



**All India Council for Technical Education**  
(A Statutory body under Ministry of HRD, Govt. of India)  
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Website: [www.aicte-india.org](http://www.aicte-india.org)

**Tender Document  
For**

## **Document Management System**

<b>Tender Reference Number</b>	Advt. No: Admn-III / 03(01) / 2011
<b>Date of Issue</b>	2 <sup>nd</sup> March,2011
<b>Due Date</b>	14 <sup>th</sup> March,2011
<b>Name &amp; Address of Tenderer</b>	Member Secretary, AICTE, 7 <sup>th</sup> floor, Chandralok Building, Janpath, New Delhi, 110001

**All India Council for Technical Education, New Delhi**  
**(Tender Reference No: F-2(88)/Admin-III/2010-11)**

**INVITATION FOR TENDER OFFERS**

All India Council for Technical Education, hereinafter referred to as the AICTE, invites sealed tender offers (Technical bid and Commercial bid) from eligible reputed firms for providing Document Management System as specified in the schedule below.

<b>Bid collection and submission details:</b>	
Tender reference Number	<b>F-2(88)/Admin-III/2010-11</b>
Pre bid meeting with the bidders	08 <sup>th</sup> March, 2011 at 15:30 Hrs
Last date and time for receipt of tender offers	14 <sup>th</sup> March, 2011 at 12.30 Hrs
Date of opening of technical bids	14 <sup>th</sup> March, 2011 at 02.30 Hrs
Offer Validity Period	Tender should remain valid for 90 days
Earnest Money Deposit	Rs 10,00,000/- (Rupees Ten Lakh only) by Demand Draft in favour of "Member Secretary, AICTE, New Delhi," payable at New Delhi.
Address for communication	Member Secretary, AICTE, 7 <sup>th</sup> floor, Chandralok Building, Janpath, New Delhi, 110001
Place where tender offers would be opened	AICTE, 7 <sup>th</sup> Floor, Chandralok Building, Janpath, New Delhi
Fax No.	011-23724193

**ABOUT AICTE**

- The All India Council for Technical Education (AICTE), set-up in November 1945 as a national level Apex Advisory Body, is marching ahead with its mission of developing and promoting qualitative technical education in the country in a coordinated and integrated manner. The Council is constantly endeavoring to encourage a meaningful association between the technical education system and research & development activities in a concerted effort aimed at nation-building.

**IT INITIATIVES UNDERTAKEN BY THE AICTE**

- Technical education at all levels in the country is witnessing a consistent growth pattern marked by the setting up of new Institutions and improvement of the existing ones in tune with the quality assurance norms. The Council believes in providing the proper impetus to Institutions in generating competent engineers and scientists and encouraging them to think beyond the curriculum while imparting training for the advancement of knowledge.
- Having a larger public interface, e-Governance has become an essential part of the management system in AICTE. AICTE has introduced e-governance system for greater transparency and accountability in the working of AICTE. The emphasis on e-

governance to ensure transparency, implementing a tech-savvy approach to enable faster processing and clearly defining the infrastructural norms in Institutions are just a few pointers towards AICTE's efforts at fostering a technical education system which is at par with the best Institutions in the world.

### **CURRENT INFRASTRUCTURE**

- AICTE has its head office located at 7<sup>th</sup> Floor, Chandralok Building, Janpath, New Delhi, another office at NBCC complex, Lodhi Road, Eight Regional offices and two camp offices across the country. AICTE has implemented e-Governance project for processing applications for starting of new institutes and extension of approval to existing institutions through AICTE web site at [www.aicte-india.org](http://www.aicte-india.org)
- AICTE data centre consisting of six servers and other infrastructure is located in the office at NBCC complex. AICTE head office and office at NBCC complex are provided with 12 mbps leased line and all the regional offices are connected with 4 mbps dedicated leased line.

### **EXISTING INFRASTRUCTURE:**

<b>Item</b>	<b>Description</b>	<b>Numbers</b>
Database Server	2 x 4c 2.0GHz, 32GB RAM, 4x300GB HDD, 2x146GB HDD, 1x 3Gb SAS HBA	1
Application Server	2 x 4c 2.0GHz, 32GB RAM, 4x300GB HDD, 2x146GB HDD, 1x 3Gb SAS HBA	1
Web Server	2 x 4c 2.0GHz, 32GB RAM, 4x300GB HDD, 2x146GB HDD, 1x 3Gb SAS HBA	1
Test Server	2 x 4c 2.0GHz, 32GB RAM, 4x300GB HDD, 2x146GB HDD, 1x 3Gb SAS HBA	2
OBIEE Server	2 x 4c 2.0GHz, 32GB RAM, 4x300GB HDD, 2x146GB HDD, 1x 3Gb SAS HBA	1
Storage	Dual Controller SAS storage, 9 x 450GB SAS HDD, 6 x 1TB SATA HDD	1
Operating system & Database	Windows 2003 server operating system Oracle – Siebel database	

### **AICTE OFFICES**

	<b>Offices of AICTE</b>	<b>Location</b>
1	Head Office	7 <sup>th</sup> Floor, Chandralok Building, Janpath, New Delhi
2	NBCC	Lodhi Road, New Delhi
3	Eastern	Kolkata
4	Northern	Kanpur
5	Southern	Chennai
6	Western	Mumbai
7	Central	Bhopal
8	South Central	Hyderabad
9	South Western	Bangalore
10	North West	Chandigarh
11	Guwahati Camp office	Guwahati
12	Gurgaon Camp office	Gurgaon

## **A) PROJECT SCOPE**

The selected vendor shall be required to independently arrive at the methodology, based on globally acceptable standards and best practices, suitable for the Council.

Document Management System should provide state-of-the-art technology, enabling digitalization and automate into Paperless Office. It essentially should involve Document Imaging-conversion of paper documents into electronic images on a computer.

System should support Image Fusion, to meet the needs of safe archival as well as quick digital access.

The vendor's involvement is expected to be spread across **a period of 60 months** from the date of contract and implementation at all the offices of AICTE locations.

Vendor service support is required during business hours (9:00AM to 5:00PM) and working days as defined by the Central Govt. holiday calendar. The vendor support staff is required to be based at AICTE office(s). or locations mentioned in this tender.

### **THE PROPOSED SYSTEM**

The system should necessarily integrate the following features for smooth functioning:

- i. Automated Workflow
- ii. Document Maintenance ,Management and Accessibility

#### **i. Automated Workflow**

Should allow collection of information along the hierarchy or from outside the system. Should allow reviewing, commenting and approving by various personnel in the hierarchy. The system should support movement of information across and within departments of the Council, thereby seeking of opinions/approvals from relevant departments.

#### **ii. Document Maintenance & Management**

The system should ensure that all the documents are digitalized & stored in a structured manner for easy access and retrieval with proper controls.

File searching should be possible by file name, key words, author of the file, and hierarchical position of the author, date created, date modified, priority set and status.

The solution should be easy to configure and implement, so as to integrate into existing infrastructure and applications. It should also archive records in a non-proprietary format that can be read on any operating system, without special software or any viewers, into the foreseeable future. Documents stored in the system should retain its original format and run in its native application when retrieved. The system should duly allow for easy transfer of database and images to any other system.

The solution should offer a comprehensive range of cost-effective services for Document Management System as under:

- Document Scanning
- Data conversion (TIFF to RTF, PDF, HTML, XML)

This solution should include conversion of image files like JPEG, TIFF, PDF, etc to XML PDF, HTML etc.

**THE DMS SHOULD HAVE FOLLOWING A MIMIMUM OF ELEMENTS / FEATURES :**

A complete document imaging system should comprise of following elements , features & processes :

1. **Scanning:** A good scanning system for putting paper files into computer. The paper size will be A0, A3,A4 & Legal; including Blueprints for building drawings etc. The minimum scanning resolution should be 200 DPI black & white, in general. However the vendor should increase this if required, to ensure proper readability of output image.

The vendor shall be responsible for the following –

- Unbinding of the documents
- Physical Numbering each page of the document as per predefined scheme ( preferably Meta type)
- Scanning & indexing each page & document
- Preparation of CD/ DVDs comprising of scanned documents
- Binding of the documents
- Physical numbering the document
- Storage of numbered documents at RO in specified location
- Sign-off from RO

The DMS shall have following features –

- Support for Bulk Scanning
- Support for Web Scanning / Distributed Scanning
- Support platform independent scanning
- Image Assisted Indexing of Scanned Documents
- Direct upload of Scanned Document to DMS
- Automatic file and document separation using blank page separator, barcode separator and fix page
- System should provide for built-in Document Quality Analyzer (DQA) for automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning
- Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc and other imaging features like compression and extraction etc.
- Facility to upload scanned batches from different field offices with Auto folder/Subfolder creation document filing & indexing on user defined fields.
- System ability to provide Compression of scanned image files in TIF Format

## 2. **Architecture and Scalability :**

- System should be platform independent and support both Linux and Windows Support open, scalable, Multi-tier architecture with each tier fully independent with support for clustering
- The system shall support separate Document/Image server for better management of documents and store only metadata information in database
- Support distributed Document Repositories for document upload and access at local level , which can be replicated with central repository at scheduled intervals
- The system should be capable of integration with workflow (Business Process Management) solution.

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## 3. **Storage & Archival of Documents**

The CD/DVDs prepared at different AICTE locations shall be uploaded through the centralized DMS into Central storage system. The vendor shall provide specifications for Central servers, Storage devices, Communication & networking equipments & bandwidth to be procured by AICTE, for implementing the DMS, storage and retrieval of scanned data. The storage system should provide long-term and reliable storage for documents and should accommodate changing documents, growing volumes and advancing technology.

Following facilities should be provided by the DMS in this regard -

- Categorization of documents in folders-subfolders . There should not be any limit on the number of folder and levels of sub folder
- Document Version Management with Check Out / Check In facility.
- Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc
- Repository should be format agnostic.
- Indexing of the documents on user defined parameters. The index system should create an organized document filing system and make retrieval simple and efficient.
- Association of the key words with the documents
- Support archival of PDF/A format documents

## 4. **DMS Administration**

- System should provide web-based administration module.
- Adequate administrative controls and security features with ability to set access controls at multiple levels.
- The vendor is supposed provide separate digital signature for each location-in-charge.
- It should support multiple level of access rights like read, create, modify ,delete etc on documents and folders
- Roles and Privileges: Super User, Administrator Login, Group Manager and User profiles
- The system shall support extensive reporting facility at document, folder and user level
- It should empower to Manage Audit Trails and exporting reports.
- The DMS should Support various Meta Data Types like Numeric, Float, text etc
- System should have inbuilt health and monitoring tool for proactive monitoring of application and services

## **5. Retrieval**

A retrieval system should retrieve right documents fast and easy. Documents should be stored in html, xml or pdf format.

- Extensive search facility to retrieve documents or Folders/Files
- Support saving of search queries and search results
- Search for documents/Folders using user-defined indexes and document classes i.e. Application number, Institute name, address, date etc.
- Full Text Search on image and electronic documents
- Support for wildcard character based search
- Extensive search facility to retrieve documents or Folders/Files

## **6. Document View & Reporting**

Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system and should be accessible in the office or at different locations over the Intranet, or over the Internet.

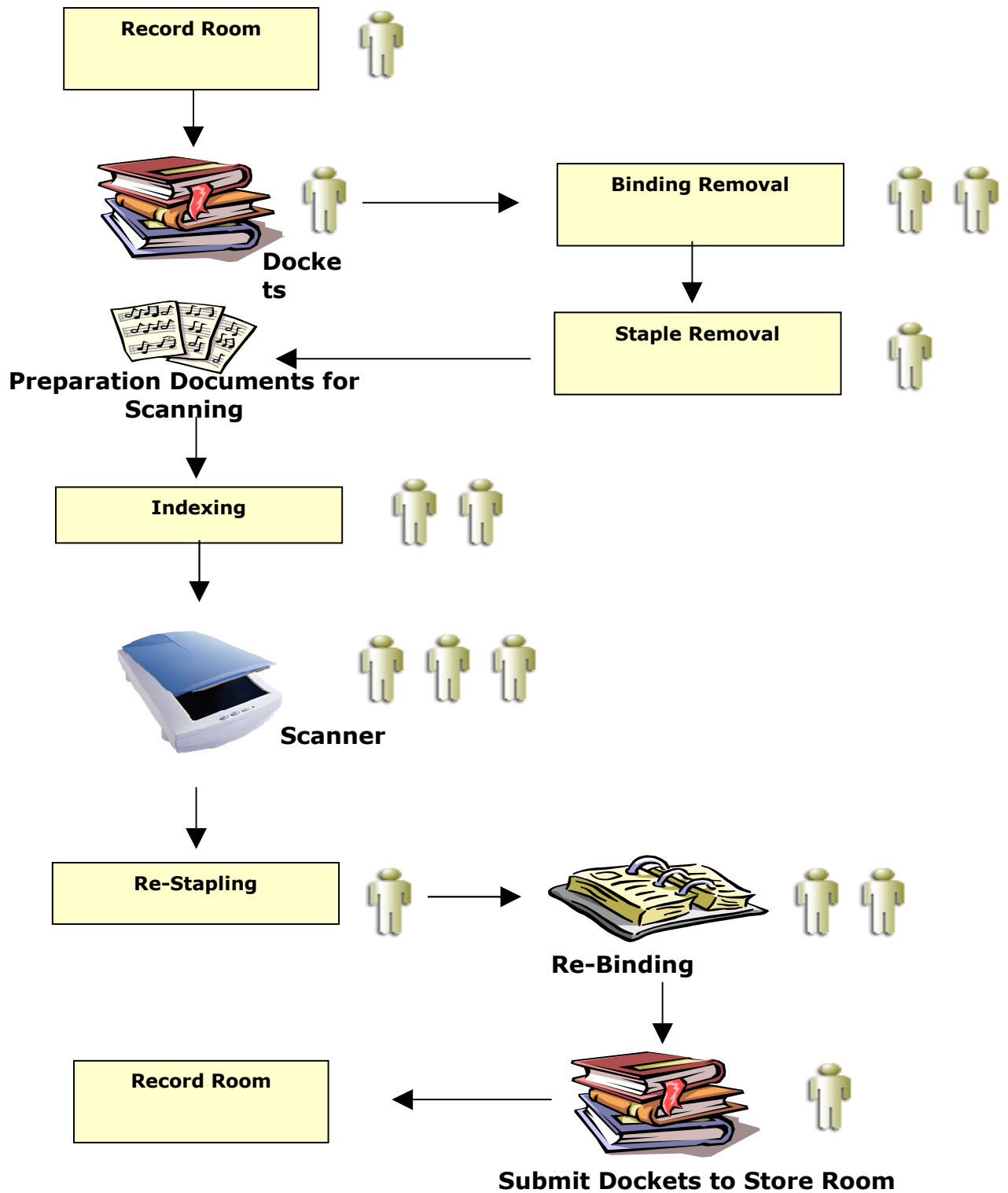
- Server based Inbuilt Document Image Viewer for displaying image document without native viewer
- Viewer should be platform independent and support all standard browser
- Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.
- Automatic stamping of annotations with user name, date and time of putting annotations
- Securing annotations for selective users
- Built in Support for rendering and viewing PDF/A document format with support of applying annotation
- Proposed DMS should provide Web Content Management capabilities for providing Web based access to Institutes and students over internet

## **7. Audit Trails**

- Support Extensive Audit-trails at user
- Facility to generate Audit trails on separate actions
- Log all the actions done by individual users with user name

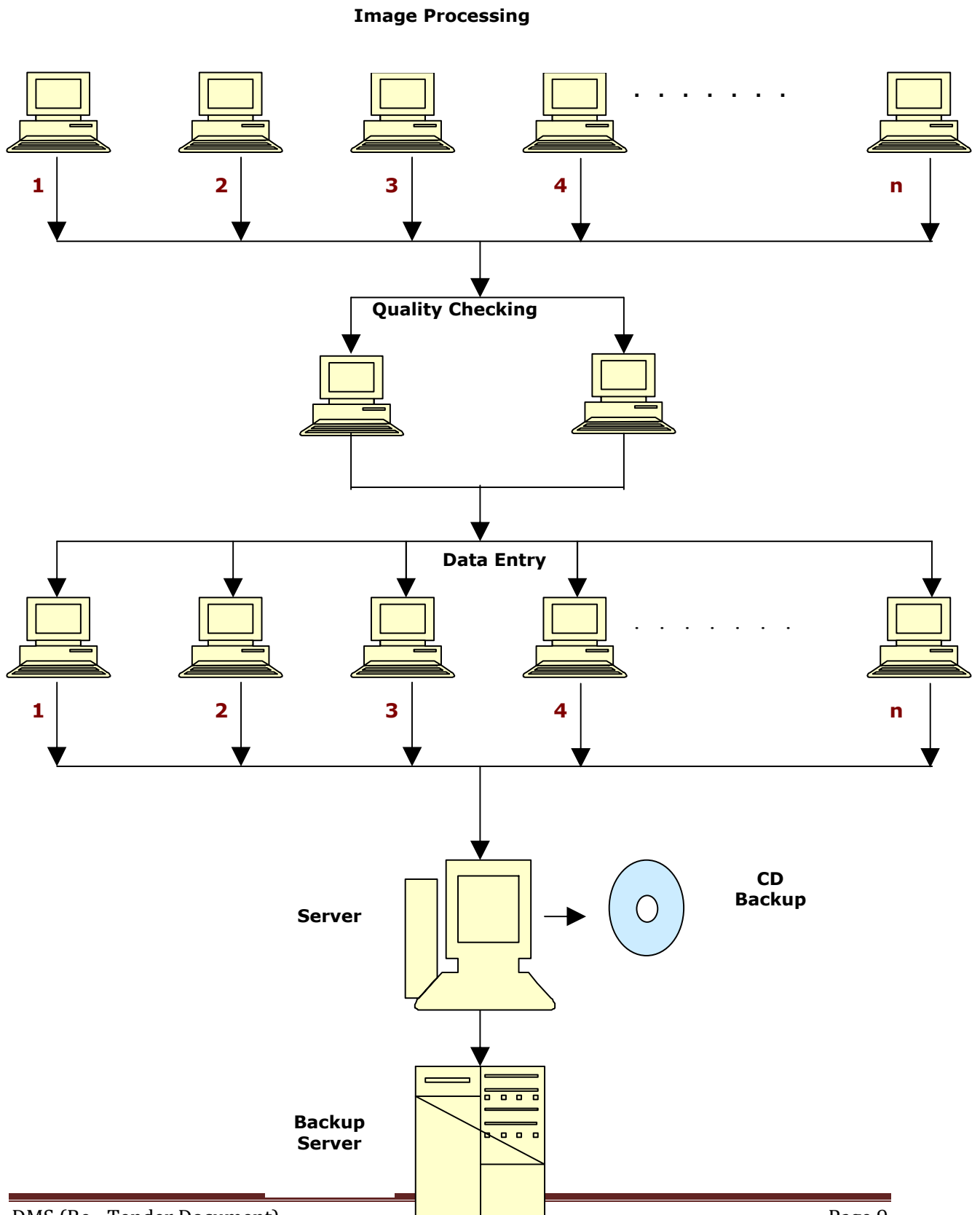
# PROCESSING & DEPLOYMENT WORK FLOW

## PROCESS DIAGRAM AT CLIENT LOCATION





# PROCESS DIAGRAM - INHOUSE PROCESSES



**THE SYSTEM SHOULD PROVIDE FOR FOLLOWING WORKFLOW FEATURES:**

The solution should include Work Flow management besides the following features.

**Inward Receipt:**

- Complete solution for inward receipts at all locations

**File Creation** Should provide fully functional:

- Unique Numbering of File
- Stores File Name, Subject, Creators Notes
- Priority Indication (Immediate/Normal/Later)
- Nature Indication (Confidential/Normal)
- Files should be Version Numbered
- Metadata Capturing ability for input whenever applicable/possible for fast search

**Work Flow Creation & Assignment: Should support**

- Multiple Work Flows
- Create a New Work Flow at Run-Time
- Create Inter-Departmental & Intra-Departmental Work Flows (Assignments)

**Action on File** Should print:

- Pending File Reminders
- Receipt Acknowledgement
- Noting
- Attachments - Any type of Attachment (incl. PDF, HTMS, JPEG, Docs, Excel Sheets, Audio/Video files etc in correct and recoverable format)
- Add/Update/Delete/View (Linked File) References facility
- Tasks Assignments

**File Approval should generate**

- Outgoing Draft Reply Letter Generation and outgoing reply by email, letter SMS etc.
- Reply – eMail, Letter, SMS etc.

**Outward Generation & Dispatch should provide**

- Auto Disposal by Different Disposal Modes
- Outward Entry module should generate Two Copies – Fair Copy and Office Copy and send it to the Dispatch Section for delivery to the intended users/senders
- Carry Forward of Non-Disposed Files

**Query / Views on following should provide**

- Text Based, Keyword based, Wild Cards based search options
- Subject-wise Generalized Summery
- Inward number v/s. Outward number

## **User Creation & Other Security Features**

- History of Positions held with Timeline
- Security Features like Password Complexity & Encryption, Audit Trails
- Database Triggers to Stop Direct Updates

## **Reporting Module**

- Register Printing

## **Audit Trails (User Activity, File Movement Records)**

### **Indexing Documents**

The indexing methodologies used, should be easy to use and understood by the user who retrieve the documents, as well as those who file them.

Should organize documents as given below:

### **Index Fields**

An imaging system should allow users to customize index templates, create multiple templates and have different types of index field data within each template, such as date, number and alphanumeric characters. Index fields should be used to categorize documents, track creation or retention dates, or record subject matter, among other uses. In addition, an imaging system should allow pull down boxes to speed index field entry and have tools available to help automate entering index information.

### **Folder/File Structure**

An imaging system should provide a visual method of finding documents. An imaging system should have the ability to electronically re-create this filing system through multiple levels of nested folders.

### **Retrieving Documents**

Whatever the method, document retrieval should be simple and user-friendly. The system should provide easy, fast and efficient retrieval of relevant documents..

### **Controlling Access**

The system should provide appropriate levels of access to AICTE data, without compromising confidentiality or security.

### **Broad Availability**

The system should provide a client-based user interface that enables the scanning, indexing & retrieval of documents. Users should be able to search, retrieve and view documents with any web browser.

### **Comprehensive Security**

The system should allow the system administrator to control what folders and documents users can see, and what actions they can perform on those documents (edit, copy, delete, etc.) The system should control access to folders, documents and even redacted images and text in a simple and complete manner.

### **SYSTEM IMPLEMENTATION STEPS:**

1. **Collection & Preparation of Documents:** The documents should be collected, on a regular basis under the supervision of an Officer, scanned at the AICTE site. Documents After scanning, they should be arranged in the same manner as they were received & returned the same day.
  - a) **Document & batch Preparation:** Inspecting & separating documents, grouping documents into categories & designating the beginning & end of documents and batches.
  - b) **Document Ironing:** In case the documents are crumpled & in bad shape, they should be ironed before scanning.
  - c) **Document return & hands off:** the documents should return back to the AICTE officer with a check being done again for the integrity of the documents being returned.
2. **Scanning:** The Documents should be scanned in an organized manner, at the site. A manual index should be generated. Each batch of Documents should be given an address.
3. **Indexing & Image Cropping:** The images should be edited/cropped to remove any undesirable foreign spots/marks. The Retrieval Software should be provided by the vendor. The index should basically provide the name of the document.
4. **Quality Assurance:** Every image must be readable. The best image quality should be achieved by using state of the art Scanners, Processors & quality equipment, with automatic exposure control features. The minimum scanning resolution should be 200 DPI black & white, in general. However the vendor should increase this if required, to ensure proper readability of output image.
5. **Merging into Database:** The images should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.
6. **Retrieval Software:** The retrieval software should use information about the documents, including index and text-strings, to find images stored in the system. The documents should be stored in html, xml or pdf format also.
7. **Access:** Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system. The access system should make documents viewable to authorized persons, whether in the office or at different locations.

The internal user size would be around 250 out of which the concurrency to the system shall be around 50-80 users. The External concurrent users to the system shall be around 2000.

### **Training:**

The training program should be conducted for In-charge & 3 Staff members, at Regional offices and camp offices.

At HQ & NBCC all officers and regular staff.

Vendor shall provide training free of charge for AICTE end users, whenever required to so by AICTE.

## **DOCUMENT MANAGEMENT SYSTEM PLANNING AND IMPLEMENTATION**

- Provide the necessary resources: services, consulting, and software to Implement and maintain a Document Management System. The plan shall include total solution for Document Management System.
- At all the locations, the vendor should provide necessary hardware ( including desktop systems , scanners printers, UPS etc in sufficient quantity), application software and other infrastructure for implementation of the Document Management System. The vendor shall ensure 99% uptime for the entire DMS solution. The hardware supplied shall be the property of vendor and any maintenance required in this regard shall be the responsibility of the vendor. AICTE shall not pay separately for such maintenance charges.
- The vendor shall provide specifications for Central servers, Storage devices, Communication & networking equipments & bandwidth to be procured by AICTE, for implementing the DMS, storage and retrieval of scanned data.
- The vendor should separately provide detailed specifications for Disaster Recovery requirement for the proposed DMS solution.

### **The system should be implemented in following phases:**

#### **Phase-I:**

- Document Management System solution for all the documents collected at Regional Offices of AICTE in respect of approval process for academic year 2011-12.

Expected number of documents is approximately 1 Crore

Phase-I should be completed within 15 days from the acceptance of the purchase order.

#### **Phase-II**

- Document Management System solution for all the documents at AICTE Head Quarter, NBCC complex and all the Regional Offices as per Annexure-J. Phase-II should be completed within Twelve months from the signing of the contract.

Expected number of documents is approximately 5 Crore

#### **Phase-III**

- Document Management System solution for the documents at all the locations of AICTE as a routine matter for Four years after satisfactory completion of Phase-II. Expected number of documents is approximately 30 Lacs in every subsequent year.

## **GENERAL REQUIREMENTS**

- The tender offer must be valid for a period of three months from the date of submission. Any offer falling short of the validity period is liable for rejection.

## **PRODUCT UPDATES / MAINTENANCE / WARRANTY REQUIREMENTS**

- Proposal shall include a system maintenance proposal for vendor provided components/system/applications. Clearly indicate what level of support is available, such as 7 x 24, 5 x 24, 5 x 8, etc. coverage is proposed, and the associated costs for each level of service.
- The vendor shall provide latest upgraded version of the system, application software as and when offered in the market.

## **PRODUCT CUSTOMIZATION REQUIREMENTS**

AICTE already has Oracle's Siebel solution, integration of the proposed Document Management with Siebel would be critical.

Similarly for any other products that AICTE has or plans to procure, implement, appropriate integration of DMS may be required. The vendor should provide the Quote for the effort involved in such integration, in terms of PER MAN HOUR unit.

The total Man-hours effort required to carry out such integration shall be calculated by mutual agreement between the AICTE & Vendor, on case to case basis and the total Man-hours effort shall be paid on the basis of PER MAN HOUR rate quoted in this tender.

## **SYSTEM DOCUMENTATION**

The selected Bidder shall provide complete documentation of the following:

- Administrator's Manual: This manual shall provide an overview and implementation instructions.
- Operator Manual: This manual shall provide a basic operational description of the software as well as other pertinent operational details. The manual shall be short, simple, and shall include pictures showing the various operator procedures.
- On-line Help

## **SITE PREPARATION**

- Vendor shall provide detailed guidelines for site preparation. It shall be AICTE's responsibility to ensure proper suitable power and air conditioning.

## **SPECIFICATION OF EQUIPMENTS AND SERVICES**

- The technical specifications specified in the schedule (Annexure-A) are the minimum requirements of the Purchaser. The vendors are at liberty to indicate higher specifications than the minimum levels. The Purchaser reserves the right to place orders at the higher specifications offered by the vendors. Similarly the warranty period is the minimum required. The vendors are at liberty to offer a higher warranty period and the Purchaser / Indenter reserves the right to avail of the longer warranty period offered.

## **MAINTENANCE AND SUPPORT**

- As a part of maintenance strategy, vendor shall provide services for the hardware, software supplied by the vendor for AICTE, during the period of warranty. The service engineer should have sufficient technical qualification and experience to handle hardware, software, communications issues that may arise during the usage of system.
- The vendors shall furnish the details of their centers to support and shall deploy only trained service personnel to resolve the issues which may arise. Maximum time to repair (resolve & recover) a reported break down should be eight hours. Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.
- Vendor and OEM support strategy should have a 24 X 7 support. Support from vendor (and OEM if applicable) should be on site whenever a fault is to be recovered
- Bidder shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots, electrical anomalies, as well as rats cutting etc.
- Even if the goods are shifted to any other location of AICTE during the warranty period, the warranty should continue.

## **UPTIME GUARANTEE**

- Vendor shall have to guarantee a continuous high availability of the all the services and equipments supplied by them and should achieve 99 % uptime on 24 X 7 basis.
- In case of failure occurs during the warranty period and the same has not been set right by the vendor within 8 hours from the time of intimation to the Vendor, the warranty period will also be extended proportionately.

## **SPARES**

- Vendor shall maintain the sufficient Spares for maintaining required uptime guarantee.

## **B) INSTRUCTIONS TO TENDERERS**

### **DEFINITIONS**

In this Contract, the following terms shall be interpreted as indicated below:

1. "Vendor or Contractor or Service Provider" shall mean the successful bidder to whom the contract has been awarded and with whom the Tendering Authority signs the contract for rendering of goods and services.
2. "Contract" means the agreement entered into between the Tendering Authority and the Vendor, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
3. "Bidder" means any firm(s) or a consortium having proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word "Bidder" when used in the pre award period shall be synonymous with "Vendor" which shall be used after award of the contract.
4. "The Contract Price" means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations;

5. "The Goods" means all the all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;
6. "Services" means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services and other obligations of the Vendor covered under the Contract;
7. "Day" means a working day.
8. "Tendering Authority" means The Member Secretary, AICTE, New Delhi.
9. "Council" means All India Council for Technical Education
10. "AICTE" means All India Council for Technical Education

### **LOCATION FOR SUPPLY OF GOODS AND SERVICES AND INSTALLATION**

- Delivery, Installation of hardware, consumables and application software should be at the Sites/Locations as per **Annexure-J** at the risk and cost of successful bidder.

### **SPECIFICATIONS**

- The technical specifications are the minimum requirements of the purchaser. The Tenderer is at liberty to indicate higher specifications than the minimum level. The purchaser reserves the right to place order at the higher specifications offered by the Tenderer. Similarly the warranty period is the minimum required. The Tenderer is at liberty to offer a higher warranty period and the Purchaser / Indenter reserves the right to avail of the longer warranty period offered.
- Intending Tenderer will be allowed to suggest suitable modifications in the Technical Speciation. So that AICTE can take the benefit of the latest advances in the technology. The Purchaser will communicate such changes in specifications that are accepted to all the intending Tenderer who have attended the prebid meeting. Only such changes that have been communicated will become binding on all the Tenderer.

### **COST OF TENDER DOCUMENT**

- Tender/RFP document may be down loaded from the website [www.aicte-india.org](http://www.aicte-india.org).

### **COST OF TENDER**

- It may be noted that Council will not pay any amount / expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses, regardless of the conduct or outcome of the Tendering process.

### **NON TRANSFERABLE TENDER**

- Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Council.



## **QUALIFICATION CRITERION**

- a. The respondent may be a Government Organization / PSU / PSE / partnership firm or a limited Company under Indian Laws.
- b. The respondent should be in existence for minimum 5 years .
- c. The respondent should have a minimum turnover of at least Rs. 5 Crores in the past three years for Indian operations. In case of consortium, these criteria shall be applicable to the principal bidder.
- d. It should be profit making firm / company / organization.
- e. An affidavit to the effect that the firm or any of its partner, director, Board Member of any firm has not been black listed by any Government /Semi Government Organization/statuary body.
- f. The bidder should be a system integrator with proven skills and experience in designing, setting up and maintaining Document Management System.
- g. Should be a CMM Level 3 & ISO 9001:2008 organization.
- h. Should have executed similar project in Government and Private sector
- i. Should have support network at AICTE Regional Offices locations
- j. Should have qualified team of Software Professionals.
- k. Should offer full-fledged total solution for Document Imaging, Management and Workflow solution to serve the needs of Document Management, Paperless Office and Data Mining, which should involve Scanning, Digitalization and software for Archival & Retrieval.
- l. Only those Tenderer who attend the prebid meeting will be allowed to submit the Tender offer and further eligible for participation in the Tender process.

## **OFFER VALIDITY PERIOD**

- Tender should remain valid for 90 days

## **COMPLETENESS OF TENDER OFFER**

- The Tenderer is expected to examine all instructions, forms, terms, conditions, and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Tenderer's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Tenderer if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

## **TWO BID SYSTEMS TENDER**

- The offer shall be in two separate parts. One Envelop containing Technical offer in duplicate along with EMD and Commercial offers in second envelop. These Two separate sealed envelopes containing the Technical and Commercial offers separately should be enclosed together in a large envelop, sealed and superscripted with the Tender Reference Number, Name and address of the Tenderer. Tender Offer without separate envelops for technical offer and commercial offer will be rejected outright.

- All pages in technical and commercial bid shall be numbered, stamped with the official company seal and duly signed by the authorized signatory.
- The bidders should use the formats prescribed by the Council for submitting both technical and commercial bids.
- All the attachments should be in a sequence specified in tender offer form (Annexure-C) and flagged.
- All two inside envelopes should be separately sealed and stamped. The sealed envelopes must be super-scribed with the following information:
  - Type of offer (Technical or Commercial):
  - Tender Reference Number:
  - Name and address of Tenderer:
  - Date of submission of Tender Offer and Time:

### **ENVELOP-I (TECHNICAL OFFER)**

- **The technical offer shall be submitted in Duplicate.**
- **The technical bid should not contain any price information.**
- **The Technical offer should include all items asked for in Annexure-A.**
- **The Technical bid should be complete in all respects with all the columns filled in including “Accepted / Deviations”.**
- The Technical offer should be complete to indicate that all products and services asked for are quoted and should give all required information including technical brochure, manuals, technical specifications, data sheet of the quoted products in an organized and neat manner. No documents, brochures, leaflets, etc. should be submitted in loose form. (Submit hard copy and soft copy in CD)
- The technical specifications are the minimum requirements of the purchaser. The Tenderer is at liberty to indicate higher specifications than the minimum level. The purchaser reserves the right to place order at the higher specifications offered by the Tenderer.
- Filling up of the Technical Detail Form using terms such as “ok”, “acceptable”, “noted”, “as given in brochure / manual” is not acceptable. The Purchaser may treat offers not adhering to these guideline as unacceptable.
- One tender should contain only one product option.
- Any additional accessories, services for Hardware and Software which can be supplied should be included separately indicating their need/use. Those additional accessories, services which are essential for basic functional use of the equipment in the overall system should be marked as essential and others as optional.

### **EARNEST MONEY DEPOSIT**

- Subject to compliance of Response Submission Process the intending bidders should pay along with bids an Earnest Money Deposit of Rs 10,00,000/- (Rupees Ten Lakh only). The EMD shall be paid by Demand Draft in favour of ‘ Member Secretary, AICTE, New Delhi’, payable at New Delhi. The EMD will not carry any interest.

The EMD made by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.

- The bidder withdraws his tender after processing but before acceptance of “Letter of appointment” issued by Council.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to:

- The successful bidder, 3 months after successful installation, commissioning and testing of Goods and services.
- The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for 10% of the contract value.
- The unsuccessful bidders, only after acceptance of the “Letter of Appointment” by the selected bidder.

### **ENVELOP-II (COMMERCIAL OFFER)**

- **Commercial Offer as per Annexure –B shall be submitted.**
- It should give all relevant price information and should not contradict the Technical Offer in any manner.
- The prices quoted in the commercial bid should be without any conditions.
- The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the tender either with the technical or commercial bids submitted.
- The price schedule must be filled in completely, without any error, erasures or alterations.
- Tenderer should quote only all-inclusive Price inclusive of Supply, Installation, commissioning, Transportation, Forwarding, Insurance, Training, Warranty, taxes and duties etc except Octroi.
- The commercial offer shall be on a fixed price basis, inclusive of all taxes, no price variation should be asked for relating to increase in customs duty, excise tax, dollar price variation, etc.
- Price quotation accompanied by vague and conditional expression such as “subject to immediate acceptance”, “subject to confirmation before sales”, etc will be treated as being at variance and shall be liable for rejection.
- The envelop consisting of Commercial Offer shall be marked as “**Commercial Envelop**”
- Prices quoted will be firm for the entire period of Contract. All prices to be quoted in **Indian Rupees**, and must clearly state all applicable taxes which must be included in quoted price.
- It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this RFP. The Vendor must include and complete all parts of the cost Proposal in a clear and accurate manner. Omissions, errors, misrepresentations, or inadequate details in the Vendor’s cost proposal will be considered as valid ground for rejection of the Vendor’s proposal. Costs that are not clearly identified will be borne by the Vendor.

- Tenderer should indicate separately the cost of additional accessories, services of essential and optional nature.
- The commercial offer should include cost of up gradation of system and application software for total duration of contract.
- The commercial offer should include incidental charges and customization charges if any.

### **AUTHORISED SIGNATORY**

- The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Council, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Board Secretary, authorizing an official or officials of the bidder or a Power of Attorney copy, to discuss, sign agreements / contracts with the Council. The bidder shall furnish proof of signature identification for above purposes as required by the Council.

### **ONLY ONE SUBMISSION PERMITTED**

- Only one submission of response to tender by each Vendor will be permitted. In case of partnerships / consortium, only one submission is permitted through the lead vendor / consultant. The purchase order in such case will be placed in the name of Principal bidder only and the principal bidder will be responsible for non commitment to terms and conditions as per this tender document. All submissions, including any Banking documents, will become the property of Council. Recipients shall be deemed to license, and grant all rights to, Council to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

### **SUBMISSION OF TENDER OFFER**

- Sealed tender offers shall be received by the “Member Secretary, AICTE, New Delhi” at the address specified above not later than the time and date specified in the invitation of Tender offer. In the event of the specified date for the submission of tender offers being declared a holiday, the offers will be received up to the appointed time on the next working day.
- Tender Offer submitted without Application Fee, sent by fax or e-mail will not be considered for evaluation.
- Tender Offer received late will be rejected and / or returned unopened to the Tenderer.

### **OPENING OF TENDER OFFER**

- Tender offers received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document.
- The bidder's representatives present shall sign a register of attendance and minutes and they should be authorized by their respective companies to do so.
- A copy of the authorization letter should be brought for verification.

### **PRELIMINARY SCRUTINY**

- Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each offer to the tender document. For purpose to these clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Tender Document without material deviations. The purchaser's determination of an offer's responsiveness is to be based on the contents of the Tender Offer itself without recourse to extrinsic evidence.
- The Purchaser will scrutinize the offer to determine whether the offer is complete, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the offer is in order.
- A tender offer determined as not substantially responsive will be rejected by the purchaser and the commercial bid for such Tenderer will not be opened.
- The Purchase may waive any minor infirmity or irregularity in a Tender offer, which does not constitute a material deviation. This shall be binding on all Tenderers and the Purchaser reserves the right of such waivers.

### **CLARIFICATION OF OFFER**

- To assist in the scrutiny, evaluation and comparison of offer, the Purchaser may, at its discretion, ask some or all Tenderers for technical clarification of their offer. The request for such clarification and the response shall be in writing. To speed up the response process, the Purchaser, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical clarification must be sent to the Purchaser by means of courier / in person.

### **SHORT LISTING OF TENDERERS**

- The Purchaser will short list technically qualifying Tenderers and commercial offers of only these Tenderers will be opened.

### **COMPLETION OF COMPLIANCE OF TENDER CONDITIONS AND STIPULATIONS AND PRICE COMPARISON**

- The Purchaser will evaluate the commercial offers of Tenderers previously short-listed and determined to be substantially responsive.
- After opening of the commercial offers of the short-listed Tenderers, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

### **AWARD CRITERIA**

- Contract will be awarded to the Tenderer who's commercial offer has been determined to be lowest evaluated offer. Contract may be awarded even if only one bidder qualifies technical/commercial offer. However, AICTE reserves the right to take appropriate decisions in such case and shall not be binding on the AICTE to award the contract.

### **RIGHT TO ALTER ITEMS**

- The Purchaser reserves the right to delete items from the schedule of requirements specified in the tender. The Purchaser also reserves the right to alter the quantity.
- The purchaser reserves the right to vary specifications.

### **NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER**

- AICTE shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.
- AICTE reserves the right to make any changes in the terms and conditions of the tender.
- AICTE will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

### **CORRUPT AND FRAUDENT PRACTICES**

- The Purchaser will reject a proposal for award if it determines that Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

### **SIGNING OF CONTRACT AGREEMENT**

- Within seven days of receipt of Purchase order, the successful Tenderer shall sign and date the contract and return it to the Purchaser.

## **C) TERMS AND CONDITIONS OF CONTRACT**

### **PAYMENT TERMS**

- Payment terms:
  - a. 25% of the total contract should be given as Mobilization advance against submission of bank Guaranty of same amount up to the completion of Phase-II.
  - b. 25% after successful and satisfactory completion of Phase-I to be certified by the concerned AICTE Regional officer against submission of bank Guaranty of same amount up to the completion of Phase-II
  - c. At actual against billing quarterly after the start of Phase-I. This amount to be adjusted with Mobilization advance and the amount paid after Phase-I taken together into consideration.
  - d. Phase-II should be completed within twelve months after acceptance of the Purchase Order.

- e. Payment during support services after satisfactory completion of Phase-II shall be on pro-rata basis, and paid every quarterly against submission of the bills.

In all above phases, the payments shall be made against bill and satisfactory report from the concerned AICTE official.

### **LIQUIDATED DAMAGES**

For any delay in Installation and Commissioning, the AICTE will charge penalty as under:

- Rs. 10,000 per day, for any delay in implementation of Phase-I, without any upper limit.
- Subsequently Rs. 1000 per day, subject to the cost not exceeding 10% of the total cost.

### **PERFORMANCE GUARANTEE**

- Performance Bank Guarantee of 10 % of the contract value valid for contract period (60 Months) plus 6 months claim period shall be submitted within 7 days from acceptance of the purchase order.
- The contract period shall be of 60 months from the date of acceptance of the purchase order.

### **WARRANTY AND ANNUAL MAINTENANCE CONTRACT (AMC)**

- The successful Bidders shall warrant the software, equipment and its components to be free from any sort of defects in material and workmanship for a minimum period of 5 year from date of completed installation and shall repair or replace on a timely basis any defective component, assembly or portion free of cost.
- A Service Level Agreement (SLA) will be required to establish appropriate level of support for speed repair and replacement.
- Each and every call will be attended by competent staff of the Bidder within 3-4 hours of its notification either on phone or in writing during business hours (9am -5pm). Delay in attending the call and delay in rectification of fault will lead to consequential financial damages to the Vendor/Bidder.

### **TIME FRAME**

- Project is to be completed within twelve months (52 weeks) in all respects i.e. deliveries and all kind of installations and two (02) weeks for testing. Liquidated Damages at the rates referred in this document shall be imposed in case of any delays due to any reason whatsoever

### **EXECUTION OF SLA / NDA**

The vender should execute:

- a. A Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as maybe prescribed by the Council and
- b. Non-disclosure Agreement. The vendor should execute the SLA and NDA within 15 days from the date of acceptance of Letter of Appointment.



## **OPERATIONAL TRAINING**

- A comprehensive Training Plan is to be submitted along with the Technical Proposal.
- Bid price shall include training on the system for the AICTE staff who will be the end users of the system.
- The training will be as per the satisfaction of the client / end user.

## **CANCELLATION OF CONTRACT AND COPMENSATION**

- The Council reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Council on the following circumstances:
- The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- The bidder goes into liquidation voluntarily or otherwise.
- The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Council reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Council may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.
- The Council reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
- The purchaser shall be entitled and it shall be lawful on his part to forfeit the amount of Performance Bank Guarantee in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfillment or performance of the contract under reference in all respects satisfaction of the purchaser. The purchaser shall be entitled to deduct from the amount of Performance Bank Guarantee any loss or damage which the purchaser may suffer or be put by any reason of or due to any act or other default recoverable by the purchaser from the contract. The losses recoverable by the purchaser from the Performance Bank Guarantee shall include all losses incurred by the purchaser during the warranty period on account of failure of equipment or delay in attending the equipment by the contractor during the warranty period as per stipulations of the contract.
- The Performance Bank Guarantee will be returned to the contractor without any interest on performance and completion of the contract which shall include installation, commissioning of complete equipment to be supplied under the contract and fulfillment of warranty obligations for the complete terms of the contract.

## **ASSIGNMENT**

- Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Council.

## **SUBCONTRACTING**

- The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Council.

## **APPLICABLE LAW AND JURISDICTION OF COURT**

- The Contract with the selected bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts).

## **NO LEGAL RELATIONSHIP**

- No binding legal relationship will exist between any of the Recipients / Respondents and Council until execution of a contractual agreement.

## **DISQUALIFICATION**

- Any non confirmation to above tender details can be treated disqualification. Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.
- If the bid is received after the due date & time.
- Submitted more than one bid, either as single firm/ primary bidder / consortium member

## **ANNEXURES TO THE TENDERS**

The tender comprises of following schedules / Annexure:

Annexure-A	Specifications For Technical Offer
Annexure-B	Price Schedule
Annexure-C	Tender Offer Form
Annexure-D	Self-Declaration (Notarized Affidavit)
Annexure-E	Details Of Bidder
Annexure-F	Details Of Manpower Exclusively Associated With This Project
Annexure-G	Performance Statement
Annexure-H	Contract Form
Annexure-I	Performance Security Form
Annexure-J	Locations of AICTE Offices
Annexure-K	Checklist
Annexure-L	SLA

**Annexure-A**  
**Specifications for Technical Offer**

**Technical Evaluation Parameters for Scanning and Digitization**

#	Parameter	Preference	Accepted/Deviation /Proposed better Solution/Description
1	Process for receiving the files	1. Receipt of the file by the official of the Vendor on prescribed format	
2	Pre-scanning Process	<ol style="list-style-type: none"> <li>1. Serialization of pages after unbinding.</li> <li>2. Un-tagging of file. Applying transparent tape to the torn pages.</li> <li>3. Unbinding of the documents Physical Numbering each page of the document as per predefined scheme ( preferably Meta type)</li> </ol>	
4	Scanning Process & Manpower	<ol style="list-style-type: none"> <li>1. Vendors should describe the scanning process &amp; related plan</li> <li>2. It should define the Quality Assurance &amp; Verification Plan.</li> <li>3. It should also include the plan for applying Digital Signature of the Official of the vendor after finalization &amp; verification.</li> <li>4. Vendor should specify the Scanners, PCs, Printer and any other piece of Hardware &amp; Software which shall be used for scanning process. Open Source application software shall not be used.</li> <li>5. Vendor should specify the technical Supervisory and Operational manpower.</li> <li>6. The vendor shall be responsible for the following – <ul style="list-style-type: none"> <li>• Scanning &amp; indexing each page &amp; document</li> <li>• Preparation of CD/ DVD, comprising of scanned documents</li> </ul> </li> </ol>	

		<ul style="list-style-type: none"> <li>• Binding of the documents</li> <li>• Physical numbering the document</li> <li>• Storage of numbered documents at RO in specified location</li> <li>• Sign-off from RO</li> </ul>	
5	Storage Format	<ol style="list-style-type: none"> <li>1. PDF/A format (ISO 19005-1:2005) for long-term preservation.</li> <li>2. Metadata will be mutually agreed.</li> <li>3. PDF/A file should be linearized to ensure faster web viewing.</li> <li>4. The PDF files created should be highly compressed.</li> <li>5. Should facilitate encryption, Digital Signature and Secure Time Stamping.</li> <li>6. Text Recognition and creation of live reflowable text, which adjust based on screen size.</li> <li>7. In case of images with printed English text, the output PDF/A should be searchable and reflowable.</li> <li>8. PDF/A document should be enabled for interactive use with free Adobe Reader (Adobe Reader Extension)</li> </ol>	
6	Indexing Parameters	<ol style="list-style-type: none"> <li>1. The Indexing Parameters will be mutually decided.</li> <li>2. Indexing Parameters may change at a later date.</li> </ol>	
7	Linking	<ol style="list-style-type: none"> <li>1. Structured Data need to be linked with Scanned Files (Unstructured Data) using defined parameters.</li> </ol>	
8	Document Management Software	<ol style="list-style-type: none"> <li>1. Vendor may specify the DMS to manage the scan documents. In order to have better integration and security in view, DMS on existing database should be provided.</li> <li>2. Proposed DMS should have at least one installation of more</li> </ol>	

		<p>than 2 Crores images.</p> <ol style="list-style-type: none"> <li>It must have capability to handle 50-80 concurrent users.</li> <li>Specify the Name, Version, Features, Product Owner, Platform, Database etc details about DMS.</li> <li>Should provide a system for controlled access rights</li> </ol>	
9	Retrieval Mechanisms	<ol style="list-style-type: none"> <li>The documents should be accessible through all standard browsers.</li> </ol>	
10	Tagging of Files and Its return	<ol style="list-style-type: none"> <li>Once file is scanned. It should be tagged as per serial number and will be delivered back Council Officials and signature will be given to Vendor's official as per process flow mentioned in this document</li> </ol>	
11	Delievery of Scanned Data	<ol style="list-style-type: none"> <li>Vendor should specify the mechanism for delivery of scanned data on DVD /External HDD or any other media.</li> </ol>	
12	Verification of scanned data by AICTE	<ol style="list-style-type: none"> <li>Mechanism to verify the Scanned data by the council will be established and Digital Signature official will be applied after verification. The Vendor will provide software for the same.</li> </ol>	
13	Hardware Resources for AICTE	<p>The vendor shall provide specifications for Central servers Storage devices, Communication &amp; networking equipments &amp; bandwidth to be procured by AICTE, for implementing the DMS ,storage and retrieval o scanned data</p>	
14	Additional Requirements	<ol style="list-style-type: none"> <li>In order to have better implementation of this project, vendor can propose better solution, separately, in addition to above given</li> </ol>	

		points.	
15	Integration with e-Governance or any other system the AICTE has or plans to procure, implement	1 Should provide support for Integration with e-Governance or any other system the AICTE has or plans to procure, implement	
16	Acceptance Testing	The vendor and AICTE should develop and mutually agree upon an acceptance test plan (ATP)	

<b>ANNEXURE-B</b>
<b>PRICE SCHEDULE (PS)</b>
Tender Reference:
Last date and time for submission of Tender :
<b>The Member Secretary,</b>
AICTE,
7 <sup>th</sup> Floor, Chandralok Building,
Janpath, New Delhi
110001.
<b>SUBJECT: TENDER DOCUMENT FOR PARTICIPATION IN THE TENDER PROCESS FOR DOCUMENT MANAGEMENT SYSTEM</b>
That we are sole owner/authorized agents/ of
.....
.....
That we/the undersigned agency is equipped with adequate hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of AICTE
We hereby offer to provide Services at the prices and rates mentioned in the financial bid (as per financial template).
We do hereby undertake, that,
In the event of acceptance of our bid, the Services shall be provided as stipulated in the work order and the tender terms and conditions to the Bid and that we shall perform the entire incidental services.
The prices quoted are inclusive of all charges inclusive of traveling, hardware/software/ manpower etc. for providing the desired services.
We agree to abide by our offer a period of 90 days from the date fixed for opening of the tenders and what we shall remain bound by a communication within that time.
We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and condition.
We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

**Financial Bid (To be quoted on per page basis)**

#	Parameter	Per page Cost: Including All Taxes and handling charges, if any (in Rs.).
1	<p><u>Scanning per page including:</u></p> <ul style="list-style-type: none"> <li>• Supply&amp; installation of all necessary equipment, software, manpower etc at AICTE locations.</li> <li>• Document handling procedure as mentioned in this tender document ,</li> <li>• Indexing , copying on CD/DVD etc</li> <li>• DMS implementation &amp; maintenance at locations , at Central server and uploading scanned data from all the regions</li> <li>• Training</li> <li>• Cost of Media (CD/DVD)</li> </ul> <p>Paper Size: A0,A4, A3, Legal and Blue prints of various sizes</p> <p>Estimated number of pages as specified in Phase-I, Phase-II and Phase-III of this tender document</p>	<p>In Figure _____</p> <p>In Words _____</p> <p>_____</p>
2	<p>Price for Integration with existing e-Governance system and/or other system that AICTE plans to procure subsequently</p>	<p>In Figure _____ PER MANHOUR</p> <p>In Words _____ PER MANHOUR</p>
3	<p>Any other item (Please clearly specify)</p>	<p>In Figure _____</p> <p>In Words _____</p> <p>_____</p>



Note:	
1. All the costs should be quoted in Indian Rupees and should be fixed on <b>lump-sum basis, no escalation of cost will be allowed under any circumstances.</b>	
2. AICTE shall not pay separately any specific statutory taxes / service charges to any authority.	
3. No hidden charges will be allowed, if any.	
I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication etc. for successful implementation of the project at site.	
Dated:	Signature:
Name of Agency:	
Company Seal	Full Address:

<b>ANNEXURE-C</b>
<b>TENDER OFFER FORM (TOF)</b>
Date: _____
<b>Tender Reference No.:</b>
To
<b>The Member Secretary,</b>
Member Secretary, AICTE, 7 <sup>th</sup> floor, Chandralok Bulding, Janpath, New Delhi, 110001
<b>SUBJECT: TENDER DOCUMENT FOR PARTICIPATION IN THE TENDER PROCESS FOR DOCUMENT MANAGEMENT SYSTEM</b>
Gentlemen:
Having examined the tender documents including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to work as Vendor as mentioned in the Scope of the work as required by AICTE in conformity with the said tender documents.
I/We declare that we are an established service Provider in the area of IT service Provider under the name and style of.....
We declare that we are equipped with adequate machinery/technology for providing the services as per the parameters laid down in the Tender Document and we are prepared for live demonstration of our capability and preparedness before the representatives of the AICTE office.
I/ We undertake that the Prices are in conformity with the specifications prescribed. The quote is inclusive of all costs likely to be incurred for executing this work.
I/ we undertake, in the event of acceptance of our bid, the services shall be provided as stipulated in the schedule to the Bid Document and that we shall perform all the incidental services.
If our Bid is accepted we shall submit the performance guarantee of bank as specified in the Tender document for the due performance of the Contract during the Contract period at the time of signing of Agreement in the Form prescribed by the Tendering Authority.
I / We agree to abide by this Bid for the period of 90 days after the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
Until a formal contract is prepared and executed, this Bid offers, together with your written acceptance thereof and your notification of award shall constitute a binding contract between us.
We understand that you are not bound to accept the lowest or any offer you may receive.
We agree to the terms and conditions mentioned in the Tender Document.
Dated this ____ day of _____ Signature: _____
(In the Capacity of :) _____
Duly authorized to sign the tender offer for and on behalf of
<b>Encl.: - (A) Envelope-1 (Original Technical Bid)</b>
1. Index
2. Tender offer form duly filled in. (Annexure C)
3. Bidders Authorization Certificate.

4. Self Declaration for unblemished record
5. Details of Bidder
6. Performance statement along with necessary Documents
7. VAT Registration Certificate along with VAT Clearance Certificate or VAT payment Challan from concerned Government Department as on 1st April, 2010.
<b>8. Downloaded Tender Document where all the annexures are completely filled and every page of the tender document including annexures, duly signed and stamped with the authorized company seal.</b>
9. Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)
10. Copy of the CMM and ISO certification
11. Copy of the PAN Card
12. Proof in support of having experience of minimum of 5 years of existence in the field of Software Development and IT related activities as on 1 <sup>st</sup> February, 2011. Work-orders along with Completion Certificates / Client's Testimonial given by concerned organisations or whom work is done should be submitted.
13. Proof in support of experience in development of software and providing IT related services to the Government / Public Sector Organizations / Undertaking / Corporations, Banks, Universities / State level Board. Work-orders along with Completion Certificates / Client's Testimonial given by concerned organisations or whom work is done should be submitted
14. Proof in support of minimum 3 clients (present and / or past) who are Public Sector Organizations / Corporations with total order volume of Rs 2cr for last 2 years out of which one assignment should have successfully executed with order value of minimum Rs 1cr. from single Public Sector Client. Work-orders along with Completion Certificates / Client's Testimonial given by concerned organisations or whom work is done should be submitted
15. Proof in support of proven track record of having successfully provided on-going training, maintenance of and handholding support for its developed applications.
16. Proof in support of prominent presence at all the regional office locations and Delhi
17. Technical proposal
18. Hardware resources proposed for deployment.
19. Problem Escalation Mechanism with name, designation and contact details at each level up to the level of CEO
20. Proposed Quality Plan.
21. Proposed Software Change Management Methodology.
22. Proposed Methodology to complete this project.
23. Details regarding proposed infrastructure for desired services.
24. Details regarding miscellaneous / Add-on technical services.
25. Copies of its audited financial statements for past three years (i.e. 2009-10, 2009-08, 2008-07).

<b>(B) Envelope-2 (Duplicate technical bid along with all attachments)</b>
<b>(C) Envelope-3 (Sealed Commercial Bid)</b>
1. Price Schedule, duly stamped and signed
<b>(D) Envelope-4 (Earnest Money Deposit, EMD)</b>

<b>ANNEXURE-D</b>	
<b>SELF-DECLARATION (NOTARIZED AFFIDAVIT)</b>	
Ref.....	Date: -
To,	
<b>The Member Secretary,</b>	
AICTE,	
7 <sup>th</sup> Floor, Chandralok Building,	
Janpath, New Delhi	
110001.	
In response to the tender No..... Dated..... as a owner/partner / Director of ..... I / We hereby declare that our Agency ..... is having unblemished past record and was not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time.	
I/ We M/s_____ (Name of the Company) are not blacklisted in any Department of Government of India or any State Government	
I/We further undertake that our partner M/s_____ (Name of Vendor) having office are also not blacklisted in any Department of Government of India or any State Government	
I/We hereby declare that there are no pending cases against M/s (Name & Address of Bidder) with Department of Government of India or any State Government or any other court of law	
I/We hereby declare that Bidder's company or Director/Owner of the company have not been declared by any Court or Competent Authorities in solvent or involved in any fraudulent mean(Economical & Criminal) as on <b>1<sup>st</sup> February,2011</b>	
Name of the Bidder: -	
Signature: -	
Seal of the Organization: -	

**DETAILS OF BIDDER**

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

**General Profile of the Company/Firm:-**

Name and Address of the Company / Firm With Telephone Nos., Fax, E-mail and Website	
Date of Incorporation	
Offices situated at different locations	
Infrastructure facilities	
Turn over for last three years (Audited Annual Accounts and Annual Reports of three accounting years to be submitted)	
Executive Profile	
Service Tax Registration Number	
VAT Registration Number	
PAN No.	
Premises / space available in square feet	

**Details of Manpower:-**

Technical Personnel available:

Number of Operators:

Number of Supervisors:

Number of Managers:

**List of Clients (For a period of last Five years):**

S.N.	Name and Address of the client with Tel. No.	Contact Person and Contact Number	Nature of Job	Total Value of the Contract (In Rs.)

(Separate pages may be taken to elaborate the projects undertaken).

**Quality Certificate, if any:**

S.N.	Name of the Certificate	Certified By	Year of getting Certification	Whether Certificate is valid as on date

**Awards for products/Services, if any:**

S.N.	Name of the Certificate	Certified By	Year of getting Certification	Field of Award (S/W development Consultancy etc.)

Name, address and Telephone Number [Office, Residence, Mobile] of the Contact Person to whom all References shall be made regarding this tender:

Telephone: Office -

Residence –

Mobile -

Fax No.:

E-mail:

Place:

Signature:

Date:

Name:

Company Seal

**Note:**

1. In-adequate information could lead to disqualification of the bid.
2. All items should be supported by proper documents.

**ANNEXURE-F****DETAILS OF MANPOWER EXCLUSIVELY ASSOCIATED WITH THIS PROJECT****(To be furnished on a separate sheet for each employee)****NAME OF THE FIRM:**  
\_\_\_\_\_**Name of the staff and Designation:-****Date of Birth:-****Professional Qualification :-****Service in the firm from :-****Present Salary :-****Previous employment record :-**

Sr. No	Organization	From	to	Total Salary
1				
2				
3				
4				

**Details of Key assignments handled in the past three years**

	Organization	Month & Year	Details of assignment done
1			
2			
3			
4			

Date: -----

Name of the Bidder: -

Place: -----

Signature: -

Seal of the Organisation

**Note:-**No change of any kind should be made in this format. In-adequate information or change in format could lead to disqualification of the bid.



**ANNEXURE-G**

**PERFORMANCE STATEMENT**

Bid No. .... Date of opening.....

Name of the Firm-----

**Details of Past Contract similar to this Contract (for a period of last Five years)**

S.N.	Name and Address of the client with Tel. No.	Contact Person and Contact Number	Nature of Job	Number of Sites	Total Value of the Contract (In Rs.)	Date completion of contract		Penalty imposed by clients if any
						As per Contract	Actual	

(Separate pages may be taken to elaborate the projects undertaken).

**Note:** - Please enclose Work-orders along with Completion Certificates / Client's Testimonial given by concerned organisations or whom work is done.

Date: -----

Name of the Bidder: -

Place: -----

Signature: -

Seal of the Organisation: -

<b>ANNEXURE-H</b>
<b>CONTRACT FORM (CF)</b>
AGREEMENT MADE this ____ day _____ of Two thousand _____ Between _____ (hereinafter called "the Contractor") of the one part and the Member Secretary, AICTE of the other part.
WHEREAS the contractor has tendered for providing Total solution for Document Management System to the AICTE (hereinafter called "The Tendering Authority ") as per the terms and conditions mentioned in the tender document. Whereas such tender has been accepted and the contractor has deposited with the Tendering Authority the sum of Rs. _____ (Rupees _____ only) as security for the fulfillment of this Agreement.
NOW IT IS HEREBY AGREED between the parties hereto as follows:
The contractor has accepted the contract on the terms and conditions set out in the tender notice no. _____ dated _____ as well in the acceptance of tender no. _____ dated _____, which shall hold good during period of this agreement.
Upon breach by the contractor of any of the conditions of the agreement, the Tendering Authority may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the AICTE to claim damages for antecedent breaches thereof on the part of the contractor and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfill the agreement as certified in writing by the Tendering Authority which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the AICTE.
Upon the determination of this agreement whether by efflux ion of time or otherwise the said deposit shall after the expiration of _____ months from the date of such determination be returned to the contractor but without interest and after deducting there from any sum due by the contractor to the Government under the terms and conditions of this agreement.
This agreement shall remain in force until the expiry of 60 months from the date of entering into the contract but the Tendering Authority may cancel the contract at any time upon giving one months notice in writing without compensating the contractor.
The Tendering Authority may give notices in connection with the contract.
In consideration of the payments to be made by the Tendering Authority to the Bidder as hereinafter mentioned the Bidder hereby covenants with the Tendering Authority to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.
The Tendering Authority hereby covenants to pay the Bidder in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.
If subject to circumstances beyond control (Force Majeure) the contract fails to deliver the services in accordance with the conditions mentioned in the tender, the Tendering Authority shall be entitled to render services from else other organization after giving due notice to the Bidder on the amount and at the risk of the Bidder without canceling the contract in respect of the consignment not yet due for delivery, or to cancel the contract.

In the event of action to be taken, the contractor shall be liable for any losses, which the Tendering Authority, may sustain on that account. The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

CONTRACTOR

Member Secretary, AICTE

Witnesses

1

2

<b>ANNEXURE-I</b>
<b>PERFORMANCE SECURITY FORM (PSF)</b>
To:
(Name of Indenter)
WHEREAS _____ (Name of Bidder) hereinafter called "the Bidder " has undertaken Contract No. _____ dated, _____ 2010 to render services hereinafter called "the Contract".
AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the Contract.
AND WHEREAS we have agreed to give the Bidder a guarantee:
THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of _____ (Amount of the guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limit of _____ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein.
This guarantee is valid until the _____ day of _____ 20
Signature and Seal of Guarantors
_____
_____
_____
Date _____
Address: _____

**ANNEXURE-J****LOCATION OF AICTE OFFICES**

	Offices of AICTE	Location	
1	Head Office	7th Floor, Chandralok Building, Janpath, New Delhi	
2	NBCC	Lodhi Road, New Delhi	
3	Eastern	L B Block Sector-III, College of Leather Technology Campus, Salt Lake City, Kolkata – 700091	
4	Northern	Govt. Polytechnic Campus Adjoining Directorate of Tech. Edu. Office, Vikas Nagar, Zoo Road, Kanpur – 208024	
5	Southern	Shashtri Bhawan, 26, Haddows Road, Chennai – 600006	
6	Western	2nd floor, Industrial Assurance Building V.N.Road, Opp. Churchgate Rly. Station Churchgate, Mumbai – 400020	
7	Central	Tagore Hostel 2, Shamlu Hills Bhopal – 462002	
8	South Central	First Floor, Old Bicard Building Jawaharlal Nehru Technological University, Massab Tank, Hyderabad – 500076	
9	South Western	Health Centre Building, Bangalore University Campus, Bangalore – 560009	
10	North West	Plot No.1, 5th Floor, DTE Punjab Building, Sector 36-A, Chandigarh – 160036	
11	Guwahati Camp office	Guwahati	
12	Gurgaon Camp office	Gurgaon	

**Annexure-K  
Checklist**

Sr No		Description	Yes/No/NA	Page Number
1.	Annexure-A	Specifications For Technical Offer		
2.	Annexure-B	Price Schedule		
3.	Annexure-C	Tender Offer Form		
4.	Annexure-D	Self-Declaration (Notarized Affidavit)		
5.	Annexure-E	Details Of Bidder		
6.	Annexure-F	Details Of Manpower Exclusively Associated With This Project		
7.	Annexure-G	Performance Statement		
8.	Annexure-H	Contract Form		
9.	Annexure-I	Performance Security Form		
10.	Annexure-J	Locations of AICTE Offices		
11.	Annexure-K	Checklist		
12.	Annexure-L	SLA		
13.		Authorization letter from OEM attached		
14.		Technical/Commercial offers duly signed		
15.		EMD		

Vendors are requested to arrange support documents as per checklist.

(Signature of the representative)

Name:

Designation:

Name of the Company

Date: