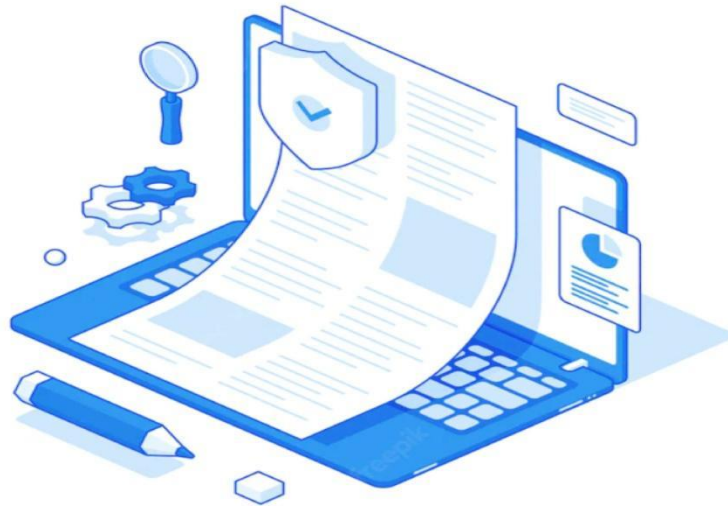




Info Tech Corporation of Goa Limited
(A Government of Goa Undertaking)
[An ISO 9001:2015 & ISO 27001:2013 Certified Company]
IT-HUB, 3rd Floor,
Altinho-Panaji, Goa -403001



TENDER DOCUMENT
FOR
“RATE CONTRACT
FOR VARIOUS ACTIVITIES IN DIGITIZATION OF
RECORDS FOR GOVERNMENT ORGANIZATIONS”

RFP NO: ITG-IT /SW/0939/DIGIT-ARCHIVAL/2022/2348

Date of Issue: 12/12/2022

Last Date of Submission of Bids: 10/01/2023



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DEFINITIONS & ACRONYMS

In this tender document and associated documentation, the following terms shall be interpreted as indicated below:

AMC	Annual Maintenance Contract
Bidder/Agency/ Tenderer/Agency	Person/Company who bids against this tender who will also be the single point of contact responsibility for execution of scope.
Contractor/Supplier	Successful Tenderer / Bidder to whom tender is awarded
Contract/ Empanelment	An undertaking signed by the Agency against the Tender
Client Organization	Government Department/ Corporation /Institute /Autonomous Body who is taking service form Bidder/agency for various activities of Digitization of records/ Objects (Artifacts / Monuments / any other Object)
DMS	Document Management System.
DOIT / DOIT	Department of Information Technology, Goa
EMD	Earnest Money Deposit
GOG	Government of Goa
GOI	Government of India
GSDC/SDC	(Goa) State Data Center
GBBN	Goa Broadband Network
GST	Goods and Services Tax
ITG	Info Tech Corporation of Goa Ltd., Goa
IT Infrastructure	All the IT related equipments which includes hardware, software's, networking, etc.
LAN	Local Area Network
Meity	Ministry of Electronics and Information Technology
NOC	Network Operation Center
OCR/ICR	Optical Character Recognition/Intelligent Character Recognition
PAN	Permanent Account Number
PDF-A	Portable Document Format Archievable
PBG	Performance Bank Guarantee
Purchaser	Info Tech Corporation of Goa Ltd, Goa
Bidder/Prime Bidder	Agency/Company part of the consortium (only one consortium partner is allowed) and severly responsible for executing the work as mentioned in the tender and acts
SLA	Service Level Agreement
UPS	Uninterrupted Power supply



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DISCLAIMER

This “Rate Contract for various activities in Digitization of records for Government Organizations” is issued by Info Tech Corporation of Goa Ltd. (ITG).

This tender is neither an agreement, nor an offer or invitation to perform work of any kind to any Party. The purpose of this tender is to provide interested parties with information to assist them in the preparation of their Bid.

Whilst the information in this tender has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither the ITG, nor any of its Officers or Employees accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this tender or on which this tender is based or with respect to any written or oral information made or to be made available to any of the Recipients or their Professional Advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the Party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this tender is selective and is subject to updating, expansion, revision and amendment at the sole discretion of the ITG. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Neither the ITG nor any of its officers, employees undertakes to provide any Party with access to any additional information or to update the information in this tender or to correct any inaccuracies therein which may become apparent. Each Party must conduct its own analysis of the information contained in this tender, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to the Project and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement relating to the Project.

This tender includes certain statements, estimates, projections, targets and forecasts with respect to the Project. Such statements, estimates, projections, targets and forecasts reflect various assumptions made by the Management, Officers and Employees of the ITG, which assumptions (and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this tender is, or shall be relied on as, a promise, representation or warranty.



CHAPTER 1 Project Background

INTRODUCTION:

INFO TECH CORPORATION OF GOA LTD (ITG), an ISO 9001:2015 & ISO 27001:2013 Certified Organization, has been set up by the Government of Goa to promote overall growth of the State's economy through the use of Information Technology. ITG under the administrative control of Department of Information Technology has been providing various IT services to Government Departments/ Institutions/ Organizations in the State of Goa to realize goals of the Digital India Mission by assisting them to setup and maintain the IT infrastructure.

Technological advancements in Information & Communication Technology are very rapid and continuous. In order to implement e-citizen services all the office records have to be in digital format. Government of Goa has made a commitment to adopting Information Technology tools to provide efficient and effective service to its citizens. In order to move forward in this effort it is necessary to revamp the method in which we process information. Analog information stored away in paper documents is difficult to access, and cannot be utilized for automatic decision making in computer systems. Further, in order to meet the increasing public demand of fast service delivery, the processing has to be fast and for processing to be fast, documents and information should be in electronic format.

Therefore Governments all over the world are in the process of making a transition from cupboards full of paper documents to computer servers providing electronic versions of the same. The digital documents are easily replicated, safe from disasters, faster to access, and can be made available across the State within a second. The ability to decentralize such tasks will allow citizens to avail services closer to their homes and simultaneously spread the load across all the Government Departments and affiliated entities. Digitization of our documents is the first step in enabling an e-Governance revolution in the state.

Today, hundreds of people throng to particular Government departments to get copies of documents that are only available at those departments. The time wasted by our citizens in waiting for a simple document directly impacts the productivity of the state, and also over-



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burdens certain critical departments. The ability to decentralize such tasks will allow citizens to avail services closer to their homes and simultaneously spread the load across all the government departments and affiliated entities. Digitization of our documents is the first step in enabling an e-Governance revolution in the state.

In order to cater the massive requirement of digitization related works, ITG had floated the tender for carrying out empanelment of reputed agencies/entrepreneurs for various activities of Digitization for Government Organizations in the State of Goa which is due for expiry of tenure of two years validity.

Digitization: Digitization of documents is a process by which a paper document is converted into a computer-readable digital image. The image is then subjected to a process called Optical Character Recognition (OCR), recently major advances have been achieved using Artificial Intelligence(AI) and Machine Learning(ML) to perform OCR to extract intelligent structured information from the documents and to convert document into a text file that can be searched again using AI/ML and processed using computers. There are two methods for converting an existing document into a digital copy. Either by entering data into software screens designed to generate digital document from a set of master data or through the process called Scanning. A combination of the two can also be employed if necessary. Different type of document will require different approach. This tender document is mainly for digitizing the documents from the point of view of archiving them.

Legal Considerations: As per the IT Act 2000 digital document images are considered equivalent to their physical counterparts, however an appropriate process needs to be followed to ensure the authenticity and integrity of the document images. Digital signing of the scanned images in combination with saving the signature in a time-stamped database record is an appropriate method of ensuring the authenticity of the document. The database in turn should have appropriate access control and be protected from tampering. Digital Images of documents are admissible in court as primary evidence in the absence of a physical document.

Records Management: Records are the complete and unchangeable evidence of what an organization does right from its business activities and transactions. They can be in the form of



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a paper, scanned image, electronic message or any other electronic form. The efficient and systematic control of records throughout their lifecycle is Records Management.

Records management is the task of ensuring that recorded information, both paper and electronic, is managed economically and efficiently. Records management controls the creation, maintenance, use, and disposal of records so that the right records are provided to the right person at the right time.

Thus upon understanding the importance of Digitization in Government Sector, ITG intend to provide solution to digitize with “Rate Contract for various activities in Digitization of records for Government Organizations” in following tier:-

- a. **Tier-I (Non-fragile Documents):** Documents termed to be scan which are in good/semi condition does not require pre-processing activities.



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CHAPTER 2 Tender Data Sheet

(Electronic mode only)

No.: ITG-IT /SW/0939/DIGIT-ARCHIVAL/2022/2348

Date: 12/12/2022

Bids are invited by Info Tech Corporation of Goa Ltd. (ITG) in two bids – Eligibility cum Technical bid and Commercial bid from well-established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure, manpower and proven track record in various activities in Digitization for various Government Departments/Corporations/Institutions /Autonomous Bodies in the State of Goa:

Sr No	Item	Particulars
1	Description of the work	Tender document for Rate Contract for various activities in Digitization of records for Government Organizations. - <u>Tier-I (Non-fragile Documents)</u>
2	Mode of Tendering	e-Tendering
3	E-Tendering Website	https://eprocure.goa.gov.in
4	Tender Document Fee (TDF)	Rs. 3,000/- Rupees Three Thousand only (Non-Refundable)
5	Tender Processing Fee (TPF)	Rs. 3,000/- Rupees Three Thousand only (Non-Refundable)
6	Earnest Money Deposit (EMD)	Rs. 1,00,000/- (Rupees One Lakh only) Those bidders who are registered with Udyog Aadhaar, MSME, NSIC or SSI are exempted from furnishing the EMD.
7	Validity for EMD/ Security Deposit	180 days from bid submission date
7	Mode of Payment towards Tender Document & Processing Fees and EMD	To be paid online through e-payment mode via NEFT/RTGS/NET-BANKING facility with pre-printed challans available on e-tendering website and directly credit the amount to ITG account as generated by challan and upload the scanned copy of NEFT/RTGS/ NET-BANKING challan along with the bid.
8	Date and Time for request of Tender Document	12/12/2022 to 09/01/2023 (upto 15.00 hrs)
9	Last Date & Time for submission Pre-bid Queries	19/12/2022 (upto 17.00 hrs)
10	Date and Time for Pre-bid Meeting	21/12/2022 (at 11.00 hrs)
11	Last Date and Time for reply to Pre-Bid clarifications	23/12/2022 (upto 23.59 hrs)



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12	Last Date and Time for Online submission of bids	10/01/2023 (upto 11.00 hrs)
13	Date and Time for opening / of Eligibility bids	11/01/2023 (at 11.30 hrs)
14	Date and Time for opening of commercial bids	Will be communicated later

Tenders not conforming to the requirements mentioned above and as laid down in the terms and conditions or not accompanied by EMD in the form prescribed at the time of opening of the eligibility cum technical bid are liable to be summarily rejected. The decision of The Managing Director, Info Tech Corporation of Goa Ltd, for purpose of Eligibility Qualification shall be final and binding to all the tenderers/bidders.

- a. The Bidder is expected to carefully examine the terms & conditions of the Tender. Failure to furnish all information required in the Tender or submission of a bid not substantially responsive to the Tender in every respect will be at the Bidder's risk and may result in the rejection of the bid.
- b. The Bidder shall use the electronic mode of tendering using the website <https://eprocure.goa.gov.in> to submit bids for the item given in the tender.
- c. Late submission of bids is not be permitted by the e-Tendering System.
- d. Last minute submission of bids should be avoided. As such, ITG will not be responsible for any failures in submission of bids on time.
- e. Incomplete or Conditional bids will be summarily rejected.
- f. Bidders should possess a valid Class III Digital Signature (Signing & Encryption) issued by a Licensed Certifying Authority for bidding through the e-Tender system.

For any of the assistance regarding participation in the e-Tender contact 7972871944/7972854213/7822039673 or email at: e-tender.goa@gov.in

For and on behalf of Info Tech
Corporation of Goa Ltd

Sd/-

Managing Director



CHAPTER 3 Invitation for Bids (IFB)

1. Info Tech Corporation of Goa Ltd (ITG) invites Eligibility cum Technical bid from well-established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure, manpower and proven track record in various activities in Digitization for various Government Departments/ Institutions/ Autonomous Bodies in the State of Goa. Bidders should submit the proposal on the <https://eprocure.goa.gov.in>.
2. Bidders should go through the website <https://eprocure.goa.gov.in> for understanding the e-Tendering process and to know the process for submitting the electronic bids at the website.
3. Bidders need to have a Class-III Category Digital Signature (Signing & Encryption) issued by a licensed Certifying Authority (CA) for e-Tendering Portal.
4. Complete bid document terms and conditions and tender form containing all the details have been published on the websites <https://www.infotech.goa.gov.in>, and <https://eprocure.goa.gov.in>. The bid documents can be downloaded from <https://eprocure.goa.gov.in> on payment of the required Tender Document Fee and Tender Processing Fee online.
5. The Bids can be submitted up to date and time given in NIT.
6. Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed format will be summarily rejected.
7. The Eligibility Bid cum Technical bid will be opened as per schedule in NIT and in the presence of bidder or any of its representatives. The bidders who qualify in the Eligibility cum Technical evaluation process shall only be considered for empanelment.
8. No contractual obligation whatsoever shall arise from the Tender Document / bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder.
9. Info Tech Corporation of Goa Ltd disclaims any factual/ or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bid-proposal.



CHAPTER 4 Eligibility Criteria & Mandatory Conditions

The bidder must fulfill the following eligibility conditions and must also submit documentary evidence in support of fulfilling these conditions while submitting the Technical cum Eligibility Bid. The scanned copy/copies of these documents should be uploaded on the e-Tendering website during submission of bids before its last date. Failure to comply with these requirements may result in the bid being rejected.

Note: Bidders should read these conditions carefully and comply strictly while sending/submitting their Bids.

ELIGIBILITY CRITERIA FOR BIDDER FOR THE PURPOSE OF QUOTING IN THIS TENDER:

Keeping in mind the local service setup and accessibility required extending support / maintenance services during execution period, it is considered essential that the bidder should have a strong local presence, specifically authorized for this Tender / project.

4.1: Eligibility Criteria Tier-I (Non-fragile Documents):

Sr. No	Clause	Documents required
1	<u>Legal Entity:</u> Bidder should be a registered firm/partnership firm / registered company under Company Registration Act of India from at least 5 years.	Valid documentary proof of: - Certificates of incorporation or - Articles & Memorandum of Association or - Registered Partnership deed or - Registered Limited Liability Partnership <i>(upload and save document as 'Document A')</i>
2	<u>Bidder Turnover:</u> Bidder must have an average annual financial turnover of at least Rs.100 Lakhs during the last 5 years from IT enabled Services i.e. Scanning and Digitization projects as on date of notice inviting tender	Valid documentary proof of: - Certificate from the Chartered Accountant clearly stating the turnover from IT enabled Services i.e. Scanning and Digitization projects. <i>(upload and save document as 'Document B')</i>
3	<u>Bidder Experience:</u> Bidder should have Experience of having successfully completed Digitization related projects in any Public Sector Undertaking/ State Government/ Government Organizations	Valid documentary proof of: - Work Orders / Agreements with successful Completion Certificate / UAT signed by a competent authority confirming year and Area of activity completed.



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	<p>during last 5 years from which applications are invited should be either of the following.</p> <p>a) One project of value of rupees 80 lakhs OR b) Two projects each of value of rupees 60 lakhs OR c) Three projects each of value of rupees 40 lakhs</p>	<p><i>(upload and save document as 'Document C')</i></p>
4	<p><u>Expert Team:</u> Bidder should have an expert team (resource strength with necessary experience) who has already worked on any one of the projects submitted by the bidder.</p>	<p>-Certificate by the client/ Self-Declaration signed by Director of the Firm <i>(upload and save document as 'Document D')</i></p>
5	<p><u>Ownership of Scanning Equipment:</u> Bidder shall own minimum</p> <p>a) ADF cum scanners of A4/A3 and Legal Size (02-05 nos. approx.). b) A0 Size scanners for scanning Maps (at least 01 nos.). c) A1 Size scanners for scanning Maps (at least 01 nos.).</p>	<p>Valid documentary proof of: -Tax paid invoices (GST/VAT as the case may be) in case the scanners were purchased in India -Customs Import papers and / or Bill of entry in case of the scanners were imported. <i>(upload and save document as 'Document E')</i></p>
6	<p><u>Statutory Registrations:</u> Bidder should have valid documentary proof of GST, PAN and Income Tax Return Registration</p>	<p>Valid documentary proof of: _Copy of PAN, GST registration Certificate and ITR. <i>(upload and save document as 'Document F')</i></p>
7	<p><u>Black listing/Termination and Criminal Proceeding/Non-Performance:</u> A self-certified letter by the authorized signatory of the Bidder that the bidder has not been blacklisted by any Central / State Government and should not be convicted of a criminal offense by any competent court of law or should not have any pending cases filed against any Client or the bidder should not be suspended/Terminated on account of nonperformance and/or defective/dissatisfactory performance of contract in similar work at the time of issue of tender document for last three years.</p>	<p>Valid documentary proof of: As per attached Annexure (Bidders Undertaking). <i>(upload and save document as 'Document G')</i></p>



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8	<p><u>Goa Office:</u> Bidder must have an office in Goa or should furnish an undertaking that the same would be established within two weeks of signing the contract.</p>	<p>Valid documentary proof of: Undertaking to be provided or Attach copy of any of following property documents: Tax bill / Electricity bill Telephone Bill <i>(upload and save document as 'Document H')</i></p>
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ITG



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CHAPTER 5 Technical Evaluation Criteria (CTC)

For qualifying technical bid, a bidder has to secure a minimum of 70 marks as detailed below.

5.1 Criteria for evaluation of Technical Bid for Tier-I (Non-fragile Documents):

A.	Requirement	Metrics	Max. Marks
1.	Average annual turnover from Digitalization activities /creation of interactive web portal/setting up of server related work during last 5 financial years.	<ul style="list-style-type: none"> ● ≥ 10 Lakh and ≤ 50 Lakh: 3 Marks ● >50 Lakh and ≤ 1 Crore: 4 Marks ● >1 crore: 5 Marks 	5
2.	The bidder should have Experience of having successfully completed Digitization works during last 5 years. The projects should be related to scanning and digitization work. (Note: hardware components or offline applications are not eligible).	<p>Bidder will be given following marks based on the project value executed by him:</p> <ul style="list-style-type: none"> ● ≥ 10 Lakh and ≤ 50 Lakh: 3 Marks ● >50 lakh and ≤ 1 crore: 6 Marks ● >1 crore: 10 Marks <p>The following documents are to be submitted for the same:</p> <p>For completed project: Work order and work completion certificate mentioning the details of work done under projects.</p> <p>For ongoing project: Work order and Phase wise Acceptance Certificate from the respective clients mentioning details of work done till such date.</p>	10
3.	Number of Projects: Prior experience of executing Scanning & Digitization projects, in India: Projects with Digitization and scanning of minimum 10 lakhs pages.	5 mark for every successfully completed project with digitization and scanning of at least 10 lakh pages (Max. 25 marks).	25
4.	Prior experience of executing Scanning & Digitization projects for any Government organization in India	≥ 10 Orders and ≤ 20 Orders = 5 Marks ≥ 20 Orders and ≤ 30 Orders =10 marks	15



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		> 30 Orders = 15 marks	
5.	Project Monitoring / DMS software / web Portal implemented in Govt. Projects (Work order / contract or acceptance certificate issued by client.)	>=1 and <=2 = 3 marks > 2 = 5 marks	5

Technical Presentation and Demonstration			
B.	Requirement	Metrics	Max. Marks
1.	Detailed understanding of the scope of project, approach & methodology, detailed project plan along with the timelines and resource deployment plan, understanding mitigation of risks.	The Bidder shall prepare a presentation and Proof of concept / Demonstration regarding the technical bid. The Evaluation Committee shall evaluate the presentation based on the following criteria: <ul style="list-style-type: none"> • Digitization Process Solution/Network Architecture • Project Management methodology • Integration Approach • Maintenance and Support Plan • Risk Management Plan • User Registration and Approval Module • Search and Retrieval Module for Regional and International Language. • QR Code / Bar code Generation from software for Files & Documents. 	40



CHAPTER 6 Bidding Process

Following specifies the procedures that would regulate the overall bidding process.

1. Selection of agency for rate contract is a two stage bidding process where in eligible bidders shall submit their Eligibility cum Technical bid and Commercial bid:

- a. Eligibility cum Technical bid will be evaluated for all the bidders.
- b. Commercial bids of only those bidders will be opened who are qualified in the Eligibility cum Technical bid.
- c. Only those bidders who are willing to match the lowest (L1) price will be listed on ITG's List of agency for rate contract for various activities of Digitization for Government Organizations.

2. Preparation of Bidding Document:

- a. The download of bidding document shall commence as specified in NIT and shall be stopped as specified in NIT. The complete bidding document is also placed on the websites as specified in the NIT. The prospective bidders are permitted to download the bid document from the e-Tendering portal but must pay the cost of tender/ bidding document and e-Tender processing fee while submitting the bids to ITG.

Bidders are advised to study all instructions, forms, terms, requirements and other information in the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

All the tenders are to be submitted in electronic mode only. The e-Tendering portal will not accept any tender submitted after the deadline for submission of Tenders prescribed by the Purchaser.

b. Earnest Money Deposit (EMD):

- i. Every bidder, participating in the bid must furnish the earnest money deposit as specified in the Notice Inviting Tender (NIT).
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.



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- iii. The EMD shall be submitted by the bidder who is applying for the tender. EMD in the name of any other firm/person other than the bidder who is applying for the tender shall not be accepted.
- iv. **Form of EMD:** Bidders shall submit, an Earnest Money Deposit (E.M.D.) of **Rs. 1,00,000/- (Rupees One Lakh only)** should be provided by the bidder. The EMD has to be paid online before the last date and time for online submission of bids as given in the NIT. EMD in any other form will not be accepted.
- v. **Refund of EMD:** The earnest money deposit of unsuccessful bidders shall be refunded soon after the final list of agencies has been prepared. The EMD of the successful bidders shall be returned only after a period of six months from the date of finalizing the final list of agencies.
- vi. **Forfeiture of EMD:** The EMD taken from the bidder shall be forfeited in the following cases:-
 - a. If the bidder withdraws or modifies his bid proposal after opening of bids or during the period of bid validity or its extended period, if any; or
 - b. In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to the InfoTech Corporation of Goa Ltd. (ITG), Goa.
 - c. During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - d. During the bid process, if any information found wrong / manipulated / hidden in the bid.
 - e. EMD submitted in a different name other than the bidder who is applying in the tender.

Tenders without valid E.M.D. at the time of opening of the technical bid will be rejected.



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3. Amendment of Bidding Document:

- a. At any time prior to the deadline for submission of the Bids, the tendering authority may amend the Bidding document by issuing Corrigendum/ Addendum.
- b. Any Corrigendum/ Addendum issued shall be a part of the Bidding document.
- c. To give prospective Bidders reasonable time in which to take a Corrigendum/ Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- d. Any change in date of submission and opening of bids would be communicated in appropriate manner including the websites mentioned in the NIT.

4. Submission and Opening of Bids:

- a. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. InfoTech Corporation of Ltd. will be in no case responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b. **Language of Bids:** The Bid prepared & submitted by the Bidder and all subsequent correspondence and documents related to the bid and as submitted by the bidder, shall be written only in English language. Also, any printed literature furnished by the Bidder written in other language (other than English/ Hindi) must be accompanied by an English/ Hindi translation in which case, for purposes of interpretation of the bid, the appropriate translation by the Purchaser shall govern.
- c. **Documents comprising the Bid:**
 - i. The bidder should ensure that all the required documents, as mentioned in the bidding document, are uploaded. Non submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the bid/ proposal submitted by the bidder.
 - ii. Wherever applicable, the bidding form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.



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iii. The contents of bid are listed below.

I. Eligibility cum Technical Bid:

a) The Eligibility Proposal should contain documents as listed in various Chapters & Annexure of this bid document.

b) Prices must not be indicated in the Eligibility cum Technical bid.

d. **Alternative Bids:** Alternative bids shall not be considered at all.

e. **Tenure of Rate Contract Tender & Commercials:** It has been noticed that, in the IT industry, the IT SERVICE charges keeps on changing from time to time. However, in order to keep the rates fixed for providing services to the Department/ Organization/ Institutions/ Corporations/ Autonomous Bodies and at the same time to give some breathing space to the agencies so as to give good services & support the following may be noted:

i. The selected agencies will be on ITG rate contract list, which shall be valid for a period of **three (03) years** from the date of finalizing / approval of list of agencies. On exceptional circumstances, ITG may request the Bidder to extend the bid validity on mutually agreed terms.

ii. The commercial quotes shall be valid for a period of **three (03) years** only from the date of opening of the technical bids as per NIT.

f. **Deadline for submission of Bids:**

i. Bids must be submitted on the website <https://eprocure.goa.gov.in> no later than the date and time indicated in the NIT.

ii. Normally, the date of submission and opening of bids would not be extended. However, in exceptional circumstances or when the bidding document is required and the time with the prospective bidders for preparation of bids appears insufficient, the date may be extended by the tendering authority and due publicity to such change in date of opening of bids would be given. In such cases, it would be ensured that after issue of corrigendum, reasonable time is available to the bidders to prepare and submit their bids. Any change in date of submission and opening of bids would also be placed on the respective websites immediately. However, if the modifications in bidding document, specifications



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of goods and service are substantial, fresh publication of original bid inquiry may also be issued.

- iii. The tendering authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding document, in which case all rights and obligations of the tendering authority and bidders previously subject to the deadline shall thereafter would be subject to the deadline as extended.

g. Delayed / Late Bids:

- i. Bids must be submitted in electronic mode only. The e-Tendering portal will not accept any bid submitted after the deadline as indicated in the NIT.
- ii. Towards the end of the deadline time, the e-Tendering portal server is likely to get jammed due to the heavy flow of traffic on the server. Hence, all the Bidders participating in the tender are requested to submit the bids well in advance before the deadline time period as indicated in the NIT.

h. Withdrawal, Substitution, and Modification of Bids: A Bidder may withdraw, substitute, or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per the e-tendering process.

i. Bid Opening:

- i. The designated Technical Committee will perform the bid opening, which is a critical event in the bidding process.
- ii. The tendering authority shall conduct the bid opening at the date and time specified in the NIT.
- iii. All the bids received up to the specified time and date shall be opened by the members of the designated Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://eprocure.goa.gov.in>.
- iv. The tendering authority shall download all the documents submitted by the tenderer / bidder and place the same in the presence of bidder or his/her authorized representative who choose to attend at the date and time specified in the NIT. The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal. The bidder's representatives who are present shall sign the attendance register present.



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- v. The eligibility cum Technical bid shall be opened and all the bidders who are in the race (participated) of tender shall be notified to the bidders present. All the bids shall be downloaded one at a time, and the following may be read out and recorded: the name of the bidder, the submission or non-submission of the Tender Fee, EMD.

5. Bid Evaluation:

a. Guiding Principle for Evaluation of Bids:

- i. The tendering authority shall determine to its satisfaction whether the bidder that is selected as having submitted the best and responsive bid is qualified to perform the Contract satisfactorily.
- ii. The determination shall be based upon the examination of the documentary evidence of the bidder's qualifications submitted by the bidder.
- iii. An affirmative determination shall be a prerequisite for selection of the bidder to be empanelled and a negative determination shall result in disqualification of the bid.
- iv. The tendering authority/ tender evaluation committee, in observance of best practices, shall: -
 - Maintain the bid evaluation process strictly confidential.
 - Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
 - Strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.

b. Confidentiality:

- i. Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Empanelled list.
- ii. All materials submitted by the bidder becomes the property of InfoTech Corporation of Ltd. and may be returned at its sole discretion, provided, any materials which are identified as "Proprietary and Confidential Material of



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Bidder” shall remain the property of such bidder and the ITG will maintain confidentiality of such materials.

- iii. Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids may result in the rejection of his bid.
- iv. From the time of bid opening to the time of publication of the Rate Contract list, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so only in writing.

c. Clarification of Bids

- i. To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority committee may, at its discretion, ask any bidder for a clarification of his bid. The tendering authority's request for clarification and the response shall be in writing.
- ii. Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the tendering authority shall not be considered.

d. Determination of Responsiveness:

- i. The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.
- ii. A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
 - "Deviation" is a departure from the requirements specified in the bidding document;
 - "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- iii. The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.

e. Non-material Non-conformities:



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- i. Provided that a bid is responsive, the tendering authority may waive any nonconformity in the bid that does not constitute a material deviation, reservation or omission.
 - ii. Provided that a bid is responsive, the tendering authority may request that the bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.
- f. Evaluation of Bids:**
- i. The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be responsive.
 - ii. To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in the bidding document.
 - iii. The eligibility evaluation shall be completed by the designated Committee as early as possible after opening of eligibility cum Technical bid.
 - iv. The bidders which could not qualify in eligibility evaluation will be informed about this fact.
- g. Tendering authority's Right to Accept/ Reject any or all of the Bids:** The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to publication of the rate contract list, without thereby incurring any liability to the bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Purchasers action.



CHAPTER 7 Scope of Work

It is always difficult for any Government 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. 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. ITG hopes to achieve following with various activities of digitization for different sections in Departments/Organizations of Government of Goa with:

- 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.

The entire process of Digitization of office documents has be viewed into following stages:

- A. Setup of Digitization facility at the Client Organization office
- B. Pre-Scanning preparation
- C. Scanning
- D. Digitization, Indexing and Meta-tagging for scanned documents in Vernacular Languages Like Portuguese, Marathi etc. & English.
 - D.1.Using Data Entry Method
 - D.2.Using Machine Learning and Artificial Intelligence
 - D.3.Using Forms Processing Technology (ICR/OCR/OMR Barcode)
- E. Post Scanning activities
- F. Storage and backup for scanned data.
- G. Physical Records Management at Client Organization office

1. Detailed Scope of Work- Scanning & Digitization

The detailed scope of the work is discussed below:-



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A. Setup of Digitization facility at the Client Organization office:-

- I. The selected agency, on receiving Work Order from ITG will setup a Digitization facility at the premises of Client Organization Office premises.
- II. The selected agency shall install and setup the hardware as per the requirement of the type and number of documents to complete the timelines.
- III. The selected agency will be required to setup the following infrastructure (but not limited to) in adequate numbers at the Client Organization office:
 - Desktops/Laptops
 - Scanners, printer
 - Network setup
 - UPS, Spike Guards & Stationary etc.
 - Project Management and Real Time Reporting Software on its cloud
- IV. The selected agency should provide enough equipment, so as to complete the Digitization in the limited time provided by the ITG. Delay in the completion of work will attract penalty to the selected agency.
- V. The selected agency shall make arrangements for maintenance of IT infrastructure (Scanners (Overhead if required), Desktops, UPS, Network setup, etc.) installed at his own cost and make sure the work shall not be stopped at any instance. The selected agency should have its own sufficient Scanners for Digitization, other equipment, sufficient infrastructure and professionals.
- VI. The respective Client Organization will provide space, office like environment, marked documents for scanning, Image QC team with necessary infrastructure and electricity to the agency. The selected agency shall make provision for stationery, power backup, generator etc., if the same cannot be provided by the Client Organization.
- VII. All equipment's, storage devices and the services of the supporting technical staff shall have to be arranged by the agency at the project site at their own cost. The cost involved in travel and transportation involved during the Digitization process shall also be borne by the agency.



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- VIII. The selected agency shall make arrangements for daily maintenance /check-up of all the equipment required for Digitization at his own cost and shall keep all the equipment in perfect working condition at all times, so as to ensure smooth running of work. In case of failure of any hardware, the agency shall have to make alternative arrangements immediately so that the work does not suffer.
- IX. In order to safeguard the older documents, an overhead scanner should be used which captures the old document (one page/ Folio at a time) without touching it and without compromising the quality of Digitization.

B. Pre-Scanning Preparation:-

Pre-processing of document would be the activities that are to be performed by the agency on the documents collected before they can be scanned. It shall include following (but is not limited to):

- I. Records would be scanned and digitized at the Client Organization premises and the selected agency shall be responsible for collecting them from different sections of the Organizations to carry out the digitization work. The documents would be received in batches or as agreed mutually between the agency and the Client Organization. Bidder shall provide sign-off on number of documents received from the Client Organization.
- II. The selected agency shall maintain a note of the document details while collecting these documents. The log should contain at least the following details:
 - a. Size of the pages in document (A4, legal, Foolscap, A3, etc.) along with the count
 - b. Total number of pages in the document
 - c. Collected from (Government Official Name)
 - d. Date of Collection
 - e. Expected date of return
 - f. Returned to (Government Official Name)
 - g. Returned by (Agency representative)



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- h. Actual date of return
 - i. Name of the document
- III. After collection of documents by the selected agency, it would be the responsibility of the agency to maintain and return the documents in their original form to the Client Organization. Any damage to the documents collected shall make the agency liable for the same.
- IV. The selected agency shall check for the number of documents in presence of the representative of Client Organization.

C. Scanning & Digitization:-

- I. The size of document may vary from A0 to A10. The size and scanning needs may vary as per the requirement of the Client Organization.
- II. The selected agency shall have adequate infrastructure to scan and digitize documents as per the following combination of documents/ pages and scanning specifications:

Table-A

Following documents to be scan with resolution 200-400 dpi		
Document Size	Type of Scan Document	Type of Scanner Used
Documents larger than A0	Black & White/ Grayscale	Any Scanner type
	Color	
A0	Black & White/ Grayscale	Any Scanner type
	Color	
A1/A2	Black & White/ Grayscale	Any Scanner type
	Color	
A3	Black & White/ Grayscale	Any Scanner type
	Color	
A4/Legal	Black & White/ Grayscale	Any Scanner type
	Color	
Documents smaller than A4	Black & White/ Grayscale	Any Scanner type
	Color	
	Grayscale	



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Photographs	Black & White	Any Scanner type
	Grayscale	
Maps	Black & White	Any Scanner type
	Grayscale	
<p><i>Note on Scanning with Overhead/ without Overhead: In case of bound registers /old or brittle documents the scanning has to be done using noncontact overhead scanners. However, the user may decide to have the registers binding dismantled without damage and rebound using conventional ADF scanners. The choice of this will be with the user. The number of Pages to be scanned per day/week/month will be defined in respective SOPs for that particular project.</i></p>		

- III. The scanned documents shall be converted into TIFF/PDF-A/JPEG or other standard formats as per the requirement of the Client Organizations. All the pages of a single file have to be stitched together to generate an exact replica of the physical file. The stitched document should be represented in a TIFF/PDF-A searchable file format for archival storage purpose.
- IV. The selected agency should also provide low resolution files (96-150 dpi) for web enabled applications.
- V. The selected agency shall perform bookmark in PDF-A searchable file as per user requirement.
- VI. The selected agency shall use Lossless Compression Techniques as per open standard format for documents.
- VII. The selected agency will be responsible for quality assurance and will go through all documents to see if they are complete and legible. The agency will undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and return. The agency's staff will perform quality control to ensure that each page is fully rendered, properly aligned, and free of aliasing/distortions. Inspection will be carried out by ITG/Client Organization and quality control data shall always be recorded on the worksheet accompanying each volume. When necessary (e.g., poor image capture of an



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illustration), the staff will re-scan from the original text and insert the image(s) into the proper image file sequence.

- VIII. The selected agency shall perform the following image enhancement activities:
- a. The agency shall ensure that the quality of scanned images is enhanced to the optimum level.
 - b. The agency shall perform skew, de-skew activities on the scanned document to make the image straight.
 - c. The agency shall carry out cropping and cleaning of images like removal of black noises around the text, providing equal margins around the text.
 - d. In case the documents are not legible, the agency shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.
 - e. No document shall be scanned more than once, and no blank pages shall be deleted if they are part of a file. The blank page in a file is a page that is entirely blank, or has only page number, or has only a rubber stamp.
- IX. If required by the Client Organization, the agency shall perform the OCR on the document so that the documents can be searched using the text in the document.
- X. The selected agency will deploy its own human resources for all the above mentioned activities. The agency will deploy adequately skilled manpower resources to complete the job within the specified time.

D. Indexing and Metadata-tagging of scanned documents:-

- I. After documents/images are scanned and stored in digital form, they would be indexed using any/ all the methods
 - a. Using Data Entry Method
 - b. Using Machine Learning and Artificial Intelligence (if required)
 - c. Using Forms Processing Technology (ICR/OCR/OMR Barcode)

The selected agency will create metadata required for indexing as per the requirement of the Client Organizations.



Meta Data Entry Method

- a. Accurate meta official data entry of key fields, shall be done for required scanned images.
- b. The metadata entries of key fields done by the operators which will be visible to the concerned Data Verifier of Service Provider.
- c. Service Providers should correct all such errors at no extra cost or reassign the data entry again by double blind method to the data entry operators.
- d. The Service Provider will accurately capture entries from the scanned image as per indicative metadata fields as agreed with the user department during the survey phase.
- e. Meta data entry module must facilitate online and offline web-based data entry and syncing with the central server at periodic intervals.

Data Extraction using Artificial Intelligence and Machine Learning

The current need is to have Artificial Intelligence/Machine learning software tool that shall be able to extract all key data from manuscript, PDFs, Image Files of various image formats like Jpeg, bmp etc and store this data in a more accessible, more reusable format such as XML or JSON. This tool should allow flexible conversion of the original document into different forms, from mobile-friendly layouts to enhanced views. The extracted data should research mineable and API-accessible to any number of tools, services and applications. The extracted data should be accessible to advanced search tools to the contextual presentation of semantic tags based on users' interests.

Extracting the structure of the document from the PDF and Image files, and assigning the correct semantic meaning to it, is the important part required from the software solution. The solution should be able to fully and accurately convert a document from PDF, Jpeg or any format to XML or JSON api format. The solution should allow training and testing using machine learning and computer vision to a level of accuracy and reliability that would solve the problem of data usage and accessibility once and for all. Ability to classify, define, create and customize new Machine Learning models to extract intelligent structure with the ability to extract accurate MetaData like Title, Author, Abstract and specific information from myriad variations in font, language,

layout and content with accuracy is required. Various Machine Learning Models for varied documents like Land Records, Graded Government Files, Manuscripts etc should be supported.

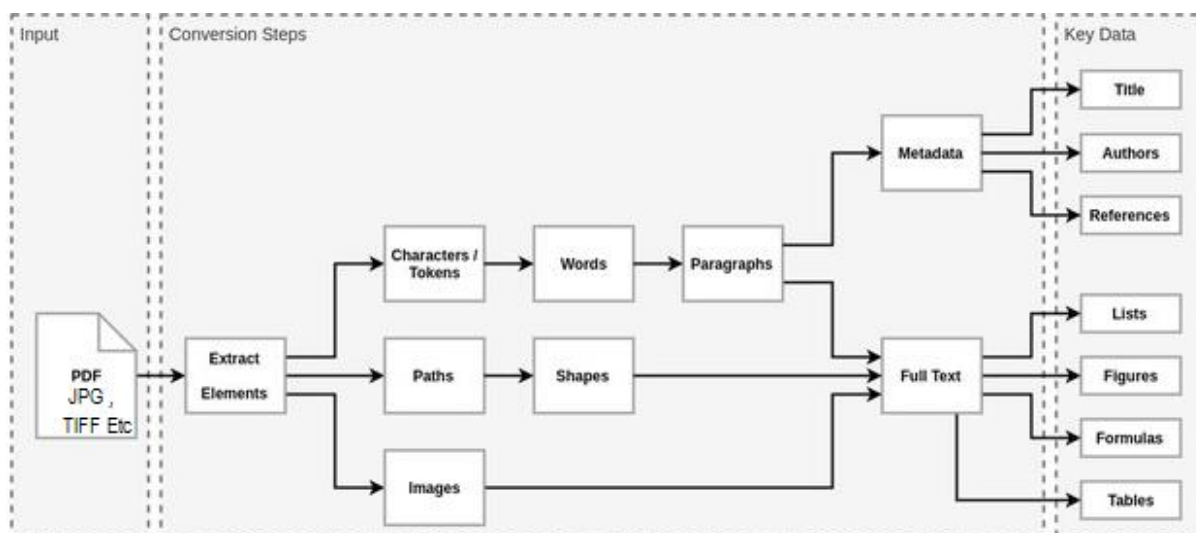


FIGURE 1: STRUCTURED DATA EXTRACTION USING AI/ML

Using Forms Processing Technology (ICR/OCR/OMR Barcode)

ITG may undertake census, survey, OMR Forms of various departments and University etc. and in order to shorten the timelines, it would be necessary to process the Data Collection forms using the forms processing technology i.e., ICR, OCR, OMR and barcode / QR code.

The doubtful characters in recognized results received from the ICR / forms processing software to be imported into the double-blind data entry module or using AI/ML method of automated data entry to get 100 % accuracy.

There will be no extra payment towards any license of forms processing software or any of that sort. The cost quoted in the commercial will assumed to be including the cost of ICR / Forms Processing Software license.

- II. The selected agency 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 digital storage media. The agency will supply a web based software for Meta Data QC.



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- III. Once all documents are verified and pass the selected agency's quality assurance phase, they will be stored on final digital media of the Client's preference, complete with their indexes. At the end of the process all paper documents will be returned in their original form to the Client Organization.
- IV. The meta data entry can be done in English or any vernacular language. The necessary software must be there with the bidder.

E. Post Scanning:-

- I. After scanning, the physical document would be handed back in the same form in which they were given to the selected agency by the individual sections of the Client Organizations.
- II. Each page shall be serially arranged and shall be counted while giving the documents back to the Client Organization.
- III. The selected agency is required to use their own MIS tool to generate reports for tracking the digitization status. These reports would contain basically a summary of records scanned and stored. The release of payments is linked to submission of these reports and the status of work to the Client Organizations and subsequent receipt of sign-offs.
- IV. After scanning, the vendor must extract structured data for future use using AI/ML tools provided by them and insert that data into DMS systems either provided by the government or provided by the vendor themselves.

F. Storage and Backup:-

- I. A folder structure/ configuration management policy has to be followed while storing the digitized data on the Cloud or locally or other storage media (DVD, external Hard Disk, etc).
- II. The nomenclature of the digitized file should be in accordance with the e-Gov standards or specified by the Client organization specific for web application.
- III. Selected agency shall use standard methodology for Scanning & digitization and archiving so that in future, any service provider can access the archival database.



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- IV. The selected agency shall train the respective users on retrieving the records after file conversion.
- V. Copies of the scanned data (and metadata) shall be provided in storage media (DVD, external Hard Disk, etc) by the selected agency. The agency will create a Master copy for the Client organization along with ITG (cost to be borne by the agency) and will provide the replica of the Master copy as per requirement of the Client Organization.





CHAPTER 8 General Terms & Conditions

1. The Agency if eligible in all the Tiers may quote separately in each of the sub tenders by submitting all the relevant documents.
2. The agency should clearly specify that they agree to abide the conditions laid by ITG along with Client Organization for execution of job on their printed letter head.
3. The Client Organizations will not be answerable for the terms and conditions of employment of the staff engaged by the selected agency. The agency will ensure that the staff engaged is disciplined and maintains full decorum while on work. The names of the persons deployed by the agency at the Client Organization shall be intimated to the Client Organization as well as ITG and the agency will be responsible for any mishap, theft, loss and misbehavior, happening because of the staff deployed by them.
4. The selected agency shall undertake various activities of digitization only at the premises of Client Organizations and shall not be stopped on any ground, whatsoever.
5. The hardware is to be installed by the selected agency.
6. The selected agency will be allowed to do various activities of Digitization on all working days between the working hours of the Client Organizations. In case the agency wishes to carry on the job on holidays and during odd hours, necessary permission in writing is to be obtained by the agency from the Client Organizations.
7. Continuance of the contract shall be subject to satisfactory performance of the agency and it may be cancelled at any time without assigning any reason for the same. The decision of the ITG authorities in this regard shall be final and binding to the agency.
8. The agency will ensure that the space provided to it by the Client Organization is not misused in any manner.
9. The agency shall not be allowed to take away any document; the work is to be carried out in the Client Organizations premises itself. The agency must not at any time perform or implement any work/project/process of any other outside party within the premises of the Client Organization.
10. For a particular Client Organization, the contract for completion of work will be valid as mentioned in work order and will start from the date of acceptance by the agency. The agency requires to complete the work within a stipulated period in the first instance. It



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may be extended for a further period depending on the funds with Client Organization and need for continuity of the project.

11. The selected agency will have to sign/execute a Non-Disclosure Agreement (NDA) / Memorandum of Understanding with ITG for carrying out the work after acceptance of work order for particular Client organization.
12. In the event of termination of Contract, ITG shall be entitled to forfeit the security deposit/performance bank guarantee either in full or in part apart from taking such legal remedies as are available in law if applicable.
13. ITG/Client Organization reserves the right to carry out surprise inspection of the performance of the agency prior to commencement or in between the work progress. The surprise inspection may cover all areas related to the work, especially methodology, manpower, infrastructure etc. ITG reserves the right to cancel the work assigned to the agency at any time if found non- confirming to the standard terms and conditions of the order or tender document.
14. At the end of the job/work the agency should submit an undertaking that no part of any document is being retained with the agency in soft /hard copy and all the digitized documents are handed over to Client Organization. If it is noticed that agency has retain the Client Organizations document, then ITG may initiate the legal actions against the agency as deemed fit.
15. Demonstration of implementation technical solution of the entire process of technically qualified Bidders may be taken, if required by ITG at any stage of tendering.
16. The tender can be terminated any time during the validity period but both the contracting parties will complete its responsibilities as per this empanellment. The decision of Managing Director (ITG) in this regards will be final and binding.
17. If the terms and conditions mentioned in the tender are contradicting the terms and conditions appearing elsewhere, then it shall be at the discretion of the Managing Director, ITG to choose the over-riding terms and conditions. In any case, the decision of the Managing Director, ITG shall be final and binding on all parties concerned.
18. Due to any unavoidable circumstances, if the agency is not in a position to execute future orders, ITG should be intimated the same with convincing justifications, at least three months in advance. ITG will conduct independent enquiry about such claims and the availability of equivalent/better product. The decision arrived at by ITG in such matters



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will be final. If the inability shown by the agency is only due to some financial/technical reasons, such requests will not be considered. However, for all cases in which the User Department has transferred fund to ITG for procurement, the agency must supply equivalent or better product to fulfil ITG's obligation to the User Department. Any failure to adhere to this will result in forfeiting the Security Deposit and debarring the agency from participating in ITG tenders for minimum three years.

Other Terms and Conditions:

1. Contacting Empanelment Processing Authority:

- a. Agency shall not make any attempts to establish unsolicited and unauthorized contact with the Empanelment Processing Committee and any attempt by any agency to bring extraneous pressures on the Empanelment Processing Committee and / or the Officials of ITG shall be the sufficient reason to disqualify the agency.
- b. Notwithstanding anything mentioned above, the Empanelment Processing Committee may seek bonafide clarifications from agency's relating to the applications submitted by them during the evaluation of documents.

2. Force Majeure: Neither ITG nor the enlisted agency shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes or contingencies beyond their reasonable control such as:

- a. Any act of God such as lighting, earthquake, landslide, etc or other events of natural disaster of rare severity.
- b. Meteorites or objects falling from aircraft or other aerial devices, travelling at high speeds.
- c. Act of war (whether declared or undeclared), threat of war, invasion, armed conflict or act of foreign enemy.

3. Arbitration:

a. Adjudication of Disputes:

- i. In the event of any dispute arising out of or relating to this enlistment process and contract, the parties shall resolve such dispute through Arbitration. This



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Arbitration Clause shall be governed by the Arbitration and Conciliation Act 1996 and the rules made thereunder, as may be amended from time to time.

- ii. Arbitration shall be carried out by constituting an arbitral tribunal of three arbitrators. Any of the party may give notice to the other stating its intention to invoke arbitration and nominating one member each of the Arbitral Tribunal. Both the arbitral tribunal members so appointed shall select and appoint the third arbitrator, who shall be the Presiding Arbitrator.
- iii. The costs of the Arbitrator shall be divided equally between the Parties.
- iv. The seat of arbitration shall be at Goa and the venue shall be such as may be fixed by the constituted Arbitral Tribunal in consultation with the Parties.
- v. The decision arrived at by the Arbitral Tribunal shall be final and binding. Both the parties agree to be bound by the award of the Arbitral Tribunal.

b. Subject to the above, will be under the jurisdiction of Goa Court.

4. Execution of Work:

- a. **Acceptance of Approval and Withdrawals:** The final acceptance of the applications is entirely vested with ITG who reserves the right to accept or reject any or all of the applications in full or in parts without assigning any reasons whatsoever. ITG may also reject all the applications for reasons such as change in Scope, court orders, calamities or any other unforeseen circumstance. After acceptance of the applications by ITG, the approved agency shall have no right to withdraw his application.
- b. **Contract Signing:** On approval of the scrutiny report of ITG, a Contract will be signed between the agency and ITG specifying the requirement of the standards to be followed while executing works of digitization.
- c. **Payment of Security Deposit (SD)**
 - i. The empanelled agency will be required to remit the Security Deposit (SD) equivalent to 3% of the allotted work order value which will be worked out along with the work order issued by the ITG to the empanelled agency in the form of Performance Security may be furnished in the form of an Account payee Demand Draft, Fixed Deposit Receipt from a Commercial bank and Bank Guarantee from a Commercial bank. The Security Deposit will be refunded to the empanelled agency only after the satisfactory completion of the contract period or extension



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of the period, if any. The Security Deposit held by ITG till it is refunded to the empanelled agency will not earn any interest thereof.

- ii. If the empanelled agency fails to act upon the empanelment process conditions or backs out from the contract or does not execute the job as per the Terms and Conditions of the empanelment process, the SD will be forfeited to ITG.

d. Execution of Contract

- i. The empanelled agency shall not assign or terminate the contract, the benefits or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of ITG. ITG reserves its right to cancel the work order either in part or full, if this condition is violated. If the empanelled agency fails to execute the contract, the amount deposited by the empanelled agency will be forfeited and their application will be held as non-responsive.
- ii. The expenses relating to the execution of the contract should be borne in by the empanelled agency.
- iii. The conditions stipulated in the contract should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of ITG.

- e. **Release of SD:** The Security Deposit will be refunded to the empanelled agencies on completion of the project period of work allotted subject to satisfaction of ITG after getting recommendations from the concerned Client Organization of completed works. Such completion would be arrived at when the entire project is completed by the empanelled agencies as per the Contract Agreement and as per Work Order(s) issued by ITG from time to time and on completion of the maintenance period.

- f. **Forfeiture of SD:** If the empanelled agency fails to act upon to the empanelment process conditions or backs out from the contract or does not execute the job as per Terms and Conditions of the empanelment process, the SD will also be forfeited to ITG.

g. Termination of Contract:

- i. Termination for default: ITG may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 7 days, sent to the empanelled agency, terminate the contract and call for forfeiture of SD in whole or part,



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- I. If the empanelled agency fails to perform any of the obligation(s) under the contract/work order

(Or)
 - II. If the empanelled agency, in the judgment of ITG, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.
- ii. Termination for Insolvency: ITG may at any time terminate the Contract by giving written notice with a notice period of 7 days to the empanelled agency, if the empanelled agency becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the empanelled agency, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to ITG.
 - iii. Termination for Convenience: ITG may by written notice, with a notice period of 30 days sent to the empanelled agency, terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for ITG convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. The empanelled agency is entitled to any compensation whatsoever only for the work that was completed from the date of the order till the termination which conforms to the terms of the contract. If the order is placed but there is no work carried out as per the contract or if the work carried out is not as per the contract, the empanelled agency is not entitled to any compensation.

h. Special Terms & Conditions:

- i. The final decision would be based on the fulfillment of the technical requirements.
- ii. ITG reserves the right not to accept or to reject any or all the applications without assigning any reasons, to relax or waive any of the conditions stipulated in the terms and conditions of the approval process as deemed necessary in the best interests of ITG for good and sufficient reasons.



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- iii. The empanelled agency shall not assign or terminate the contract, the benefit or burden thereof to any other person or persons or body corporate. The agency should not under-let or sublet to any person(s) or body corporate for the execution of the contract or any part thereof without the prior written consent of ITG.
- iv. After the empanelment process and signing of the contract with the empanelled agency, the work towards digitization for various categories shall be started only after the placement of the work order by the ITG as per the work delivery /payment schedule milestones. No work is to be started without the work order from the ITG.
- v. The empanelled agency shall be prepared to work with ITG limited on exclusive basis and will neither submit any direct proposal (to the end-client) nor submit any business proposal (to the end-client) through other business partner/PSU. In case of violation of the same, the EMD shall be forfeited
- i. **Exit Clause:** In case of Exit, the empanelled agency has to do the proper Knowledge Transfer to the other selected empanelment agency of the work undertaken and shall ensure proper handover of the work towards the smooth functioning within two weeks prior to the date of expiry.
- j. **Empanelment Tenure:** The empanelment tenure granted to the selected empanelled agency is proposed to be for a period of 3 years. The period may be extended further based on the performance of the empanelled agency. However, ITG reserves the right to alter the empanelment tenure at any time giving notice to the empanelled agency.

Note: Bidders must read these conditions carefully and comply strictly while sending/submitting their Bids.



CHAPTER 9 Disqualification of Bids

1. Tendering Authority may in its sole discretion and at any time during the processing of Bid, disqualify any bidder from the Bidding process if the bidder:-
 - Submits Bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
 - Has not submitted the bid in accordance with the bid document.
 - Does not meet the minimum eligibility criteria as mentioned in the bid document.
 - Mislead or made false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - Is found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
 - Failed to provide clarifications related thereto, when sought.
 - Has submitted more than one bid. This will cause disqualification of all bids submitted by such bidder except the last Bid received.
 - Has imposed conditions in his bid, during validity of the bid or its extended period.
2. No typographic error will be entertained during submission of the bids.
3. After opening of Commercial / Financial Bids, ITG will seek the confirmation of L1 bids from L1 Bidder before matching the same from other empanelled Bidders. If L1 Bidder refuses to match the same then that Bidder agency will be blacklisted from ITG for the period of 5 years.
4. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
5. A Bid not valid for at least 02 years shall be considered as non-responsive and would be disqualified.



CHAPTER 10 Selection of Empanelled Agencies

1. Procedure for selection of Agencies as “ITG’s Empanelled Agency for various activities of Digitization for Government Organization” :

- a. The scrutiny of the Eligibility cum Technical bid will be done by a committee duly constituted by ITG.
- b. After the scrutiny of the Eligibility cum Technical bid by the Committee, the Commercial bids of the Bidder which have qualified in the Eligibility cum Technical bid shall be opened as notified in the NIT to determine the lowest (L1) quotes.
- c. The offers shall be evaluated for each mode of digitization work with L1 being the lowest offer. Thereafter ITG shall place before the agency a list of the lowest (L1) rates obtained for each of the modes of digitization works.
- d. All the qualified Bidders shall be given an opportunity to match the lowest (L1) rates obtained for the modes of digitization works. If none of the bidders agree to match L1 rates then L1 alone will be empanelled. Thereafter, all the Bidders who match the lowest (L1) rates obtained by ITG will thereafter be listed as ITG’s empanelled Agency for various activities of Digitization for Government Organization.

2. Procedure for placement of work order for various activities of Digitization on Empanelled Agency:

- a. ITG will display the list of the empanelled agencies along with the rates of the modes of digitization works on its website along with an Annexure form (for requisition from the Client Organization).
- b. The Client Organization while submitting their request to ITG for digitization related works has to provide the details like the type of work, Quantity of pages to be digitized preferred empanelled agency, if any etc. as mentioned in the annexure form.
- c. Based on the Client Organization’s request, ITG may place the digitization work order on respective Empanelled agency. However, if there is no preferred empanelled agency mentioned then ITG will place the order of digitization on one of the empanelled agency as per its decision. The decision of ITG in this regards will be final and binding.



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CHAPTER 10 Escalation Matrix

All the agencies shall provide the escalation matrix details to be followed.

Sr. No	Support Level	Name	Address	Contact No	Email
1	Level 1	Service Call Project Coordinator	XXX	XXX	xxxx@
2	Level 2	Senior Service Call Project Coordinator	XXX	XXX	xxxxx@
3	Level 3	Senior Service Call Manager	XXX	XXX	xxxxx@
4	Level 4	Name of Owner of the Agency	XXX	XXX	xxxxx@

Note: The calls will be received centrally by the agency and shall be attended immediately by their service engineer on receipt of the same.



CHAPTER 11 Terms of Payment

1. Payment shall be made in Indian Rupees through RTGS only.
2. Payments will be released subject to receipt of funds from the Client Organisations and phase completion certification issued by the Officials of the Client Organisations. Phase Completion Certificate will be issued based on satisfaction by the Client Organisation.
 - a. The agency needs to present the phase completion along with quantity and time taken for aspects like scanning, indexing and cataloguing, storage media, etc.
 - b. Each phase will have 1-2 Lakh pages. After completing the digitization of each phase (1 -2 Lakh pages), bidder shall raise the invoice to the ITG.
 - c. Payment of Software items (if any) will be made after deployment and training. 80% of Payment will be made after Software Deployment on the Server provided by ITG/Client Organization and balance 20% will be made on completion of Training
 - d. At time of settlement of invoice, ITG will retain the performance Bank Guarantee of 3% furnished by the Successful Bidder valid for a period of 01 year. The same will released after a period 01 year.
3. No advance payment will be made or no letter of credit will be issued to the agency.
4. All payments will be released within 30 days to the empanelled agency after receipt of payment invoice(s) with all necessary supporting documents (including phase completion certificate from the Officials of Client Organization), further subject to receipt of funds from Client Organization.
5. The Selected agency will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/ Laws/ Acts etc. now or hereafter imposed. Purchaser shall not be liable to pay any such levies/other charges under or in relation to the empanelment. ITG shall be entitled to deduct TDS etc. (wherever applicable) from the payment made to the agency, from time to time
6. No invoice for extra work/change order on account of change order will be submitted by the agency unless said extra work/change order has been authorized/approved by the Purchaser in writing.
7. Penalty details(SLA):



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- a. **Delay in Start of the work:** Selected agency by ITG shall start work from the date of acceptance to the work order, failing which; the agency shall be liable of **Penalty of Rs. 1000/- per day** from the actual date of acceptance of work order **till the actual initiation of the work.** The maximum value of the penalty can be up to 10% of project value.
- b. **Delay in Completion of the work:** If project is not completed in time as per work order, if the delay is less than 30 days, the agency shall be liable to pay additional **Penalty of Rs. 1000/- per day** from the stipulated completion date mentioned in work order **till the actual completion of the work.** If the delay is more than 30 days, the purchaser may terminate the contract and no further payment will be made to the agency.
- c. In case of damage any property which includes, book, manuscripts, physical facility of the Client Organizations – Except legacy & Brittle Books which are already in bad condition etc., the agency shall be liable of penalty of **Rs.50,000/- or as the damage mentioned by the Client Organizations.**
- d. The agency should not disclosed the digitized data of the concerned Client Organizations, if found such illegalities than ITG will cancel the contract immediately and the agency will be blacklisted.



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CHAPTER 12 Pre Bid Queries Format

Subject: No.: ITG-IT /SW/0939/DIGIT-ARCHIVAL/2022/2348		Dated: 12-12-2022		
Name of the Company/Firm:				
Name of Contact Person	Designation	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.
Query/Clarification Sought:				
Sr. No.	Tender Document Page No.	Tender Document Clause No	Clause Details	Query/ Suggestion/ Clarification

Note: Queries must be strictly mailed at email ID gaurav.naik@gov.in , prasad.velip@itcgl.in , sunraj.nagvekar@itcgl.in only in the prescribed format. Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority.

For any queries contact 7447430368, 8668895127.



CHAPTER 13 Commercial Bid

- Following classification (Class I, Class II) of quantity in pages are enlisted in order to obtain better rates.

Page Classification for Quantity	
Category	No. of pages
Class I (Black & White/ Grayscale/ Color)	<=10,00,000
Class II (Black & White/ Grayscale/ Color)	>10,00,000

- The quantities of pages estimated in Class (I, II) may increase or decrease upto 10% at the time of execution of work, however the rate quoted in same category will be applicable.
- Rate should be quoted in Indian Rupees.

Tier-I (Non-Fragile Documents):

A. Cost for Document preparation and Scanning for various activities of Digitization:

Sr. No.	Type of Digitization Activity	Qty Category	HSN code	Rate per Page	GST Tax in %	Total Amount in Rs.
Documents / Maps larger than A2 i.e., A1, A0, 2A0						
1.a	The entire process of Digitization of an office document	Class I				
1.b	The entire process of Digitization of an office document	Class II				
A3						
2.a	The entire process of Digitization	Class I				



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	of office document					
2.b	The entire process of Digitization of office document	Class II				
Documents / Maps smaller than A4 & /Legal						
3.a	The entire process of Digitization of office document	Class I				
3.b	The entire process of Digitization of office document	Class II				

B. Cost of Web Enabled Low Resolution File

Sr. No.	Item Description	Resolution of scanning	HSN code	Rate per File	GST Tax in %	Total Amount in Rs.
1	Web Enabled low resolution file	96-150 dpi				

C. Cost of Digitization

a. Indexing –Meta Data Entry

Sr. No.	Item Description	Unit	HSN code	Rate per parameter	GST Tax in %	Total Amount in Rs.
1	Manual Data Entry parameter to be captured for each record for English	Per Character				
2	Manual Data Entry parameter to be captured for each record for Vernacular images Portuguese, Marathi, Moodi, Hindi etc.	Per Character				
3	AI/ML based Automated data entry	5 parameters				



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4	AI/ML based Automated data entry	Per parameter				
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a. Forms Processing and OCR

Sr. No.	Item Description	Unit	HSN code	Rate per Page	GST Tax in %	Total Amount in Rs.
1	OCR of printed pages with 100% accuracy (of any size)	Per Image				
2	ICR / Forms Processing pages with 100% accuracy for English (of any size)	Per Image				
3	OMR Processing with 100% Accuracy (of any size)	Per Sheet				

b. Machine Learning and Artificial Intelligence

Sr. No.	Item Description	Unit	HSN code	Rate per Page	GST Tax in %	Total Amount in Rs.
1	Data Extraction OCR/ICR/OMR using AI & ML	Per Page				

D. Cost of Book Mark in PDF File

Sr. No.	Item Description	Content	HSN code	Rate per Title	GST Tax in %	Total Amount in Rs.
1	Book Mark in PDF File	Title				

E. Cost of Binding Documents

Sr. No.	Item Description	Page Range	HSN code	Rate per Book	GST Tax in %	Total Amount in Rs.
1	Binding Document	Upto 200				
2.	Binding Document	Above 200				



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F. Cost of Lossless Compression Technique

Sr. No.	Item Description	Compression Range	Page Range	HS N code	Rate per File	GST Tax in %	Total Amount in Rs.
1	Compression for Grey and Color Images	50% to 70%	1 - 200				
2	Compression for Grey and Color Images	71% & above	200 & Above				

G. Cost for DVD, Blu-ray, HDD Authoring

Sr. No.	Item Description	HSN code	Rate per item	GST Tax in %	Total Amount in Rs.
1	Preparation of Master DVD				
2	Replication (includes purchase) of DVD				
3	Preparation of Master Blu-ray				
4	Replication (includes purchase) of Blu-ray				
5	Preparation of Master HDD				
6	Replication (includes purchase) of HDD with size 2TB				
7	Replication (includes purchase) of HDD with size 4TB				
8	Replication (includes purchase) of HDD with size 6TB				
9	Replication (includes purchase) of HDD with size 8TB				
10	Replication (includes purchase) of HDD with size 10TB				
11	Replication (includes purchase) of HDD with size 12TB				



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H. Cost for Application Software for Search and Retrieval (Document Management System)

Sr. No .	Item Description	No of Users	HS N code	Rate involving one year support	GST Tax in %	Total Amount in Rs.
1.	Archival & Search <i>(To be installed at Cloud/ Data Center and/or Client Organization Environment)</i>	Initial 10 concurrent Users <i>(One Year Support)</i>				
2.		11 to 50 Concurrent Users <i>(One Year Support)</i>				
3.		Every Additional 5 Users <i>(One Year Support)</i>				
4.		Enterprise-wide license Unlimited License <i>(One Year Support)</i>				
5.		Archival & Search Module as a SaaS Module <i>(At times, Client Departments are not willing to undertake DMS/ Archival and Search Module with scanning of documents. In such case, ITG intends provide centralized Archival and Search Module / DMS common for various Client Organization which will</i>	Per Instance <i>(One Year Support)</i>			



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	<i>be accessed user based (Client Department wise)</i>					
6	<i>Cost Artificial Intelligence Machine Learning data extraction system (To be installed at Cloud/ Data Center and/or Client Organization Environment)</i>	Enterprise wide license (One Year Support)				

Note:

- 1. Maintenance Charges of above software listed will be 15% of quoted value.**
- 2. At times, Client Departments are not willing to undertake DMS with scanning of documents. In such case, ITG intends provide centralized DMS common for various Client Organization which will be accessed user based (Client Department wise)**



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ANNEXURE-1 Bid Form

1. Addressed to:

a.	Name of the Bidding authority	Managing Director
b.	Address	Info Tech Corporation Of Goa Ltd (A Govt. Of Goa undertaking) IT Hub, 3rd Floor, Altinho, Panaji Goa-403001
c.	Telephone	(0832) 2226042 / 2225192

NIT Reference: ITG-IT /SW/0939/DIGIT-ARCHIVAL/2022/2348 Dated: 12-12-2022

2. Other related details:

1.	Name of Bidder with Office Address				
2.	Name & Designation of Authorized Signatory				
3.	Year of Establishment				
4.	Type of Firm	Public Ltd.	Private Ltd.	Partnership	Proprietary
	Put Tick (<input type="checkbox"/>) mark				
5.	Telephone Number(s)/ Mobile				
6.	Website URL				
7.	Fax No.				
8.	Email Address				
9.	Registered Office Address in Goa	Address			
		Phone		Fax:	
		Contact Person			
10.	Service Center (s) in Goa	Address			
		Phone		Fax:	
		Contact Person			
(Enclose list of Service Center consisting name of contact person, telephone no., e-mail address, office address.)					

3. We agree to abide by all the conditions mentioned in this Bid Document issued by the Bidding Authority and also the further conditions of the said Bid Notice given in the attached sheets (all the pages of which have been digitally signed by us in token of acceptance of the terms mentioned therein).



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4. Reproduced/ re-word-processed formats or Bidder's own formats for the price bids will disqualify the Bid. However the Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.
5. The rates quoted are applicable for 3 years from the date of opening of bid. The validity period can be extended with mutual agreement.
6. This Bid form and Terms & Conditions in token of acceptance along with duly filled letter of undertaking / declaration.

Signature : _____

Name : _____

Designation : _____

Place : _____

Date & Seal : _____



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ANNEXURE-2 Bidder Undertaking

(Indicative Format)

(The form should be signed with seal and then scanned and uploaded on the e-Tendering Portal)

(Certificate to be issued by bidder on the company letterhead)

UNDERTAKING

To,
The Managing Director,
InfoTech Corporation of Goa Ltd,
IT HUB, 3rd Floor, Altinho, Panaji Goa.

**Sub: Undertaking for participating in the tender reference:
Tender No. ITG-IT /SW/0939/DIGIT-ARCHIVAL/2022/2348 Dated: 12-12-2022**

We, <Name of the firm> , having a registered office at <Office address> , bearing registration no. <Registration no.> , state the following against the tender for Empanelment of agencies for various activities of Digitization for Government Organizations in the State of Goa.

1. We hereby agree to strictly abide by the Terms & Conditions of the tender, and also to undertake full responsibility for providing services with onsite maintenance support.
2. We hereby confirm that we are presently neither blacklisted/barred by Government / Semi – Government / Quasi- Government organization or Govt. Corporation on the date of notice inviting tender /Bid submission.
3. We hereby confirm that we are not be convicted of an criminal offence by any competent court of law or the bidder should not have any pending cases filed against any Client nor suspended/Terminated on account of non-performance and/or defective/dissatisfactory performance of contract in similar work at the time of issue of tender document for last three years.
4. We hereby also declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.



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5. We declare that the Eligibility cum Technical bid has been submitted without any conditions and strictly as per the conditions of the tender document and we are aware that the bid is liable to be rejected if it contains any other conditions.
6. We hereby confirm that we comply with the code of integrity as specified in the bidding document.
7. We hereby also declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.
8. We declare that the Eligibility cum Technical bid and commercial bid has been submitted without any conditions and strictly as per the conditions of the tender document and we are aware that the bid is liable to be rejected if it contains any other conditions.

(Signature with seal / stamp of the company)

Name:

Designation:

Place:

Date: