

TENDER DOCUMENT

(two bid tender)

Tender No. IIIT-A/ENQ/FIP/342/279/2018, dated 25/07/2018,

**Last date of Bid submission up to 16/08/2018 till 12:00 Noon,
Opening of Technical Bid on 16/08/2018 at 04:00 PM.**

**Deployment, Customization and Training of
Web Based
Digital Filing and Flow Management System
For**



Indian Institute of Information Technology Allahabad

Devghat, Jhalwa, Allahabad-211015, U. P. INDIA

Ph: 91-532-2922000, Fax: 91-532-2922125, Email: contact@iiita.ac.in

Pre-Qualification Criteria

Criteria	Supporting documents to be submitted
BIDDER must be a registered company in India with min. of 5 years' experience in software development, deployment and support as on 31/03/2018.	Copy of the registration certificate issued by the Registrar of Companies.
BIDDER should have GST/PAN Registration	Copies of GST/PAN registration.
The BIDDER should have an average annual turnover of 5 crores from software sales in the fiscal years 2014-15, 2015-16 & 2016-17.	Copies of the balance sheets of these fiscal years.
The BIDDER should be a profit-making entity (profit after tax) in the fiscal years 2014-15, 2015-16 & 2016-17.	Copies of the balance sheets of these fiscal years.
The BIDDER shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Self-certified declaration.
The BIDDER should have ISO 9001 certification.	Valid ISO certificate.
The BIDDER must follow a recognized Information Security Standard.	ISO 27001 (preferred). Copy of certificate.
The BIDDER must have executed at least 5 similar projects, each worth more than Rs. 25 lakhs in Central Govt./State Govt./Public sector organizations in India.	Copies of Work Orders from the user organizations.
The BIDDER must have min. 50 technical staff on pay roll for support.	Self-certified declaration.

Technical Evaluation

The Bidders has to provide all the Adequacy of the proposed solution, Approach & Methodology, Application Architecture, Execution Strategy and Work Plan Documents along with above mentioned documents/certificates (in the Pre-Qualification Criteria). Bidders who comply with all the Pre-Qualification Criteria and Technical Documents of offered solution will only be considered for Technical Evaluation.

Technical Evaluation Criteria

No	Evaluation Criteria	Max. Marks
1.	Proposed file processing solution implemented in Central Govt. / State Govt. / Public Sector organizations, each order with minimum Rs.25 lakhs value, excluding tax 5 projects = 5 marks 7 projects = 10 marks Above 7 projects = 15 marks	15
2.	Proposed file processing solution implemented with nation-wide presence. 1 project = 5 marks 2 projects = 10 marks Above 2 projects = 15 marks	15
3.	Number of technical staff in pay roll. 50 staff = 5 marks 51 - 100 staff = 10 marks Above 100 staff = 15 marks	15
4.	Number of years of existence in software industry 5 years = 5 marks 7 years = 10 marks Above 7 years = 15 marks	15
5.	Live demonstration of the proposed solution showcasing the capability match with the techno-functional compliance	40

Bidders must score at least 75 Marks out of 100 in the technical scores. Bidders should submit all the necessary documents in their technical bid.



Financial Bid Evaluation

The financial bids of only those bidders, who have scored at least 75 marks in the technical evaluation process, will be opened. The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening. The date and time of the Financial Bid opening will be communicated to all the technically qualified Bidders.

Offer Evaluation Criteria

- The bidder with highest qualifying technical score (T1) will be awarded 100% score. Technical Scores for other than T1 bidders will be evaluated using the following formula:

$$\text{Technical Score of a Bidder (Tn)} = \left\{ \begin{array}{l} \text{(Technical Score of the Bidder / Technical Score of T1)} \times 100 \\ \end{array} \right\} \text{ (Adjusted up to two decimal places)}$$

- The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial Scores for technically qualified bidders other than L1 bidders will be evaluated using the following formula:

$$\text{Financial Score of a Bidder (Fn)} = \left\{ \begin{array}{l} \text{(Commercial Bid of L1 / Commercial Bid of the Bidder)} \times 100 \\ \end{array} \right\} \text{ (Adjusted up to two decimal places)}$$

- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes which shall be mentioned separately in Indian Rupees.
- Any conditional bid would be rejected
- Technical and financial scores secured by each bidder will be added using weightage of 75% and 25% respectively to compute a Composite Bid Score.
- The bidder securing the highest Composite Bid Score will be the successful Bidder for award of the Project. The overall score will be calculated as follows:

$$\mathbf{B_n = 0.75 * T_n + 0.25 * F_n}$$

Where,

B_n = overall score of bidder

T_n = Technical score of the bidder (out of maximum of 100 marks)

F_n = Financial score of the bidder

- If the composite bid scores are 'tied' between two, the bidder securing the highest technical score will be considered as the successful Bidder for award of the Project.
- Marks will be awarded based on the sufficient proof towards said criteria or based on the demonstration of the same in presentation.
- Only bidders who score at-least 75 marks shall be termed as technically qualified and will be eligible for opening of financial bids.



- **Project Time-line**

The project should be completed within 6 weeks.

Total Project Period	6 Weeks
Requirement Gathering	1 Week
Implementation & Configuration	3 Weeks
Master User Training & End-user Training	1 Week
UAT & Project Go live	1 Week

BIDDER must submit detailed implementation plan chart, along with the proposal.

Project Stages


The following stages need to be completed during above time-line.

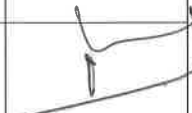
Digital Filing & Flow Management	Remark
Supply or development	Open source solution
Installation	Required hardware will be provided by institute
Customization	As per need of the institute
Commissioning	Function setup of solution
Testing	With old files and new files
Training	To departmental users (role-wise, may be in groups)

BIDDER may share source code with the institute under incubation tie-up to promote the software product.

Techno-Functional Compliance Sheet

Bidders should mark the feature wise compliance of the proposed Digital File & Flow Management System based on the following requirements

FUNCTIONALITIES/ FEATURES COMPLIANCE SHEET		
Sl. No.	Functionalities/Features	Compliance (Yes/No)
I	DIGITAL FILE MANAGEMENT SYSTEM	
	a) Document/File Capturing	
1	The system should provide an integrated scanning solution for document scanning and capture	
2	The capture module should support document processing, validation, indexing and required image enhancement features	
3	The proposed system should support attachments, emails and image formats like PDF, JPEG, PNG etc.,	
4	The system should support bulk import of existing images and electronic documents	
5	The system should have capability to show thumbnail view of scanned documents	
6	The system should enable segregation of documents based on varied parameters like Bar code	
7	The system should enable creation of file/document in its environment	
8	A user with proper permission should be allowed to create new document on receiving a paper for processing	
9	System should have functionality to set alerts and reminders for file movements which can be easily configured	
10	The numbering of the document should be automatically maintained by the system and the format should be configurable	
11	Documents should support multiple attachments that may be any form the following formats: PDF, MS Office, Open Office Document, Plain text and image	
12	Based on the parameters assigned for document, the system should prompt the user to send it to appropriate seat for processing	
13	At any point of time user should also be allowed to apply overriding rules around specific seats and send it to any seat in the office or to outside office, based on the access permission assigned	
14	Alerts and reminders should be configurable for easy tracking of activities and document movements	
15	Documents from one seat to another should be listed in specific folder until the recipient interacts on the document for easy tracking at the point of origin.	
16	An officer should be allowed to view Documents that are with seats below in his/her hierarchy and the system should have features to enable the officer to pull these documents to his/her seat for further action	
17	The system should also ensure that no action is possible on documents which are not with the user's seat	
18	System should have features for users to add comments to a document before forwarding and these comments should be displayed chronologically	

19	Duplicating a document and forwarding it to a different seat with a new number should be possible	
20	The system should also allow the user to circulate a document to other seats for sharing their comments	
21	System should enable users to create a new File from a document or add a document to an existing File	
b) File Management		
1	The system should have features to list all received files in the user's default inbox	
2	File should provide enough information to the user in the listing itself to identify the subject and the sender of a file	
3	An officer should be able to view files of all the seats below his hierarchy and should be allowed to pull any file to his seat and process the file.	
4	Users lower in the hierarchy should be allowed to view files which they have forwarded with provision to see the contents till the forwarding time	
5	Users with proper privileges should be allowed to view the notes/comments and add their notes	
6	A user should have the capability to have multiple seats allotted by management. The system should be capable of providing an interface to the user to work with files related to his/her assigned seats using single login credentials (LDAP as central authentication is preferred one)	
7	The system should have features to view Current file and Note File in chronological order in a single screen for easy preparation of further notes.	
8	WYSIWYG editor with standard features to prepare the notes should be available.	
9	The system should support multiple languages including English and Indian Languages in UNICODE format	
10	Users should be allowed to insert bookmarks in their notes to refer to any page in the Current File or to any Note paragraph and should be able to attach documents to a file at any time	
11	Bookmarking to a highlighted portion of a page in the Current File should also be provided	
12	Documents in the file should be shown in chronological order and attachments should support PDF, MS WORD, Open Office Document and common image formats	
13	Feature to forward a file to another user/seat in the same office or to a user in another office if proper privileges are given to the user	
14	The system should support automatic routing of files through pre-configured rules	
15	User should be able to share a file with multiple users at the same time for notes entry without forwarding the file	
16	Facility for exporting a file (in full or in parts) to PDF should be provided	
17	Facility to track file including current seat of the file should be provided with a view of all the routes the file has taken	
18	An audit log of all activities of a file should be available and visible to all users in the office	
19	The owner of the file should be able to close a file and send the file to records for future reference/use.	
20	The system should not allow modification in closed files	

21	Facility for linking and referencing other files (both live and closed files) to a master file should be possible.	
22	Feature of document versioning and to write version comments	
23	The system should handle entire life-cycle of documents through record retention, storage, retrieval and destruction policies	
24	The system should have capability to handle movement and tracking of a record among users within office/across locations	
25	The system should support annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.	
26	The system should support automatic stamping of annotations with user name, date and time of putting annotations.	
27	The system should provide features for securing annotations for identified users and should be able to create form templates through user interface, attach form to a file and process form along with the file	
28	The System should support automatic full text indexing for Text search, extensive search facility to retrieve documents/files	
29	Facility to create any number of work-flows and to attach a file or more files to a specific work-flow to override the default path	
c) Drafts & Templates		
1	Features to support various document templates, user with proper privileges should be able to create a new template through a user interface	
2	User should be able to create a draft document inside a file using templates	
3	Multiple versions (all versions) of the draft should be stored	
4	User with proper privilege should be able to view draft and approve	
5	Facility to create final document from the approved draft document should be possible	
6	Automatic numbering (reference No.) of final documents should be inbuilt	
7	User should be able to create a copy of an existing draft and document	
8	Customization of templates as per need of the institute	
d) Dispatch		
1	Provision to dispatch document/multiple documents to users/multiple users (in same office or in different offices) should be supported	
2	An administrator should be able to specify seats in an office that can accept dispatch from other offices	
3	Facility to list all dispatches made from an office with capability to filter by file No., destination office etc.	
4	Should support dispatch in different modes – by Post, by Email, by Online dispatch internally. Feature to maintain an address book (preferred)	
e) Search		
1	Full text search should be supported on documents, files, drafts & dispatches	

2	Only users with proper privileges should be able to view contents of a file/ document/ draft or dispatch from search results. Meta data-based search on common fields like file No., sender name etc. should be supported	
f) Dashboard, Reports and Notifications		
1	Configurable dashboard for users and seats	
2	File tracking, File pendency reports should be provided by system	
3	User should be able to customize and create new reports as per requirement	
4	Activity logging must be there in the system. Activity log for all users should be maintained and the report to detail all activities of a user for a selected time period should be provided	
5	System should facilitate sending notification in SMS, Email in Online mode using pre-configures SMS gateway and Email server	
6	System should be able to configure notifications for events like a new file is forwarded, new dispatch is forwarded, new document is created and forwarded etc.	
7	Inbuilt chatting/messaging feature is required in the system with standard features of a text editor for composing messages along with attachment	
8	Messages can be used as documents by the system	
9	System should maintain inbox, outbox for all messages	
g) Administration of the System		
1	Master data such as offices, sections, designations, seats and users can be customizable in the system to define the organization structure by privileged users.	
2	User accounts along with Access Control List (ACL) of each user can be created by super user of the system.	
3	System should provide a Notice Board to Administrators to display general intimations to system users. The duration of the validity of such messages should be configurable.	
4	Web-based administration module for the management of system	
5	The system should generate extensive audit trail from the stored history of transactions on the system	


GENERAL REQUIREMENTS		
1	The offered solution should be built on Open Source platform and all the license cost, if any, should be included in the project cost.	
2	Encryption of crucial data must be inbuilt feature of the storage management and also support of digital signature or OTP based login signing, if required	
3	Solution should support exporting all files in PDF format	
4	Offered solution is required to run in a secure HTTP environment	
5	Interface of the solution must be user friendly and responsive	

Any customization/enhancements in the system's standard configuration is to be inclusive.

Commercial Bid
(Sealed Separate envelopes)

All prices quoted below should be exclusive of taxes

No.	Item Description	Price	Remarks & Deliverables
1.	Implementation of Digital Filing & Flow Management System on IITA Network with Enterprise User License	Rs. _____	Software installation, Configuration of features/users and organizational structure and customization of reports (as per need), Training and 1 Year warranty.
2.	One Manpower for On-site Support for 6 months, posted in the campus	Rs. _____	On-site support for managing deployment.

1. GST Extra, if applicable.
 2. Payment Terms: 50% on installation and balance against go-live.
 3. Implementation Schedule: 6 weeks from the date of acceptance of order.
 4. **Warranty:** The deployed software should be warranted against bugs and malfunctioning for a period of 12 months from the date of go-live.
 5. Payment will be made on satisfactory report received from officer in-charge.
 6. **AMC:** AMC period up to 10 years from the time of purchase is essential. After the warranty period, the supplier should give a provision to take up AMC along with rate and taxes.
 7. **Validity:** Offer should be valid for minimum 90 days from the date of opening of the tender.
 8. All disputes are subject to Jurisdiction of Allahabad.
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Instructions to the Bidders

1. Tenderers are requested to submit the quotation by courier/speed post with complete details of specifications, terms & conditions, warranty/guarantee etc. Quotation should be in two separate sealed envelopes "Technical Bid" and "Commercial Bid" and placed in a single envelope with name of the tender, ref. number and closing date superscripted on the top of the envelope addressed to the **Faculty In-charge Purchase, Indian Institute of Information Technology, Deoghat, Jhalwa, Allahabad-211015 upto-16/08/2018, 12:00 Noon**. Quotations duly sealed may also be dropped in the tender box placed in the office of the Faculty In-charge, Purchase, IIIT-Allahabad. Basic rate, taxes and other charges if applicable etc. must be quoted separately, F.O.R. destination at IIIT-A, Jhalwa, Allahabad. Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose.

2. **E.M.D.:** EMD amount Rs.50,000/- should be directly transfer into the bank account (IIITA General AC) of Indian Institute of Information Technology Allahabad through RTGS/NEFT and the tender document should be accompanied with the transaction receipt of RTGS/NEFT (Any bid without EMD fee receipt will not be considered). EMD receipt should be enclosed with the Technical Bid document in a separate envelop.

The detail of institute's Bank account is as below;

Account Name: IIIT-A General AC
Bank Name: Indian Overseas Bank
Address: 61, M.G. Marg, Civil Lines, Allahabad
Account No.: 035001000060976
IFSC Code: IOBA0000350



3. The Technical Bids will be opened in the presence of the tenderers or authorized representatives interested to be present on **16/08/2018 at 4:00 PM**. Vendors are desired to submit their authorization letter along with a photocopy of their photo identity card. Please carry the same original proof of identity for verification purpose at the time of opening of tender/enquiry. The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, the time remaining unaltered. The financial bids of only those bidders, who's Technical Bids will qualify, shall be opened by concerned committee. For any queries regarding the tender, please send a mail to info.purchase@iiita.ac.in.

4. EMD of the unsuccessful bidders will be returned after the work order is awarded to the successful bidder. EMD of successful bidder will be released along with final payment. Vendor are requested to provide their account details for returning the EMD/perform security-

Bank's Account Holder Name:.....
Type of Account Name:.....
Address of Branch:.....
Account No:.....
IFSC Code:.....

Bids received late or incomplete/ambiguous will not be accepted.

5. Institute reserves the right to reject any or all tenders received, without mentioning any specific reasons. Kindly provide details of Bank details (as s.no.4) of Firm for returned of EMD and/or Performance Security.

Technical Bid Envelop must contain:

1. EMD Fee receipt (should be paid through RTGS/NEFT)
2. Documents and Certificates confirming Eligibility Criteria, including copies of financial statements, self-declarations, Work Order copies etc.
3. Compliance sheet of the Technical Specifications of the offer in the format given above.
4. Brochure of offer, if any.
5. Any other document, that is relevant to establish your credentials and quality of offer.

Commercial Bid Envelop must contain:

1. Commercial offer for each item, with Tax rate and AMC rate.



Both Technical Bid and Commercial Bid should be put in a single envelop and should be addressed to

**Faculty In-charge Purchase
Indian Institute of Information Technology
Deoghat, Jhalwa
Allahabad-211015**

with Tender No. and Due Date super scribed neatly.