www.dibru.ac.in](http://www.dibru.ac.in) tender document can also be downloaded from [www.assamtenders.gov.in](http://www.assamtenders.gov.in).



## **OFFICE OF THE REGISTRAR :: DIBRUGARH UNIVERSITY :: DIBRUGARH**

No. DU/Digitization of Document/2022/159

dated 21.12.2022

Open tenders are invited through e-tendering process from reputed companies/firms for Digitization of Official Documents and implementation of Customized Digital Document Management System(DDMS) at Dibrugarh University (D.U), Assam. For details please visit the website <https://assamtenders.gov.in>.

Detailed scope of work, Terms & Conditions *etc.* are given in the **Tender Document** . Last date of submission of tender with all relevant papers is 11.01.2023 up-to 11:00 A.M. to be submitted through [www.assamtenders.gov.in](http://www.assamtenders.gov.in).

<b>Availability of Online Bid</b>	From 22.12.2022 to 11.01.2023
<b>Last date for submission of Bid</b>	11.01.2023 up-to 11:00 A.M
<b>Time &amp; Date of opening of Bid</b>	11.01.2023 at 2:30 P.M
<b>Place of opening of Bid</b>	Office of the Registrar, D.U.
<b>Cost of Document</b>	2,000.00
<b>Earnest Money Deposit (EMD)</b>	2,50,000.00

The tender should be separately submitted in two parts *i.e.* **Part - I** (TECHNICAL BID) and **Part-II** (FINANCIAL BID). The Technical Bid shall be opened on above mentioned date and time and the Financial Bid shall be opened of only those bidders who qualify in Technical Bid at a later date which shall be appraised through the e-tender portal. Dibrugarh University reserves all the rights to reject any or all the tenders without assigning any reason thereof.

The Bidder shall submit both Technical Bid and Financial Bid through online. One hard copy of Technical Bid along with supporting documents and clearly marked as '**HARD COPY OF TECHNICAL BID**' shall have to be submitted at the Office of the Registrar, D.U on or before 11.01.2023. In the event of discrepancy between online & manual Technical Bid, the bid will be cancelled.

Sd/-  
**Registrar**  
Dibrugarh University

**Copy to:**

1. Dibrugarh University Website.
2. Notice Board
3. Office File

Sd/-  
**Registrar**  
Dibrugarh University

# **TENDER DOCUMENT**

## **SECTION– I**

### **INSTRUCTIONS TO BIDDERS**

#### **1. GENERAL GUIDELINES**

##### **1.1 TENDER DOCUMENT**

Tender document can be downloaded from the e-tendering portal Government of Assam *i.e.* [www.assamtenders.gov.in](http://www.assamtenders.gov.in) or from the website [www.dibru.ac.in](http://www.dibru.ac.in)

1.2 The tender submitted by the bidders shall be unconditional. Conditional tenders will be summarily **REJECTED**.

1.3 All bidders are cautioned that tenders containing any deviation from the contractual terms and conditions, specifications or other requirements and conditional tenders will be treated as not responsive.

1.4 The bidder is expected to examine the Tender Document carefully. Failure to furnish all information required as per the Tender Document will result in the **REJECTION** of the bid.

#### **2. PREPARATION OF BIDS**

##### **2.1 Language of Bid & Correspondence**

The Bid will be prepared by the Bidder in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder should also be in English, and the correspondence between the Bidder & University will be in English language only.

**2.2 Documents comprising of Bid:** The Bidder will prepare the bid in two parts: - **TECHNICAL** and **FINANCIAL**. The **TECHNICAL** part will contain all the documents related to registration, eligibility, technical specification, execution methods, company profile, experience etc. while **FINANCIAL** bid will contain the rates(in Rs) as per the given format(BOQ).

##### **2.3. Preparation of Financial Bid**

The Financial Bid shall consist of rates as per the given format (BOQ):

1. The rates are to be quoted by the bidders in Indian currency (rupees) only and payment shall be made to successful bidders in Indian Rupees only. Statutory applicable taxes (GST, Sales Tax/VAT, Service Tax etc.) should be mentioned separately in the Financial Bid. **L-1 will be**

**evaluated on total price quoted including AMC charges inclusive of all taxes.** However, Unit Price quoted should be inclusive of all other levies, statutory taxes, Custom Duty Charges and charges such as Octroi, Packaging & Forwarding charges *etc.* and should be delivered at the premises of Dibrugarh University, Dibrugarh.

2. The rates quoted by the bidder will be used for comparing the bids and rates must be quoted only in figures in BOQ specified for the purpose.

#### **2.4. Cost of Bidding**

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and “the tendering Authority“ in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

#### **2.5 Validity**

The bid should be valid for acceptance up to a period of 180 Days. The Bidders should be ready to extend the validity, if required without any additional financial implications.

#### **2.6 Delivery**

The work should be started within **One month** after the work order. If the bidder fails to start the work or do not perform the service by the specified date, penalty at the rate of 1% per week of the total order value subject to the maximum of 10% of total order value will be deducted.

#### **2.7 Training**

Bidders need to provide adequate training on Archival, Retrieval and printing, server handling *etc.* of minimum Two Weeks to the nominated persons of Dibrugarh University at their cost. Dibrugarh University will not bear any training expenditure.

### **3. SUBMISSION OF DOCUMENTS & BIDS**

#### **3.1 COVER I: DOCUMENTS TO BE UPLOADED AT THE TIME OF ONLINE SUBMISSION** **Scanned copies of the following documents shall be uploaded by the bidder in Cover No. 1 at the time of online submission of the bid:-**

- a) Cost of bid form and Bid Security/EMD paid proof.
- b) Valid G.S.T., PAN Certificate of the bidder (Scan Copy).
- c) ITR returns of last three financial years (F.Y.2019-20, 2020-21, 2021-22) (Scan Copy).

- d) Audited Balance sheet of the firm for the financial year 2019-20, 2020-21, 2021-22 and Turnover certificate of C.A (Scan Copy).
- e) Address Proof of office/branch/support office in Assam. (Scan Copy)
- f) Client list and work done list. (Scan Copy)
- g) Scan Copy of Form A, Form B, Form C and Form D duly Signed and stamped.
- h) Scan Copy of Schedule–II (Compliance of Eligibility Bid), Duly Signed by authorized signatory with stamp.
- i) Scan Copy of Specification and features of Digital Document Management System (DDMS)
- j) Specification of Scanners to be used in the process of digitization with real photographs must be enclosed.
- k) Scan Copy of Schedule–III Declaration Duly signed by authorized signatory with stamp.

### **3.2 Cover II: FINANCIAL BID**

The Bidder shall quote its financial offer duly signed in terms of item rates at the appropriate place of tender template in Excel Format File “BOQ.xls”.

## **4. BID OPENING AND EVALUATION**

- 4.1 The Bids shall be opened as per schedule given in Notice Inviting Tender/Schedule of the Tender Process.
- 4.2 The tendering authority will first open the eligibility and technical bid documents of all bidders and after scrutinizing these documents will shortlist the bidders who are eligible for Financial Bidding Process.
- 4.3 The bidder may or may not be present in the office of the Tender opening authority at the time of opening of Financial Bids. However, the results of the Financial Bids of all bidders shall be available on the e-tender portal immediately after the completion of opening process.

## **5. Award of Contract**

- 5.1 University will award the Contract to the substantially responsive Bidder who offer the lowest total cost. The negotiation in special case shall be made with the L-I bidder only.
- 5.2 The lowest Bidder can be denied the right of continuing with the contract, if the work fails to meet standard performance criteria as per Scope of work . In such an event, the next lowest bidder (L-2) shall be considered totally on the cost and risk of the L-I bidder.

5.3 The University reserves the right to accept or reject any Bid or to annul the bidding process fully or partially or modifying the same and to reject all Bids at any time prior to the award of Contract, without incurring any liabilities in this regard.

## **6. Signing of Contract and Non-Discloser Agreement**

6.1 The selected bidder shall be required to execute a Contract Agreement with the University for a period of minimum three years before starting the work.

6.2 The selected bidder will also submit a notarized undertaking that integrity, secrecy and security of the data to be maintained and data not to be retained with them or transferred outside the University.

## **7. Performance Bank Guarantee**

7.1 The selected bidder shall have to submit a **Performance Bank Guarantee of Rs. 2,50,000/- (Rupees Two Lakh Fifty Thousand) only** for a period of not less than 36 months from the date of execution of the contract agreement, which shall be subject to encashment in case of non compliance of any of the conditions as laid hereunder.

## **SECTION-II**

### **A. ELIGIBILITY CRITERIA**

1. The Bidder should be a company registered under Indian Companies Act 1956 or a Partnership firm (The copy of Registration Certificate issued by Registrar of Firms/ Certificate of Incorporation issued by Registrar of companies must be attached.)
2. The Bidder should have **at least one office/branch/support office in Assam**. (Documentary proof of the office address must be provided)
3. The Bidder should have **minimum 5 years of experience** in scanning/digitization of documents in Higher Education Institutes or Reputed Govt Office/ Court/ Organizations. (Copy of work orders along with the Work Completion Certificate signed by a competent authority clearly stating the volume of scanning work completed.)
4. The bidder should have completed at least one scanning project with DDMS implementation on Digitization of **minimum 1,00,000 pages of tabulation sheets / official documents in a public university/institute/board/council/govt. office**. Documentary evidence in support of this duly certified by Authorized Signatory is required to be attached. Work orders/completion certificates of projects must be enclosed and filled in Form-B.
5. The Bidder should have minimum annual turnover of **Rs. One Crore (each year) from scanning & DDMS** in the last three financial years. (Copy of the audited Profit & Loss Statement & Balance Sheet of the firm and Certificate from the Chartered accountant clearly stating the turnover from scanning and document management solutions must be submitted)
6. Bidder must have experience in developing/customizing and implementing **Digital Document Management System (DDMS)**. (Work order copy of implementation of DDMS must be attached)
7. The bidder should give an undertaking in the form of **notarised affidavit of Rs. 50/- that it has not been blacklisted** by any Government/Autonomous/PSU type organizations, etc.
8. Detailed profile of the Company/ Firm of the bidder with Memorandum of Association (MoA).
9. Bidder should be **ISO 9001:2015**, and **ISO 27001:2013** certified.(copy of same should be attached)
10. The bidding firm/company must be a single company and no consortium shall be allowed (Copy of registration of firm be attached).
11. Income Tax Returns of past 3 years of the bidder from 2019-20, 2020-21, 2021-22.
12. The Bidder must have a valid PAN, & GST No. (Copy of same should be attached).
13. It is reiterated that University's decision regarding Bidder's eligibility will be final.

## **B. GENERAL TERMS AND CONDITIONS**

1. The technical bid shall contain the documents specified or claimed by the bidder regarding fulfilling the eligibility and should be signed by the bidders on each page with proper pagination, undertaking by the Bidder that they have enough trained staff to undertake the Digitization process failing which the bid will be summarily rejected.
2. The suitable working space and electricity will be provided by DU free of charge.
3. The rates offered should be valid for three years from the date of award of work and can be extended further on satisfactory performance on the same terms and conditions.
4. The bidder shall have to arrange its own staff including their accommodation and food. DU would neither bear any expenses nor accept responsibility for the same and there would be no employer-employee relationship between DU and the staff of the bidder. However, complete secrecy and confidentiality with regard to the data that is scanned and digitized, is required to be maintained by the firm and its employees. Any deviation from the same shall attract severe penal liability against the firm and the erring employee.
5. The work of scanning has to be done in the space provided by the University. The bidder will arrange scanners, software or other devices required for scanning and temporarily storing the documents at their own cost. Under no circumstances the bidder shall be allowed to take any document or record outside their designated working area inside the University Campus.
6. The scanners should be sophisticated and capable of handling fragile, old, delicate documents which may be stapled also.
7. DU reserves the right to deny the entry to any staff of the bidder, if deemed appropriate by it.
8. No person engaged by the bidder shall claim any right of employment contractual or otherwise with DU.
9. The bidder will ensure that the staff engaged are disciplined and maintain full decorum of the office. They should strictly abide by the rules and regulations of the University in this regard. The successful bidder shall make arrangement for daily check-up of the scanner at their own cost and shall keep all the scanners in perfect working condition at all time, so as to ensure smooth running of work. In case of failure of any scanner, the bidder shall have to make alternative arrangements immediately so that the work does not suffer.
10. The scanning/digitizing of documents shall not be stopped on any ground, whatsoever, except after written communication from DU Authority.
11. Continuance of the contract and payment of the work done shall be subject to evaluation of satisfactory performance of the bidder and fulfilling all the terms and conditions of the contract. The contract may be



cancelled at any time without assigning any reason for the same. The decision of DU in this regard shall be final and binding. The bidder shall be able to do the scanning/digitization work on all working days between 9:30 AM to 5:30 PM and as and when required by DU. The bidder 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 bidder from the DU Authority.

12. The offices/branches of DU will provide the files to the authorised representative of the bidder supervising the Scanning/digitizing work, on day to day basis under proper receipt and it will be the responsibility of the bidder to accomplish the task of scanning/digitizing after following all the process, namely Unbundling, Re-bundling, Super Indexing, Scanning/Digitizing, Splitting and Merging, page numbering, Storing, Retrieval, etc. It will be the responsibility of the bidder to return the file to the DU staff under acknowledgement in the same shape and condition in which it was taken.
13. The bidder will ensure that the documents/files handed over to it are kept in proper condition and no document is soiled/lost/trimmed/damaged/misplaced.
14. Time is the essence of the contract and the bidder shall adhere to the time schedule as prescribed by the DU for execution of the work.
15. In case the bidder finds any original document, which is in 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). The original papers shall however be retained in the main file. All scanned/digitized files will be stamped and duly signed by the staff indicating that the “File is scanned/digitized/duly reconstructed” and the bidder will be fully responsible for any loss/damage of any document.
16. The bidder will ensure that the space provided to it by DU is not misused in any manner.
17. In the event of assigned work being carried out by the vendor not found satisfactory by the university, the contract would be liable to be terminated and the University shall have the discretion to get the remaining work carried out from bidder besides forfeiting performance security.
18. Over-writing/over-typing or erasing of figures is not allowed and shall render the tender invalid.
19. An appropriate agreement will be executed by the bidder with DU, on the agreed terms and conditions. The University will deal with the bidder directly and no sub- contract/agent/consultant etc. should be asked by the bidders to represent their cause and they will not be entertained by the University.
20. The University, in its discretion, reserves the right to reject or accept any or all the bids partly or completely at any time without assigning any reason thereof
21. In the event of termination of contract, the DU shall be entitled to forthwith forfeit the security deposit either full or in part apart from taking such legal remedies as are available in law. The bidder shall thereupon forthwith remove all its equipments and material and hand over the records, which are in its possession. The bidder shall hand over and shall not claim any right in any manner over the digitized

- data, which will be the property of the University.
22. No paper trimming, tearing or cutting methods or instruments should be used in the process and only such equipments should be used, that safely work also with old and fragile papers of the record.
  23. The bidder should provide full Admin access rights of the server and the software to the designated persons of Dibrugarh University.
  24. All the scanned documents will be in searchable PDF format.
  25. The bidder will upload the documents on the server through Digital Document Management System along with metadata entry.
  26. The company shall generate (comma-separated-value) based CSV file containing tagged/indexed key fields as decided by the University.
  27. If the rate quoted by any of the bidders appears to be unreasonable/abnormally low or high in comparison to prevalent market rate at the relevant point of time, the tender may be rejected.
  28. Only working solution providers having sound knowledge and experience of executing projects involving digitization and integrating it with DDMS shall be eligible and no joint bids and outsourcing or subletting of any nature / third party would not be accepted.
  29. The terms and conditions duly signed by the Bidders should accompany the specific Tender **SCHEDULE-III**.
  30. The DU, in its discretion, reserves the right to reject all or any part of the tender without assigning any reason thereof.
  31. **Force Majeure:** If, at any time, during the continuance of the agreement, the performance in whole or in part by either party of any obligation under the agreement shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes and lock outs and any statute, statute rules, regulations, orders or requisitions issued by any Govt Department or a competent authority or acts of God (hereinafter referred to as eventualities), then provided notice of the happening of any such eventuality is given by either party to the other within fifteen days from the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this contract agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance.
  32. **Payment:** All prices will be in Indian Rupees. The payment for digitization work will be released in phase-wise manner **at three months interval** subject to production of bill for the successfully scanned, indexed and uploaded documents as certified by a monitoring committee. The payment for the DDMS shall be released along with the first bill or after that when claimed by the bidder. Payment of AMC is subject to the support required by the University after expiry of the free support and

maintenance period. Any penalties imposed on the agency for non- performance will be deducted from the payments.

33. **Dispute Resolution:** If a dispute arises out of or in connection with this contract, decision of the Higher Authority, Dibrugarh University shall be final and binding. Any objection to the decision shall be subject to the jurisdiction of Courts at Dibrugarh, Assam. Any other jurisdiction mentioned in the invoices of the manufacturers/distributors/ dealers/suppliers etc. shall be invalid and shall have no legal sanctity.
34. The bidder shall be governed by the laws and procedures established by Government of India/ Assam .Govt. within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings / processing.

### C. PENALTY CLAUSE

1. If the work has not been carried out proportionately in every three months, the delay is to be assessed by the Committee and the Penalty of 1% of total cost of delayed work with maximum penalty will be 10% of the work contract.
2. If the number of errors are on unreasonably higher side, then the Competent authority may impose penalty or terminate the contract.
3. The bidder is responsible to keep the original file/document in their safe custody. If any file/document is found missing, it will be treated seriously and appropriate penalty/action including black listing/debarment of the bidder, as deemed fit shall be imposed by the University in addition to the forfeiture of performance security. The decision of the **Hon'ble Vice-Chancellor**, Dibrugarh University in such case shall be final and binding on the bidder.
4. Complaints should be attended, maximum within 24 hrs and should be resolved within 48 hrs after registering of complaint via email/phone. **Otherwise a penalty of Rs. 1000/- (Rupees One Thousands only) per day will be Charged and shall be deducted accordingly.**
5. Delay can be condoned by competent authority on justified ground.

**SECTION-III**  
**Technical Specifications**  
**SCOPE OF THE WORK**

1. Scanning, Digitization & digital storage of Examination Tabulation Sheets and Official Documents, making them accessible through a customized Digital Document Management System (DDMS) with pre defined search parameters as per the University requirements.
2. Bidder must develop/customize and implement a Digital Document Management Solution having advanced indexing, searching and retrieval facilities
3. Uploading and storing the data in scanned form **with mirroring facility in two Servers.**
4. The quantity of pages to be digitized and uploaded to DDMS during first One Year would be minimum of **1,00,000 pages** pertaining to university records. After completion of first **1,00,000 pages** the work will be reviewed and if required further work shall be continued.
5. Scan and digitize each document of the file and the data is to be stored in portable documents format PDF/A with adequate resolutions with free text search facility and ensure the readability and ease in retrieval including cleaning and spot reduction. The images so stored in the database should be properly indexed as per the requirements of the Dibrugarh University and should be capable of adding more images, at later stage if needbe, in an old stored file. The data so stored shall be in a non-editable form but should have facility to link new/updated document to the existing document.
6. The bidder after successfully storing the data on its own computer shall transfer the same on the servers provided by Dibrugarh University along with the documentation, technical and user manual. However, the bidder shall be fully responsible for the proper archiving, storing and retrieval of the scanned/digitized data till the completion of the assigned work. **Dibrugarh University will provide the servers as per the configuration given in ANNEXURE-I and the bidder shall have to take the responsibility of installing suitable OS, DDMS, Security Software and other software required for mirroring and other purposes. Any licensing cost for proprietary software must be borne by the bidder. The bidder shall not use any counterfeit or pirated software for the assigned work.**
7. **The University will purchase the required Servers and provide the network infrastructure.**
8. The scanned output should be of acceptable readability, reasonable accuracy, consistent in term of tone and color reproduction and use neutral common rendering for all images.
9. There should be a scope of appending, merging, editing and adding new record in the DDMS.
10. 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.

11. The bidder shall create meta-data for the scanned documents as per University requirement.
12. Handing over the Documents/Tabulation/History Sheets back to the University in their original condition.
13. The output of scanning and digitization will have to be stored on the server by the bidder as per the meta-data to be finalized by Dibrugarh University from time to time.
14. Imparting adequate training to the staff of the University on.
  - a) Archival (scanning and storing).
  - b) Editing, Retrieval and printing.
  - c) DDMS handling.
  - d) Other relevant tasks.
15. **Free maintenance and support for one year shall have to be provided by the bidder after the successful completion of the uploading of first 1,00,000 pages in the DDMS. After that AMC for the DDMS will be provided if support required by the University.** AMC rate must be quoted by the bidder in BOQ.
16. Security features for the required output PDFs – Apart from above functionalities, bidders should be ready to provide available security provision for below mentioned functionalities, if required by the University. 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. Dibrugarh University should be able to change usage rights for a PDF, even after the file is distributed to users.
  - 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.
17. The successful bidders shall compile and make an instruction manual for scanning/digitizing, storing and retrieval operations and the same shall be provided to theUniversity for use of its staff for carrying out the operation of future scanning/digitizing and retrieval.
18. The DDMS should have the following features:
  - a) Meta data creation using comprehensive data entry templates
  - b) Allowing creation of users and user groups

- c) DDMS should be Unicode compatible
- d) DDMS should allow multiple user access level and authorization of users depending on roles
- e) DDMS should provide comprehensive statistics to evaluate the usage of digital repository.
- f) Easy to access repository
- g) Single interface search for faster access
- h) Allows customization to provide for future organizational needs
- i) It should provide facility to append additional data i.e. new scanned image to files already scanned documents in databases. It should add such new documents with proper indexing in correct sequence as defined by DU authority.
- j) User friendly interface.
- k) Access History, Time Stamping, Encryption and Audit trail.

**19. The DDMS application must be developed/customized following all the latest standard security measures and best practices. It must be thoroughly tested before implementation to avoid any security vulnerability and a declaration by the bidder or a certificate by any CERT-IN empanelled security auditor regarding this must be submitted before submission of bill.**

20. The bidder shall provide training to staff of Dibrugarh University on usage Retrieval of digitized document

**Viewer Specifications:**

1. Proposed DDMS should come with inbuilt viewer for viewing the PDF files using browsers on multiple platforms i.e. laptop / mobile / tablet etc. Viewer should support multiple rendering technologies i.e. HTML5 for easy display of contents on new and old browsers.
2. Viewer should be intelligent enough to understand browser's technology and display the document in best suited technology.
3. Proposed solution should have basic accessibility features like zoom in / out, go to page.
4. It should be possible to do documents streaming for reduced wait time for document viewing.
5. Solution should be capable of displaying document without providing option of downloading the document on multiple platforms like Windows, Linux, Android, Apple.
6. The search query should be responsive within few milliseconds.
7. Software should have faceted search mechanism, which breaks up search results into multiple categories, typically showing counts for each, and allows the user to "drill down" or further restrict their search results based on those facets.

8. For making solution more user friendly and easy to use, proposed software should have feature of predictive search i.e. software should provide suggestion when user start keying the alphabets in certain fields for search.
9. Proposed software should have out of the box mobile interface and responsive web interface i.e. interface used for desktop should be compatible with small screen devices, i.e. laptop, smart phone, tablet.
10. Proposed DDMS should be compatible with all Browser, i.e., Internet explorer, Mozilla Firefox, Chrome.
11. Authentication: The mechanism whereby there is a provision in a system where staff/user(s) can register in the system and create their account and system may also securely identify their users.
12. Authorization: The mechanism by which a system determines what level of access a particular authenticated user should have to secure resources controlled by the system.
13. The DDMS has a provision of customization to accommodate the multidisciplinary and organizational needs of large institutions and also supports large no. of digital formats.
14. Integrated Document Management Solution should support multiple file formats i.e. PDF, MS Office, Audio/Video.
15. Integrated Digital Document Management Solution supports bulk import & export of data as XML and CSV format.
16. Proposed solution should provide context sensitive 'Help' Operation along with user manuals with screenshots.
17. Proposed solution should have approval mechanism before publishing any content on solution.
18. Simple and Advance search on metadata with Boolean operator.
19. It should be possible for user to search a record in combination of full text search and metadata.
20. Institutional archives both Open access and restricted access should be created from a single interface
21. Allowing creation of Users, and User groups.
22. Supports the movement of users between organizational units whereby their job roles and/or their access rights may change. The System has within it the concepts of job roles, and staff occupying those posts. In addition, the DDMS must allow the definition of user roles, and must allow one or more users to be associated with each role.

23. Provides Comprehensive Statistics to evaluate the usage of the Repository. Analytics: Provides Analytic reports/summary on use of various records basis geographical location of users, month, city, country etc. for helping Dibrugarh University to understand user interest and future enhancement of repository.
24. It should be possible to do documents streaming for reduced wait time for document viewing.
25. Solution offering delivery of source code of solution to Dibrugarh University and having no restriction on user licenses should be preferred.
26. Ease of Access: The level of effort required in order finding, organizing access to use it is very minimal by using various Browse options.

### **OPERATIONAL PROCEDURE**

The process by which the bidder will scan/digitize the University records will include in batches as following:-

- 1) The workflow of functioning of scanning cell (where scanning activity by the bidder will be carried out) will be formulated and finalized by the Dibrugarh University so as to sync it with functioning of other concerned sections.
- 2) The output of scanning/digitization will be verified by authorized officers/committee of the University on the basis of all the technical parameters of this tender including the economy of storage of the output.
- 3) Authorized representative of bidder will receive files from staff of the University under proper receipt and that will be maintained in the register.
- 4) Prepare the files for scanning / digitization after the removal of tags, pins, dust, etc. If the binding records/tabulation register required to be opened for scanning, after scanning those should be re-binded to original form by the bidder.
- 5) After scanning is completed digitized files will be uploaded in Dibrugarh University servers through DDMS.
- 6) Customization of DDMS for easy retrieval through searchable PDF/A documents, uploading of new document to the repository after proper authorization, editing or linking new document with already scanned document in the repository of DDMS., audit trail with time stamping for each user, facility for automatic incremental backup with disaster recovery, integration with existing DU network etc.
- 7) The item/document once scanned should have facility for appending additional new documents to it and both of these documents (old & new) should be visible to the user during



search. DDMS software should have versioning capability inbuilt in the software.

8) Security audit and test check of DDMS system.

9) After completing of the work, the bidder will hand over the system in running condition with requisite hardware and software. **The bidder will withdraw other equipments like scanners, printers which were used by them while digitizing the documents only after completion of the project and with written permission from the authority.**

**SECTION IV**  
**(FORMS AND SCHEDULES)**

**FORM –A**  
(To be submitted with Technical Bid)

**FINANCIAL PARAMETER**

TURNOVER FROM SCANNING AND DDMS IMPLEMENTATION

Sl. No	Financial Year	Total Turnover (Rs)	Turnover from Scanning and DDMS (Rs) **
1	2019-2020		
2	2020-2021		
3	2021-2022		

**\*\*Certificate from CA must be attached**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Company:** \_\_\_\_\_

(Signature of the authorized signatory with stamp)

**FORM –B**

(To be submitted with Technical Bid)

**EXECUTION AND SUPPORT PROFILE**

MANPOWER DETAILS RESPONSIBLE FOR SUPERVISING AND WORKING ON THE DIGITIZATION PROJECT

Sl. No	Name and Designation	Qualification and Specialization	Experience in years

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Company:** \_\_\_\_\_

(Signature of the authorized signatory with stamp)

**FORM –C**

(To be submitted with Technical Bid)

**EQUIPMENTS PROFILE**

DETAILS OF SCANNERS AVAILABLE

Sl. No	Make and Model	Configuration and Special Features	Quantity

**\*Real photographs of the scanners must be attached**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Company:** \_\_\_\_\_

(Signature of the authorized signatory with stamp)

**FORM - D**

**WORK EXPERIENCE CERTIFICATE FOR NUMBER OF DOCUMENTS HANDLED**  
**(Support with Documents Pertaining to Work Orders)**

(To be submitted on company's letter head with Technical Bid)

<b>SL. No.</b>	<b>Order Number and date</b>	<b>Order Placed by (full contact address of such agencies)</b>	<b>No. and Type of Documents handled.</b>	<b>Date of completion of delivery</b>	<b>Remarks</b>

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Company:** \_\_\_\_\_

(Signature of the authorized signatory with stamp)

**SCHEDULE -I**

**PRICE SCHEDULE FORMAT FOR ARTICLES TO BE SUPPLIED AND ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT AFTER WARRANTY PERIOD**

(To be uploaded in BOQ online)

Sr. No.	Item Description (including Scope of Scanning & Digitization work)	Type of pages	Quantity	Basic Rate in Figure to be entered by the bidder, rate per page for <u>Sr. No. 1 &amp; amount for Sr.No 2 &amp; 3</u> Rs.	Total Amount Quoted (in Rs.)	Total Amount (In Words)
1	Digitization of documents including Metadata creation of each documents as per DU requirement and uploading the records in DDMS. Complete Scanned Solution as per technical requirements of tender document.	<b>Greater than A3 size,</b>	30,000(approx)			INR _____ only
		<b>A3 size</b>	20,000(approx)			
		<b>Smaller than A3 size</b>	50,000 (approx)			
2	Installation of Digital Document Management System with all required Software and mirroring of the servers(as per technical specification)		01			
3	AMC for DDMS		01			
<b>Grand Total = 1+2+3</b>						

## SCHEDULE-II

(Fill in the fact sheets carefully and should be signed by authorized signatory)

### **COMPLIANCE REPORT OF ELIGIBILITY**

<b>Sr. No</b>	<b>Eligibility Claim</b>	<b>Comply? Yes/No</b>	<b>Page No.</b>	<b>Remarks</b>
1.	The Bidder should be a company registered under Indian Companies Act 1956 or a Partnership firm (The copy of Registration Certificate issued by Registrar of Firms/ Certificate of Incorporation issued by Registrar of companies must be attached.)			
2.	The Bidder should have minimum 5 years of experience in scanning/digitization of documents in Higher Education Institutes or Reputed Govt Office/ Court/ Organizations. (Copy of work orders along with the Work Completion Certificate signed by a competent authority clearly stating the volume of scanning work completed.)			
3.	The Bidder should have minimum 5(five) years of experience in scanning/digitization of documents in Higher Education Institutes or Reputed Govt Office/ Court/ Organizations. (Copy of work orders along with the Work Completion Certificate signed by a competent authority clearly stating the volume of scanning work completed.)			
4.	The bidder should have completed at least one scanning project with DDMS implementation on Digitization of minimum <b>1,00,000 pages of Tabulation Sheets/Official Documents</b> in a public university /institute /board /council /Govt. Office Documentary evidence in support of this duly certified by Authorized Signatory is required to be attached. Work orders and completion certificates of projects must be enclosed and fill in <b>Form-D</b> .			
5.	Audited Statement of accounts and CA certificate showing annual turnover of minimum Rs. <b>1,00,00,000/- (Rupees One Crore only) from scanning &amp; DDMS services</b> during last three years for each year <i>i.e.</i> 2019-20, 2020-21, 2021-22 and fill information in <b>Form -A</b> .			
6.	Bidder must have experience in developing / customizing and implementing Digital Document Management System (DDMS). Work orders/completion certificates related to this must be submitted.			

7.	The bidder should give an undertaking in the form of notarised affidavit of Rs. 50/- that it has not been black listed by any Government/Autonomous/PSU type organizations, etc.			
8.	Detailed profile of the Company/ Firm of the bidder with Memorandum of Association (MoA).			
9.	Bidder should be ISO 9001:2015, and ISO 27001:2013 certified.(copy of same should be attached)			
10.	The bidding company must be a single company and no consortium shall be allowed (Copy of registration be attached).			
11.	Income Tax Returns of past 3 years of the bidder from 2019-20, 2020-21, 2021-22.			
12.	The Bidders must have a valid PAN, & GST No. (Copy of same should be attached).			
13.	Proof of Paying Tender Cost and EMD must be submitted (If seeking exemption relevant govt. certificates must be submitted)			

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Company:** \_\_\_\_\_

(Signature of the authorized signatory with stamp)



**SCHEDULE-III**  
**Technical Bid**

**DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS, SCOPE OF SCANNING AND DIGITIZATION WORK CONTAINED IN THE TENDER DOCUMENT**

(To be submitted on company's letter head, signed by authorized signatory as Technical Bid)

To

**The Registrar,  
Dibrugarh University,  
Dibrugarh-786004.**

Sir,

I have carefully gone through the Terms & Conditions, Scope of Scanning and Digitization work contained in the Tender Document (No. ) regarding Digitization of Official Documents and implementation of Customized Digital Document Management System(DDMS) at Dibrugarh University. I declare that all the provisions of this Tender Document are acceptable to my Company and we have sufficient number of equipments and skilled manpower to carry out the work. I further certify that I am an authorized signatory of my company, therefore, competent to make this declaration

Yours truly

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_

(Signature of the authorized signatory with stamp and date)

**ANNEXURE-I**  
**SPECIFICATION OF THE SERVERS**

Dibrugarh University will purchase and provide two numbers of servers of following configuration with network infrastructure. The bidder shall have to take the responsibility of providing and installing the Operating System, DDMS, Security Software, SSL Certificate and any other relevant software and configuring the servers for mirroring.

Processor	2 x Intel Xeon Silver 4309Y 8Cores 2.80 GHz Base Frequency 12 MB Cache
Memory	32GB ( 2X 16 GB) DDR4 3200 MHz
Storage	2 x 960GB SSD Read Intensive 6Gbps
	5 x 16TB Hard Drive
RAID	RAID 5
Network	2 x 1Gig Ethernet Port + 2 x 10GbE SFP+ Port