

**Notice Inviting Expression of Interest (Eoi)
for
Digitization of Records / Documents
and
Digital Storage Thereof**



BY

HLL Infra Tech Services Limited

**A fully owned subsidiary of
HLL Lifecare Limited**

(A GOVERNMENT OF INDIA ENTERPRISE)

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NOTICE INVITING EXPRESSION OF INTEREST (EOI)

for

Digitization of records / documents and Digital storage thereof

EOI No: PCD/ DIZI/ 2015-16

Date 06/10/2015

HITES invites Expression of Interest (EOI) from well-established vendors registered as company under Indian Companies Act, 1956 having relevant experience, Provident Fund Registration certificate, Service Tax Registration Certificate, and valid Income Tax PAN for providing services for HITES, Noida

“Document Management Services by way of Digitization of records / documents and digital storage thereof”

This EOI is being invited to short list eligible vendors for carrying out the above mentioned digitization project in HITES. The vendors should possess the required infrastructure, methodology & technology, personnel with relevant qualifications and experience to provide services for execution of the above mentioned “Digitization Project in HITES”.

Contract shall be awarded through Two Part Bidding Process from among the vendors shortlisted on the basis of the EOI Parameters.

The response to this EOI is to be submitted in **Original**

EOI must be delivered duly completed, in a written form, at the following address in sealed covers superscribed with “**Expression of Interest for Digitization Project in HITES**” latest by 1700 hours on **28th October’2015**.

Only the shortlisted vendors based on the criteria listed in this EOI shall be informed by HITES for purchase of Request for Proposal (RFP) and submission of detailed Technical Proposal and Commercial Proposal (separately) for undertaking the Digitization Project in HITES

Interested vendors are requested to submit their EOI in the prescribed format along with all supporting documents/ credentials.

The EOI containing project requirement, selection criteria, application form, etc. may be downloaded from our website “<http://www.lifecarehll.com>”.

Closing Date & Time for Submission of EOI: up to 1700 hours on **28-October-2015 at the address given below:**

**CEO (HITES)
HLL INFRA TECH SERVICES LIMITED
B-14A, Sec-62, NOIDA-201307
Uttar Pradesh
India**

EXPRESSION OF INTEREST
for
“Document Management Services by way of Digitization of records / documents
and Digital storage thereof”

1. Introduction

a. Objective of the project:

As an e-governance initiative, HITES intends to take up a project comprising of Digitization of records & documents at its various departments at Noida Office.. The scope of work has broadly been defined subsequently in this document.

The Vendor would be required to provide End to End Document Management Solutions (DMS) and services in digital domain including scanning, indexing, metadata entry and digital storage facility at its site. The Vendor should be having its own data centre to facilitate digital storage and quick retrieval of digitized records / documents.

Note: The terms bidder/ agency / party/vendor/contractor / applicant (Singular/ Plural) are used interchangeably hereto.

b. Disclaimer

All information contained in this Expression of Interest (EOI) subsequently provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

Each bidder/contractor should conduct its own investigation and analysis & should check the accuracy, reliability and completeness of the information in this Expression of Interest. Applicants should make their own independent investigation in relation to any additional information that may be required.

2. Scope of Work:

The broad Scope of Work (SoW) would be as follows: (however, HITES reserves its right to modify SoW including any reduction or enhancement in **the RFP to** enable final selection of vendor for the project:

a. Digitization of Record & Documents:

The Vendor will have to provide manpower and infrastructure on site (HO -Noida to take up the digitization work which, inter alia, would involve following activities:

- i) De-stapling and stapling of documents /records etc prior to starting the scanning of documents.
- ii) To do paging of each file before start of scanning. It shall be treated as a part of scanning work.
- iii) To unbind, before scanning and later bind the documents for placing them properly in the files or in the storage.

- iv) Scan the documents in minimum resolution of 300 dpi and upload the same to the vendor database and/or HITES's data base.
- v) To save scanned files in PDF and / or any other format as required under the Document Management System (DMS).
- vi) The scanning activity would need to follow the sequence in which documents are handed over to the assigned vendor by respective offices.

Vendor would be required to ensure carrying out the scanning work in a due diligent and careful manner as the records are of high security nature, to be preserved and handled carefully, for a long time.

In order to complete the digitization work in a time bound manner, the vendor would deploy sufficient manpower and scanning and related equipments to scan & index minimum 5000 documents/pages per day at site.

As part of digitization process, the vendor will be required to ensure following.

- i) Contents of the digitized documents should be an exact replica of the original documents handed over by the offices.
- ii) Documents handed over by the offices for digitization are not removed from the premises allocated to the vendor by any means without prior permission.
- iii) Under no circumstances should the vendor change, mutilate, destroy or replace the documents handed over to it by offices.
- iv) The confidentiality of data must strictly be maintained, in all circumstances.

The tentative estimation of the volume of documents based is as follows:

Sr.No	Location	Approximate Total Number of current Records/ documents for digitization	Approx. Number of recurring Records/ Documents for Digitization per annum
1.	Noida HO	50,00,000	5,00,000

The above estimation is an approximate assessment and the actual requirement may vary. The payment will be made on the basis of actual digitization work carried out by the vendor .

a) Indexing/ Metadata Entry

In order to facilitate e-cataloguing, the vendor should make indexing and Meta data entry in Document Management System or as decided by HITES.

- The vendor needs to ensure that all scanned documents are indexed with given parameters.
- Indexing would be critical for the success of the project in terms of identification and categorization of the scanned data to enable logical storage and quick retrieval of the same.

b) The Meta data entry would be finalized in consultation with the agency before commencement of the exercise. The Meta data will signify the nature of documents with proper tags for easy retrieval at later stage.

c) *Optical Character Recognition & Intelligent Character Recognition (OCR/ICR)*

- These services should provide a wide range of techniques like making data entry faster with more accuracy and efficiency.
- It should be faster than even data entry done through keystroke and should provide a better alternative to keyboarding or manual data entry.
- OCR services should fetch faster results at a lower cost.
- By using ICR technology any handwritten text /image should be converted into word / text searchable PDF format or word document format with high accuracy.
- ICR software tools should be able to read information from a variety of documents.

d) *Quality Control*

The vendor would need to ensure that the quality of the scanned documents is enhanced to the optimum level. The scanning operator would need to follow a checklist comprising the following:

- Clarity of scanned documents alongwith automated & manual quality checks.
- Check for missing documents if any
- Skew correction to make the documents straight
- Remove black noises,blur ,brightness adjustment,color,temp &exposure from the text
- De-speckle (remove small dots between text)

e) *Digital Storage*

All necessary infrastructures should be provided by the vendor to host the scanned files containing digital documents that need to be managed. The said services should take care of the entire infrastructure pertaining to the efficient management of all the documents. The Documents should be hosted at the vendor's servers or as decided by HITES.

The Vendor's Data centre should have following features for digital storage:-

- The state of art Data Centre should be ISO 27001 Certified.
- Uninterrupted Power Supply (UPS) installed with backup generator.
- Fire control equipment with Automated Triggering functions.
- 24 hour security and monitoring facilities.
- Air conditioning to maintain optimum operational environment.
- The Data Centre should be equipped with requisite Hardware /Server, Software, Routers, Switches etc. making it a robust internal Network

f) Logistics facility

Document Management Solution to support HITES right from the initial stage till the end, from smooth co-ordination with HITES for:-

- Hosting Facility , Scanning , Data Entry , Tagging , Indexing, Uploading

All under one roof, to ensure security & confidentiality with SSL encryption and role based access to view,extract & prevent unauthorised access.

- g) **Template Mapping:-**Software having upscaling facilities for recognizing various templates used in crafting specific documents and classifies same template together.

3. Minimum Eligibility Criteria for Short listing:

The bidders must meet the following qualification criteria:

a. Technical:

- i) The bidder must have inline experience in executing end to end Document Management Services by way of Digitization of records / documents along with digital storage successfully for minimum last 03 (three) financial years.
- ii) The bidder must have completed minimum two Document Management Projects with project size not less than Rs.30 lakh involving digitization of documents / records.
- iii) The bidder must have its own data center with valid ISO 27001 certification.
- iv) The bidder must have its own disaster recovery site in different location/ city other than main data centre.
- v) The bidder must have its own business continuity policy / plan in place.
- vi) The bidder must have its own/licensed work flow solution software package to enable digital storage and access of documents by various HITES users through internet / HITES intranet.
- vii) The bidder should not have been black listed by any organization / institution.

b. Financial:

- i) The bidder should be a well established vendor registered (existing for minimum of 3 years) as a company under Indian Companies Act, 1956 and have a valid Provident Fund Registration Certificate, Service Tax Registration Certificate and an Income Tax PAN
- ii) The bidder must have recoded minimum Rs.02 crore revenue income per financial year from digitization projects at least during 2 years out of last 03(three) financial years. (to be certified by practicing Chartered accountant)
- iii) The bidder must have registered net profit at least during 2 years out of last 3 financial years.

4. How to apply:

The bidder should submit application as per the prescribed format along with **Annexures** as listed below:

Sl. No.	Name of the format	Annexure No.
A	Application	1
B	Details of works and services of similar nature done by the applicant during the last three years	2
C	Details of Empanelment with other Institutions for Digitization	3
E	Details of Resources (Manpower, Tools and Plant) /Data Centre/ Infrastructure Facilities	4
F	Annual turnover statement	5

5. Criteria for Evaluation & Selection

- The bidders who meet the minimum eligibility criteria mentioned above would be invited to HITES, Noida to make a presentation on their organization, solution, infrastructure and capabilities in line with the “Scope of Work” enumerated above , along with details of personnel particularly the qualifications and experience of the team that will execute the Digitization Project. The vendors meeting minimum eligibility criteria as well as demonstrating infrastructure / capabilities matching HITES’s Scope of Work for the project would be shortlisted for further participation in tendering process.
- In case required, HITES may ask for clarifications / invite additional information from bidders.
- RFP (Request for Proposal) shall be invited comprising of technical and commercial bids, only from the short listed Bidders based on the criteria listed in this section of EOI. The technical bids received further from shortlisted vendors will be evaluated for technical shot listing. Commercial bids will be opened only for technically short listed vendors. HITES reserves its right to adopt techno-commercial evaluation in order to select the final vendor.

6. Right to amend document

HITES reserves right to modify the specifications, any time prior to the last date for submission. In order to provide prospective bidder reasonable time to respond to the modifications, HITES may, at its sole discretion, extend the last date for submission of bids.

7. Right to accept or reject bids

HITES reserves right to accept or reject any or all bids without incurring any liability or obligation. The decision of HITES in this regard will be final.

APPLICATION FORM

1.	Name and address of the Agency, including contact numbers	
	Registered Office address:	
	Corporate and administrative office address:	
	Phone nos. / Mobile Nos.:	
	Website	
	Email id	
2	Name & Designation of the concerned Official to whom all references shall be made.	
	Phone nos. / Mobile Nos.:	
	E-Mail ID:	
3	Total No. of Employees/Manpower Strength:	
4	Year of registration under Indian Companies Act, 1956 & Company Registration No with RoC	
5	Organization profile.	
6	Income Tax PAN No. (Enclose copy of PAN card and latest income tax return filed)	
7	Detailed description and value of work done in the past three years and works in hand (to be furnished in the Annexure-2-A & B)	YES / NO
8	Financial information (details to be furnished in Annexure-5)	
9	Whether the applicant was blacklisted by any client / agency	Yes / NO If Yes, please furnish details.
10	Attach a detailed proposed solution for managing end to end Document Management Solution, as per scope of work defined at Section 2	Yes / No

**Signature of the Bidder
Seal of the Bidder**

Annexure-2

**Name of the BIDDER:
DETAILS OF WORKS AND SERVICES OF SIMILAR NATURE DONE BY THE PARTY
DURING THE LAST THREE YEARS (which best illustrate Qualification):**

Sl. No.	Name / description of the work executed with address	Name and address of the client with contact numbers	Value of work executed in `	Period		Total Period (Year/Months)	Remarks
				From	To		

Note: Photocopy of Performance Certificate / Completion Certificate of Owner in Support of the work mentioned above is required to be enclosed.

Note: Separate sheets may be used wherever necessary.

**Signature of the Bidder
Seal of the Bidder**

Annexure- 3

Name of the BIDDER:

Details of Empanelment with other Institutions for Digitization

S. No.	Name and address of institution with contact No	Category / Type of work for which empanelled	Registered/ empanelled for value of work upto`	Date of empanelment and validity	Remarks

**Signature of the Bidder
Seal of the Bidder**

Note: Please enclose the copies of letter of empanelment of each organization.

Annexure-4

Name of the BIDDER:

Details of Resources (Manpower, Tools and Plant) / Data Centre/ Infrastructure Facilities

1	Details of Manpower to be deployed on this work	Available	To be arranged / employed
	(a) Manager / Engineer		
	(b) Supervisor		
	(c) skilled workers		
	(d) unskilled workers		
2	Details of Tools &, Plant.		
	(a)		
	(b)		
	(c)		
3	Details of Data Centre / infrastructure facilities available		
4	a	Details of work flow solution software package to enable digital storage	
	b	Whether the software solution is licensed or own developed. Kindly furnish details.	
5	Any other relevant information.		

Note: Names and short resume of their qualification & experience may also be given for key personnel in the prescribed format at **Annexure-5**.

Note: Separate sheet/ credentials may be used/ enclosed wherever necessary.

Signature of the Bidder
Seal of the Bidder

Name of the BIDDER:

ANNUAL TURNOVER STATEMENT

The bidder shall indicate herein his annual turnover during preceding 3 years based on the audited balance sheet / profit & loss account statement. During last three years)

S.No.	Financial Year	Annual Turnover (in ` lakh)	Profit / Loss (in ` lakh)	Net Worth (in ` lakh)	Quantum of revenue income from Digitization projects	Documents Enclosed as proof

Note:

- a) Please enclose copy of Profit & Loss account and Balance Sheet along with auditors report and director's report duly audited / certified by CA.
- b)
- c) Bidder shall work out Net worth on the following basis:

Net worth: Reserve + Capital – Accumulated loss.

Note: Separate sheet/ credentials may be used/ enclosed wherever necessary.

**Signature of the Bidder
Seal of the Bidder**