

**IMPLEMENTATION OF A DOCUMENT MANAGEMENT
SYSTEM, DIGITISATION AND ARCHIVAL OF RECORDS
OF THE UNIVERSITY OF KERALA**

REQUEST FOR PROPOSALS



THIRUVANANTHAPURAM

DECEMBER 2011

A. TENDER NOTICE

Tender No. ADBII/3/837/11

Date: 17-12-2011

Sealed competitive bids are invited from reputed IT Companies / Organizations for the implementation of a document management system, digitization and archival of the records of the University of Kerala.

1. **Name of Work:** Implementation of a document management system, digitisation and archival of records of the University of Kerala.
2. **Cost of Tender form:** ₹ 28,125/- (₹ Twenty Eight thousand one hundred and twenty five only)
3. **Earnest money deposit:** ₹ 6,00,000/- (₹ Six lakhs only)
4. **Date of publication of RFP document:** 20.12.2011
5. **Last date and time for submission of bids:** 18.01.2012, 5 P.M.
6. **Last date and time for submission of mandatory disclosure Information by bidders:** 11.01.2012, 5 P.M
7. **Date & time of opening of the technical bids:** 19.01.2012, 11 AM
8. **Date & time of opening of financial bids.** Will be intimated to the technically qualified bidders

REGISTRAR
University of Kerala
Palayam, Thiruvananthapuram – 34
Phone: 0471 2305631

B. NATURE AND SCOPE OF WORK

University of Kerala wishes to digitize and archive the large pool of documents that it has accrued over the past 75 years of its existence. These documents are of various forms, content and nature, and include, but are not limited to the following types:

- Book type registers
- Examination rolls
- Tabulation sheets
- A4 sized and foolscap office file documents
- Documents typed in manifold paper using typewriters, cyclostyles
- Handwritten documents
- Miscellaneous documents

The digitization needs to take into consideration facts such as the following, but not limited to:

- Brittle nature of the historic documents
- Non-standard size of the pages
- Documents that are faded and wrinkled
- Discontinuous documents
- Documents that are double sided

The documents are to be digitized, archived using a document management system, preferably open source software, with flexible retrieval option.

C. INSTRUCTIONS TO BIDDERS

1. The tenderers are required to quote their lowest rates separately for (i) digitisation and (ii) implementation of document management system.
2. The rates so quoted should be all inclusive. The available space, electricity and furniture will be provided by the University of Kerala.

3. The Rates offered should be valid for not less than one year.
4. The tender form is available at www.keralauniversity.ac.in. Cost of the tender form is ₹ 28,125/- (₹ Twenty eight thousand one hundred and twenty five only) and can be remitted along with the tender application. The amount is to be remitted by DD in favour of the Finance Officer, University of Kerala, Thiruvananthapuram payable at State Bank of Travancore, Thiruvananthapuram or by way of Chelan remitted to cash counter, University of Kerala. Cheques will not be accepted.
5. Each tender should be accompanied with a Bank Draft for ₹ 6,00,000/- (₹ Six lakhs only) as Earnest Money Deposit, drawn in favour of the Finance Officer, University of Kerala, Thiruvananthapuram payable at State Bank of Travancore, Thiruvananthapuram or Chelan remitted to cash counter, University of Kerala. Cheques will not be accepted. This deposit will be refunded to the unsuccessful tenderers on their written request, without interest, on finalization of award of contract.
6. All bidders are required to submit mandatory disclosure information which shall be published online.
7. Bidder shall be free to inspect document samples at the University office as prior appointment.

D. TERMS AND CONDITIONS

D.1 General Conditions of Contract

1. The tenders should be addressed to the Registrar, University of Kerala, Thiruvananthapuram - 34 in a sealed cover with the tender number and name of the bidder duly superscribed on the cover.
2. The tenders should be submitted in the format prescribed in the RFP, along with the cost of tender form and EMD in the form of Demand Drafts payable at SBT, Thiruvananthapuram or Chelan remitted to cash counter, University of Kerala.
3. Intending tenderers should send their tenders so as to reach the Registrar, University of Kerala on the specified due date and time. No tender received after the specified date and time will be accepted on any account. The rates will be considered firm for acceptance for one year.

4. The tenders will be opened on the appointed day and time in the office of the Registrar, University of Kerala, in the presence of such of those tenderers or their nominees who may be present at that time.
5. If any tenderer withdraws from his tender before the expiry of the period fixed for keeping the rates firm for acceptance, the Earnest Money Deposited by the tenderer will be forfeited by the University.
6. The final acceptance of the tenders rests entirely with the University who do not bind themselves to accept the lowest or any tender.
7. Communication of acceptance of the tender normally constitutes a concluded contract. The contractor shall have to pay all stamp duty, lawyer's charges and other expenses, incidental to the execution of the agreement. Failure to execute the agreement within the period specified will entail the forfeiture of EMD.
8. The successful tenderer shall, while signing the agreement furnish a security deposit in the form of bank guarantee for 10 percent of the total contract value, and covering the entire contract period.
9. No representation for enhancement of rates once accepted will be considered.
10. Any attempt on the part of the tenderer or their agents to influence the University in their favour, by personal canvassing with the officers concerned, will disqualify the tenderers.
11. Final payments will be made only on production by tenderers, the tax clearance certificates.
12. The quoted value is for the correct, complete and timely supply of the service.
13. The quoted value is inclusive of all taxes and duties at the existing rates, and will be firm for the entire contract period. The quoted value is also inclusive of all other charges like freight, transportation, insurance etc.
14. Over-writing/over-typing or erasing of figures is not allowed and shall render the tender invalid.
15. The work may be awarded to one or more tenderer(s) or to different tenderes in different phases as the case may be at the discretion of the University of Kerala.
16. A Memorandum of Understanding (MOU) as per prescribed format shall be executed by the tenderer with the University of Kerala based on the terms & conditions in the

RFP. The University of Kerala in its discretion reserves the right to cancel the contract at any time without assigning any reason.

17. The University of Kerala will deal with the tenderer directly and no middlemen/agents/ etc. should be asked by the tenderers to represent their cause and they will not be entertained by the University.

D.2 Special Terms and Conditions

1. The bidder should have experience of digitizing in State/Central Universities or their Departments, Government Departments, Government Colleges, Government R&D Organizations, Government Libraries, Quasi- Government institutions etc.
2. The bidder should provide mandatory disclosure information for publication in University web site. This should include name and details of the company and details of experience claimed.
3. The tenderer will have to arrange its own staff for the digitisation work. The University would neither bear any expenses nor accept responsibility for the same. All such staff shall be required to undergo all security procedures as the University deems fit. Such staff shall ensure that they do not disturb the decorum of the university office and shall be bound by instructions of the University in this regard. The tenderer will ensure that the space provided to it by the University is not misused in any manner. The University of Kerala reserves the right to deny entry to any staff member of the tenderer, if so deemed appropriate by the University. No person engaged by the tenderer shall claim any right of employment - contractual or otherwise - with the University of Kerala. The University of Kerala will not be answerable for the terms and conditions of employment of the staff engaged by the tenderer. The tenderer shall be allowed to do the scanning/digitisation work on all working days. In case the tenderer wishes to carry on the job on holidays and during odd hours, necessary permission in writing is to be obtained by the tenderer from the University of Kerala. Space and electricity shall be delivered on mutually agreed schedules, any delay in providing this from the side of the University shall extend the delivery dates, but no damages shall be paid by the University to the agency in this regard,

4. The tenderer should have its own sufficient computers, scanners, other equipments/parts, sufficient infrastructure and qualified professionals. The successful tenderer shall make arrangements for daily check up of the Scanners at their own cost and shall keep all the scanners in perfect working condition at all times, so as to ensure smooth running of work. In case of failure of any scanner, the tenderer shall have to make alternate arrangement immediately so that the work does not suffer.
5. The hardware is to be installed by the tenderer. Once it is installed, the tenderer will not be permitted to take the same outside, without express permission from the University of Kerala.
6. The Scanning/ digitizing of documents shall not be discontinued due to whatsoever reason, without the prior order of the University of Kerala. Continuance of the contract shall be subject to satisfactory performance of the tenderer and it may be cancelled at any time without assigning any reason for the same. Prior notice and hearing shall be held at the discretion of the University if it deems fit. The decision of the Implementation Committee, University of Kerala, in this regard shall be final and binding.
7. The University of Kerala will provide the documents to the authorised representative of the tenderer, supervising the scanning/digitising work, on day to day basis under proper receipt and it will be the responsibility of the tenderer to accomplish the task of scanning/digitisation after following all the processes. It will be the responsibility of the tenderer to return the documents to University of Kerala staff under acknowledgment in the same shape and condition in which it was taken. The tenderer shall not be allowed to take away any document from the premises of the University either as hard copy or soft copy. The tenderer shall ensure that the documents handed over to them are kept in proper condition and no document is soiled / lost / misplaced / damaged. Old records should be handled with great care and if any damage take place the bidder will be held responsible for it and loss/damage if any sustained by University of Kerala will be realised from the payment due to the bidder. At the end of every month the tenderer will hand over the complete Scanned/digitised data to the University of Kerala -one copy on computer system and two copies on DVD.

8. Time is the essence of the contract and the tenderer shall adhere to the time schedule and deadline as prescribed by the University of Kerala for execution of the work. The maximum time for completion of the entire project shall be one year from the date of award of the work.
9. The data is to be stored by way of images in Portable Document Format with adequate resolutions to ensure the readability and ease in retrieval. The images so stored in the database should be properly indexed as per the requirements of University of Kerala. The metadata search parameters will be finally decided by the University of Kerala in consultation with the tenderer(s).
10. If it is found at any time that the scanning/digitising, indexing, storing and retrieval has not been done in accordance with the agreed terms and conditions, the implementation committee, University of Kerala shall be entitled to withhold further payment of the Vendor and also to recover the payment already made.
11. Progress of work will be monitored and evaluated by the Implementation Committee for Digitisation of the University of Kerala. The tenderers qualifying the eligibility criteria will be required to give a live demonstration of the process.
12. The University of Kerala will have copyright on the product, format, concept layout and design. No design, trademark, name of the tendered or any third parties shall be incorporated in any part of the software or its texts or graphical designs unless specifically approved by the University of Kerala. The University has exclusive rights to use the software and all related systems and documentation anywhere, in any manner. Any proprietary software component, if used, shall be intimated to the University in writing along with IPR implications thereof, failing which any liability arising out of such use shall be that of the tenderer. All direct and indirect IPR of the system should be transferred to the University of Kerala and the tenderer shall ensure that all its employees or any personnel they involve shall be associated with the work only after securing an agreement to the above effect, failing which any claim on IPR by any of them shall be the responsibility of the tenderer. The tenderer has to develop and supply two copies each of the software products along with the source code. The tenderer has to develop/improve/customize the software specifically to the needs of the University of Kerala to ensure the successful implementation of the project

13. The University has already conducted a pilot digitization work in which 75000 documents of A1 size have been archived into PDF/A format. The new work shall be such that these documents shall also be seamlessly integrated into the new archive.
14. On the completion of the work, the tenderer shall hand over the document management system along with the archival database and all associated documents and information for its successful operation and maintenance to the Technical committee of the University, which shall then become the property of University of Kerala for all intents and purposes.
15. The staff of the University of Kerala will do random checking of the work being done by the tenderer and in the event of the tenderer not executing or completing the minimum agreed volume of work, the University may impose a penalty @1 rupee per unfinished page in addition to the recovery of other losses and damages that it may suffer, besides terminating the contract and getting the work executed at the cost and responsibility of the tenderer.
16. In the event of termination of Contract, University of Kerala 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 tenderer shall thereupon forthwith remove all its equipments and material and hand over all the records, which are in its possession. The tenderer shall also leave the digitized data, which will be the property of the University of Kerala.
17. The tenderer after successfully storing the data on its own computer shall transfer the same on the computer to be provided by the University of Kerala along with the documentation, technical and user manual. However, the Tenderer shall be fully responsible for the proper archiving, storing and retrieval of the Scanned/ digitized data for a minimum period of one year after completion of work. Tenderer shall suggest the configuration and the number of computers and other hardware for archival and retrieval of digitized data, including back up.
18. User and Administrator level training to a minimum of 100 University employees shall be provided by the bidder. The University will provide only necessary space for the training.

19. The whole archives should be backed up in DVD. The project is to be completed and the searchable Digital Archive is to be handed over to the University within the agreed date. One set of DVD back up is also to be handed over to the University.
20. A search requirement document shall be proposed by the solution provider and approved by the University and the final solution shall realise such search (for mark sheets/rolls/registers, there shall be range of register numbers and exam details, and for University orders shall be any key word in this abstract of the University Order.

E. ELIGIBILITY CRITERIA

1. Bidder should be a company registered in India under the Company Act or should be Public sector organisation. Furnish certificate of registration.
2. Bidder should have an ISO 9001 certification, except for Public sector organisation. Copy of the ISO certificate should be furnished.
3. Annual turnover of the bidder should be minimum ₹ 20 crores (for public sector organisations the limit shall be ₹ 6 crores), during 2008 - 09, 2009 - 10 and 2010 - 11. Furnish copies of the audited financial statements.
4. Net worth of the bidder in any one of the last 3 financial years should be positive. Furnish audited Profit and Loss account / Audited Financial statements.
5. The bidder should have done similar work (not less than 1 lakh pages or documents) such as State/Central Universities or their Departments, Government Departments, Government Colleges, Government R&D Organizations, Government Libraries, Quasi-Government institutions etc. Bidder should submit self-declaration along with appreciation letters.
6. The bidder should guarantee support of the software system for the next 7 years. Furnish an undertaking.
7. The Bidder should not be blacklisted by any Government / Government agency / Banks/ Financial Institutions in India during the last 5 years. Self-declaration to that effect should be submitted along with the technical bid.

F. TECHNICAL REQUIREMENTS

1. Preparation, scanning, post processing and conversion to PDF/A format of records of the University of Kerala, of various types.
2. Key-word tagging of (PDF tags XML metadata / any other standard method) of each document to enable coarse search (maximum size of key words for tagging shall be 100 characters / document), done manually as per scheme proposed by the solution provider and approved by the university. Other Meta data such as type of document, etc. as specified by the University should also be embedded in the digitized document using popular Meta data standards.
3. A document management system to manage the PDF/A documents, which can be used to search and retrieve documents based on English / Manglish (Malayalam words scripted by English letters) keyword in the tags, with provision for convenient viewing and printing of selected document / ranges of documents.
4. Deploy document security including 128- bit encryption and support for digital signature to ensure and access control features to keep present unauthorized access for modification copying and printing. PDF/A files should be equipped with load files parameters at the time of scanning for input into a document information dictionary. The provisions relating to secure digital signature and admissibility electronic evidence under law as set out in section 65B of IT Act 2000 should be ensured on each and every PDF/A file, at the time of conversion.
5. The system should be capable of integrating with other applications for the purpose of taking documents in standard/popular formats and converting to PDF/A for archival.
6. The system should be capable of digitally signing the PDF/A documents.
7. The PDF/A documents shall be stored in a database. Not as independent files accessible through the file system.
8. Sorting, indexing and searching facility should be provided for the Meta data attached to the digital document.
9. User interfaces should be 100% web browser-based and shall be supported by all popular web browsers.

10. The system shall preferably use only standard free and open source mature software components for the document management system with unlimited license for unlimited period.
11. The bidder should be capable of digitizing upto 30 lakhs documents in one year.
12. Process to ensure that the authenticity of the original is validated and certified by University staff at the time of capture.
13. The bidder shall implement workflows related to scanning, editing, signing, approval etc.

G. TECHNICAL BID

1. Sets of Technical bids prepared in an eco-friendly manner (avoid plastic cover sheets and spiral binding) should be submitted in a sealed cover, for the purpose of technical evaluation by the technical committee. The cover sheet of the document shall state "PROPOSAL FOR IMPLEMENTION OF A DOCUMENT MANAGEMENT SYSTEM, DIGITIZATION AND ARCHIVAL OF RECORDS OF THE UNIVERSITY OF KERALA" submitted by <name of bidder firm>.
2. It shall be a brief report having the following sections:
 - (a) Content Page
 - (b) 1-page executive summary
 - (c) Overview of the agency or company - maximum 1 page
 - (d) Summary for meeting eligibility criteria - max 1 page (proof to be appended)
 - (d) Overview of the human, technical and other resources of the bidder in the field of digitization and related activities (Client list and documentary evidence may be attached as appendix) Maximum 2 pages.
3. (c) Proposed solution for the present project along with a SWOT analysis (strength, weaknesses, threats and opportunities) - maximum 6 pages: This should be in such a way that the technical committee will be enabled to take a decision on the bidders competence according technical requirement and terms and conditions, specifically stating the approaches to Definition of image capturing, approaches to colour reproduction, specification of the scanner / device and security.

(d) Proposed time schedule - 1 page

(e) Compliance statements for ELIGIBILITY CRITERIA and TECHNICAL REQUIREMENTS.

i. ELIGIBILITY CRITERIA

Sl. No	Criteria	Whether complied (Y/N)	Supporting documents enclosed	Remarks
1.				
2.				
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7.				

ii. TECHNICAL REQUIREMENTS

Sl. No	Criteria	Whether complied (Y/N)	Supporting documents enclosed	Remarks
1.				
2.				
.				
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13.				

(f) Any other details - maximum 2 pages

(g) Appendices: Certified true copies of (i) Certificate for Date of Incorporation/ Registration, (ii) Commencement of Business (iii) documentary evidence for prior experience (iv) Tender fee (iv) EMD agreement (v) Signed copy of the RFP (iv) any other material referred to in the proposal.

H. FINANCIAL BID

Part - A

Cost of conducting system study, designing, developing and implementing a PDF/A document management system as per technical requirements and terms and conditions in the RFP document, including all taxes.	Rate in Rupees

Part - B

Rate / document for preparation, scanning, meta data creation and integrating the document to Document Management System			
Size of document	Minimum Qty	Maximum Qty	Rate / Document
A0 ($\pm 10\%$)	0.5 lakh	1 lakh	
A1 ($\pm 10\%$)	15 lakhs	30 lakhs	
A2 ($\pm 10\%$)	5 lakhs	10 lakhs	
A3 ($\pm 10\%$)	5 lakhs	10 lakhs	
A4 ($\pm 10\%$)	5 lakhs	10 lakhs	

Note: No other conditions or statements should be included in the financial bid. The above table should be used in a single page of bidder's letter head and signed by authorized signatory. Lowest tender is calculated by adding part A and Part B, the latter being calculated as total cost for the maximum quantity of documents as per quoted rates.

I. EVALUATION OF BIDS

The technical competency of bidders shall be evaluated by an expert committee which shall have the following terms of reference.

- To decide on the eligibility of the bidder.
- To decide on admitting the experience in prior projects.
- To decide on the technical competence of the bidder in implementing and/or managing the project.
- To decide based on presentation and demonstration done by the bidder whether they are capable of providing feasible solution that meets the user requirements.