



All India Council for Technical Education
(A Statutory body under Ministry of HRD, Govt. of India)
7th Floor, Chandralok Building, Janpath, New Delhi- 110 001
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TENDER DOCUMENT

For

DOCUMENT MANAGEMENT SYSTEM

Tender Reference Number	2 (134) Admn III/2012-13
Date of Issue	08 th Oct 2012
Due Date	30 th Oct 2012 till 1400 hrs
Name & Address of Tenderer	Member Secretary, AICTE, 7th floor, Chandralok Building, Janpath, New Delhi, 110001

All India Council for Technical Education, New Delhi

(Tender Reference No: 2 (134) Admn III/2012-13)

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.

Bid collection and submission details:	
Tender reference Number	2 (134) Admn III/2012-13
Pre bid meeting with the bidders	15 th Oct 2012, 1100 hrs at AICTE, 7th floor, Chandralok Building, Janpath, New Delhi
Last date and time for receipt of tender offers	30 th Oct 2012 till 1400 hrs
Date of opening of technical bids	30 th Oct 2012, 1500 hrs
Offer Validity Period	Tender should remain valid for 90 days
Earnest Money Deposit	Rs 1500000.00 (Rs Fifteen Lacs Only) by Demand Draft in favour of "Member Secretary, AICTE, New Delhi," payable at New Delhi. Address for communication Member Secretary, AICTE, 7th floor, Chandralok Building, Janpath, New Delhi, 110001
Place where tender offers would be opened	AICTE, 7th Floor, Chandralok Building, Janpath, New Delhi
Fax No.	011-23724183

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 AICTE 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.

The AICTE has its Headquarters in New Delhi and is presently housed in a building having a covered area of 12187 sq. ft. located on 7th Floor, Chandralok Building, Janpath, New Delhi. Three Departments of the AICTE are housed in its own building having a covered area of 10630 sq. ft. at IV Floor, East Tower, NBCC Place, Pragati Vihar, New Delhi. The Government of India has allocated 5 acres land in the campus of Jawaharlal Nehru University, New Delhi, for constructing the administrative and other buildings of the AICTE

The AICTE comprises of following Departments, namely:

- Administration (Admin) Bureau
- Academic (Acad.) Bureau
- University Bureau
- Finance (Fin) Bureau
- Planning and Co-ordination (PC) Bureau
- Quality Assurance (QA) Bureau

In addition to Bureaus, various Cells are also operational, which help AICTE to implement the procedures, process and policy directives in the organization, these are:

- e-Governance
- Vigilance
- Anti Ragging
- Legal
- Public Grievances
- CMAT
- Hindi

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 AICTE 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.

AICTE OFFICES

S No	Offices of AICTE	Location
1	Head Office	7th 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	Delhi Camp Office	Delhi
13	South Western Camp Office	Trivandrum
14	Western Camp Office	Vadodra

AICTE DOCUMENT MANAGEMENT SYSTEM OBJECTIVES

AICTE has taken the initiative to implement Document Management System (DMS) involving Workflow to electronically manage the content of each and every department in each and every location of the AICTE organization for their use. The initiative will consist of following activities to be implemented during entire project:

1. To Understand and study the existing System Infrastructure and manual/automated processes of working of AICTE in each and every department at different locations
2. To implement a robust scanning and indexing system, digitization of existing as well as new Documents / Records and Files at all locations offices of AICTE.
3. To Train the AICTE Users & Administrators.
4. To Handover the system to AICTE.

AICTE is in the process to select an eligible vendor based on globally acceptable standards and best practices, suitable for the AICTE. Document Management System to provide state-of-the-art technology, enabling digitization and lead towards paperless Office. It has been taken into the consideration that 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.

REQUIRED MODULES FOR OFFICE AUTOMATION SYSTEM

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

1. Document Management System
2. Scanning of Documents
3. Training and Support

i. Document Management System

The solution should offer a comprehensive range of cost-effective services for Document Management System. This solution should manage various files formats like JPEG, TIFF, PDF, XML PDF, HTML etc. Following features should be supported by the system:

- a. Creation of Note file/Drafts/Minutes at all levels of the hierarchy to enable review and provide comments on the note and so on until the approving authority gives the approval on the note.
- b. The system should enable file tracking and file monitoring.
- c. The system should facilitate auto and manual reminders to users on files; call back, approval and priority change.
- d. The system should provide reports indicating the number of files in a section, pending files, files in section for reference, files sent out of section. Files relating to questions, Court case files etc should be available to users based on access control.
- e. The system should enable maintenance of an audit trail to ensure accountability and tracking on what happened, when and by whom, etc.
- f. Admin Control – creation of Users & Groups, setting privileges and rights on folders or on specific documents
- g. Adequate Security Features with ability to set access controls at multiple levels
- h. Data Security and unauthorized access protection
- i. Built-in back up and data recovery features
- j. Scope for future enhancement
- k. Bilingual operations

All above features (a. to k.) must also be made available to maintain the existing documents as well as new documents received at AICTE offices from time to time.

ii. Scanning of Documents

Post implementation of DMS, scanning facilities, QC, tagging and e-storage of the images to be implemented as per the mutually agreed plan at all the locations of AICTE using the installed system, however, all scanning infrastructure will have to owned, operated and maintained by selected vendor. Manpower required for such scanning and associated work will also be provided by selected vendor. Storage media e.g. DVD will be in the scope of the vendor supply.

Vendor will also provide a database schema, tracking software and chemically treated suitable storage boxes with labeling to store the physical documents after scanning. Documents to be scanned on priority are assumed to be around **10 million (Lot 1)**, spread between Head Office, Twelve Regional offices and camp offices. **This work of scanning “Lot 1” and maintaining the same using proposed DMS has to be completed in Twelve weeks of signing of the contract with eligible Vendor, at all locations of AICTE.**

Thereafter, Scanning of documents would be ongoing process. The total volume of documents to be digitized is assumed to be **50 million** (including the above mentioned 10 million). These are to be scanned on progressive basis and uploaded.

The scanning of Backlog as well as current documents will start concurrently; Vendor has to plan the work load accordingly to strike a balance between the two loads.

iii. System Integration

Post commissioning of the DMS, it will have to be integrated with existing e-Governance setup. Efforts volume needed to integrate the system will have to be accessed by the prospective vendors and efforts “per man day” is also to be quoted along with total costs. This will have to be completed on best effort basis after the completion of the satisfactory commissioning of the DMS.

iv. Training and Support

Training and support of the system thus implemented for AICTE, will be the responsibility of the vendor. The system support, will be needed for **60 months** including warranty period. The training program should be conducted for all the– Staff/Clerk, officers and System Administrators / DBAs. Vendor shall provide training for AICTE end users.

THE SYSTEM SHOULD HAVE FOLLOWING ELEMENTS

A complete document imaging system should comprise of following elements:

1. **Scanning:** A good scanning system for putting paper files into computer.
2. **Storage:** The storage system should provide long-term and reliable storage for documents and should accommodate changing documents, growing volumes and advancing technology.
3. **Indexing:** The index system should create an organized document filing system and make retrieval simple and efficient.
4. **Retrieval:** A retrieval system should retrieve right documents fast and easy. With e-book feature, documents should be stored in html, xml or pdf format.
5. **Access:** 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.

OTHER REQUIREMENTS

AICTE envisaged to implement robust DMS which will enable all the legacy and business applications to be integrated with the existing e-Governance module for exchanging the information between multiple applications seamlessly in an integrated way.

The DMS should be open for integration with many legacy applications which is being used in AICTE.

The DMS should be capable of integration with existing e-Governance module, so that integrated working between multiple applications can be achieved. Cross linking of the Documents available in Document Management System with the respective transactions available in e-Governance system should be done for the improving the effectiveness of the system.

THE SYSTEM SHOULD HAVE 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 – e-Mail, 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, 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.

Bi-lingual Operation

The system should offer Bi-lingual operations i.e. Hindi and English both. User should be able to select the language by a simple menu driven option.

DIGITIZATION OF DOCUMENTS

As part of scanning services, the bidder shall undertake following tasks:

1) Pre Capture Process

This process envelops all activities that are to be executed before the scanning is undertaken. This is primarily the receiving of documents from the store and

making them ready for scanning. Some of the major activities are enumerated below.

a. Batch Preparation

A bunch of few files constitute a batch. The documents received for scanning are set, bunches of a specified number are made and kept. Few of the activities under this are

- ✓ Receive the files.
- ✓ Clean if they have any dust.
- ✓ Arrange the files in the batches as defined by the AICTE.
- ✓ Make a list of the files.
- ✓ Tag sheets in the documents that are not to be scanned

b. Categorization of the Documents

During this process, the documents are categorized on the basis of the type of document. This helps in tagging of the documents. Fields for the tagging are to be defined in a manner to have the fruitful search criterion. No of such field are to be agreed upon by the selected Bidder with AICTE. A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with AICTE officials in charge of the project.

c. Batch Dispatch for Scanning

The prepared batch is sent for scanning to the scanning section.

2) Capture Process

a. Scanning

- The scanning operator receives the files.
- Open the files and scans the documents.
- During the scanning the operator has to quality check image in terms of number of pages in the batch scanned and the total images.
- **Indexing & Image Cropping:** The scanned documents should be well organized at the site. A manual index should be generated. Each batch of Documents should be given an address. 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.
- **OCR:** Documents shall be OCR using high-end machines.
- **Quality Assurance:** Every image must be readable. The best image quality should achieve by using state of the art Scanners, Processors & quality equipment, with automatic exposure control features.
- **Merging into Database:** The images should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.

- **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.
- **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 internet user size would be around 650 users, out of which the concurrent users will be around 300 users. External concurrent users of the system shall be around 2000 users.**

3) Post Capture Process

After scanning process is over, the documents are put back in the file in the same order, files are labeled and put in the appropriate boxes and boxes and labeled and sealed. Sealed boxes and contents would be traceable through the appropriate database. In case of any damage to content, same should be informed to AICTE without delay by the agency.

4) General

- a. Bidder shall deploy the required manpower at the site provided by AICTE. Bidder shall also be responsible for deployment of scanners. Deployment plans to be shared with AICTE.
- b. Bidder shall bring his own PCs / laptops for undertaking the scanning services. AICTE shall provide raw power supply and connectivity from scanning site to central server for uploading data
- c. AICTE would make available the required infrastructure like workspace in its premises, necessary furniture, network, and electrical points for executing the work order properly. No telephone lines / mobile phones will be made available.
- d. AICTE would depute a single point of contact, to help Vendor's team in day-to-day activity and to certify the work executed. AICTE will arrange inward & outward movement of the documents from the scanning center along with necessary documented checks. For this, AICTE shall hand over documents with a control checklist containing the details of the documents. For acceptance of uploaded data, AICTE will appoint a person / persons.
- e. Vendor will run necessary number of shifts (of 8 hours each) and teams for the completion of the work as per time frames to be mutually agreed. The Vendor appointed staff should be provided necessary access to the site.
- f. AICTE would make available all the documents to be scanned as and when required. so that the scanning schedule can be conducted without

interruption and output loss. Documents should be properly tagged with all necessary data for indexing.

- g. Bidder shall undertake the inspection and verification of the scanned images as part of its quality process. AICTE will sign off the acceptance of delivered data after completion of quality check and clearance thereof.

DOCUMENT MANAGEMENT SYSTEM PLANNING AND IMPLEMENTATION

1. 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.
2. The vendor should provide necessary hardware, application software and other infrastructure for implementation of the Document Management System.
3. 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.

SYSTEM DOCUMENTATION

The selected Bidder shall provide complete documentation of the following:

1. Administrator's Manual: This manual shall provide an overview and implementation instructions.
2. 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.
3. Training Manual to be provided.
4. FAQs to be listed and provided in relevant documentation.
5. On-line Help to be provided.

SITE PREPARATION

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

SPECIFICATION OF EQUIPMENTS AND SERVICES

1. The technical specifications specified in the schedule (Annexure-A1 and A2) 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

1. As a part of maintenance strategy, vendor shall provide services 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.
2. The vendors shall furnish the details of their centers to support and shall deploy one trained service personnel at each location 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.
3. 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
4. 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.
5. Even if the goods are shifted to any other location of AICTE during the warranty period, the warranty should continue.

UPTIME GUARANTEE

1. 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.
2. 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.

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. "AICTE" means All India Council for Technical Education

LOCATION FOR SUPPLY OF GOODS AND SERVICES AND INSTALLATION

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

SPECIFICATIONS

1. 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.
2. Intending Bidders are invited to provide suggestions to improve upon this RFP in the pre-bid conference. AICTE intends to take the benefit of the latest advances in the technology. The Purchaser will communicate such changes that are acceptable to all the intending Bidders, who would have attended the pre-bid meeting. Only such changes that have been communicated to all, will become binding on the Bidders.

COST OF TENDER DOCUMENT

Tender/RFP document may be down loaded **free of cost** from the website www.aicte-india.org.

EXPENCES INCURRED DURING EXECUTION OF TENDER

It may be noted that AICTE 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 AICTE.

QUALIFICATION CRITERION

- a. The respondent may be a Government Organization / PSU / PSE / partnership firm or a Private limited Company under Indian Laws.
- b. The respondent should be in existence for minimum 5 years.
- c. Consortium bids shall be permitted. The prime/lead Bidder should have minimum turnover of at least Rs 50 Cr or more per year consistently for the past three years from Indian Operations.
- 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. Should be a CMMi Level 3 and ISO 9001:2008 and ISO 27001 organization. Proof of the same to be attached with the bid.
- g. The bidder could be a system integrator with proven skills and experience in designing, setting up and maintaining Document Management System. The lead bidder should have had done at least 2 projects in Govt. / PSU of minimum value of 1 Cr each. Or should have done at least one project of value 3 Cr or more in Govt. / PSU Sector, during last two years.
- h. Bidder or their parent / holding company should be the OEM of the offered solution. Relevant Certification should be submitted from parent/holding Company or a self declaration on the letter head of the company and signed by an authorized official if bidder is OEM.
- i. The bidder should have an established set up in India and Development / Support Center in Delhi / NCR.
- j. The offered DMS solution should have at least Five implementations and at least two of such implementations should have been done by bidder in India.
- k. Should have support network at AICTE Regional Offices locations
- l. Should have qualified team of Software Professionals. Please attach at least three CVs of employees in employment for more than six months at lead level
- m. Should offer full-fledged total integrated solution for Document Imaging, Management and Workflow solution to serve the needs of Document Management, paperless office, Data Conversion and Data Mining, which should involve Scanning, Digitalization, OCR and software for Archival & Retrieval. It would be the responsibility of the bidder to resolve compatibility issues, if any, in offered integrated solution.
- n. Only those Interested Bidders who attend the Pre-bid 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.

TWO BID SYSTEMS TENDER

- The offer shall be in two separate parts, containing Technical and Commercial offers. 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 envelopes for technical offer and commercial offer will be rejected outright.
- All pages in technical and commercial bid shall be stamped with the official company seal and duly signed by the authorized signatory.
- The bidders should use the formats prescribed by the AICTE for submitting both technical and commercial bids.
- 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 offer should include all items asked for in Annexures-A1 and A2.
- The Technical bid should be complete in all respects with all the columns filled in including "Remarks / 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 bid should not contain any price information.
- 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 specify only one integrated solution.

EARNEST MONEY DEPOSIT

- Subject to compliance of Response Submission Process the intending bidders should pay along with bids an Earnest Money Deposit of **Rs 15,00,000.00**, 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 AICTE.
- 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 in Duplicate.
- 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.
- The commercial offer should include cost of upgrades of the 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 AICTE, 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 AICTE. The bidder shall furnish proof of signature identification for above purposes as required by the AICTE.

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. All submissions, including any Banking documents, will become the property of AICTE.

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 conforms 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 Purchaser 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 Venders 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.

EVALUATION OF TECHNICAL BIDS

Minimum Eligibility Criteria bids received from the Bidder will be opened on the specified day in the presence of representatives of the bidders, who choose to be present as per the schedule stipulated by AICTE. A detailed analysis will be subsequently carried out by AICTE. Based on responses to 'Minimum Eligibility Criteria', Bidders will be short listed for technical evaluation further. Proposals, which are not meeting the Minimum Eligibility Criteria, will not be considered further for technical evaluation. The technical bid will be analyzed and evaluated, based on which the Relative Technical Score (RTS) shall be assigned to each bid. Technical Bids receiving a RTS greater than or equal to a score of 80 (cut-off marks) will be eligible for consideration in the subsequent round. The Parameters of the Technical evaluation are broadly in following paragraphs.

Mark Distributions
Maximum Points 100

	Criteria Points	(Max Marks)
The bidder should have implemented minimum similar projects, sourced from the same Original Equipment Manufacturer (OEM) whose END points are proposed for AICTE by the vendor (Only last 2 years contracts will be considered for points award)		Max Marks 15
• For 2 or more in Govt. Sector /	15	

<p>PSU/Banks/FIs in India for min value of 1Cr each or one project for 3 Crs in last two years</p> <ul style="list-style-type: none"> • Less than the above 	0	
<p>Satisfactory Services Certificate by at least two Clients where DMS installed and maintained by the bidder (Should be current and valid) (Specific to DMS and scanning)</p>		Max Marks 15
<ul style="list-style-type: none"> • Satisfactory Services Certificate by 2 Clients • Satisfactory Services Certificate by 1 Clients 	15 5	
<p>Track of being in the Business for at least 3 years (providing video conferencing solution)</p>		Max Marks 10
<ul style="list-style-type: none"> • Being in the Business for more than 3years • Being in the Business for 2 to 3 years 	10 5	
<p>Presence at all the locations sited in the Annexure J</p>		Max Marks 10
<ul style="list-style-type: none"> • All • At least 5 • Less than 5 	10 5 0	
<p>Certification (ISO 27001, ISO 9001:2008, CMMi Level 3)</p>		Max Marks 10
<ul style="list-style-type: none"> • If Yes for All • Any of the above missing 	10 0	
<p>Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in Network equipment, DMS equipment and implementation etc.)</p>		Max Marks 10
<ul style="list-style-type: none"> • 100 & above Qualified & Experienced Engineers • 76-100 Qualified & Experienced Engineers 	10 7	

<ul style="list-style-type: none"> • 50-75 Qualified & Experienced Engineers 	5	
Average Turnover for Last 3 years		Max Marks 10
<ul style="list-style-type: none"> • =>50 Crs • Less than 50 Crs 	10 0	
Presentation on Proposed Architecture, software development capabilities and available infrastructure in the related areas		Max Marks 20

Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected. **The minimum qualification score for the Technical Bid would be 80.**

SHORT LISTING OF BIDDERS

- The Purchaser will short list technically qualifying Bidders and commercial offers of Technical Qualified Bidders will be opened.

COMPLETION OF COMPLIANCE OF TENDER CONDITIONS, STIPULATIONS AND PRICE COMPARISON

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

AWARD CRITERIA

- Contract will be awarded to the Vendor, whose commercial offer has been determined to be lowest evaluated offer after evaluating the technical offers. Only technical qualified Bidder would be called up for commercial openings. 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.

TERMS AND CONDITIONS OF CONTRACT

Payment Terms

Sr No	Payment Item	Due on	Payment Details
1	DMS implementation	After Twelve Weeks of Signing the contract	80% of the costs of successful implementation of complete functionality of DMS.
2.	Scanning (Lot 1)	After Twelve Weeks of Signing the contract	100% of the Bills raised and submitted to Regional/Camp office by the vendor at the end of the period (12weeks), after certification about satisfactory scanning , acceptance and successful integration with DMS system by Regional office/Camp office, Payments against bills for all such work shall be processed at respective location. This payment is to be processed only after the invoices for payment at Sr. 1 is raised by the vendor.
2.	Integration with existing e-Governance module	After integration of DMS with existing e-Governance	Balance 20% of DMS implementation (Sr no. 1) and 80% against System integration will be released after acceptance of the same by AICTE

		is signed off	
3.	Balance payment	After submission of invoices	20% of System integration payment.
4	Scanning	Periodic, After submission of invoices	100% of the Bills raised and submitted to Regional/Camp office by the vendor, after certification about satisfactory scanning , acceptance and successful integration with DMS system by Regional office/Camp office, Payments against bills for all such work shall be processed at respective location
4.	Training (2 nd batch onwards)	At each instance of training	Payments against bills for all such work shall be processed at respective location.

LIQUIDATED DAMAGES

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

- **Rs. 2000/=** 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 1 year after the implementation of Project (Lot 1 and DMS) shall be submitted within 15 days from Final Acceptance Certificate after the project closure.

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 speedy repair and replacement.
- Each and every call will be attended by competent staff of the Bidder within 4 hours of its notification either on phone or in writing during business hours (9am -6pm). Delay in attending the call and delay in rectification of fault will lead to consequential financial damages to the Vendor/Bidder.

EXECUTION OF SLA/ NDA

The vender should execute:

- 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 AICTE.
- Non-disclosure Agreement. The vendor should execute the SLA and NDA within 15 days from the date of acceptance of the contract to agreement.

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 pre approved plan, which would include the level of audience, course curriculum, location (as per AICTE requirements), duration and course material-hard and soft copies.

CANCELLATION OF CONTRACT AND COMPENSATION

- The AICTE reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the AICTE 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 AICTE 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 AICTE 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 AICTE 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 AICTE.

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 AICTE.

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 AICTE 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.

ANNEXURES TO THE TENDERS

The tender comprises of following schedules / Annexure:

Annexure-A1 & A2	Tech Compliance Sheet/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

Specifications for Technical Compliance of DMS		
Requirements	Compliance Yes / No	Bidder's Response to the Requirements
General		
a) Ability to support all web browsers like IE 6.0 and onwards, Firebox, Google Chrome etc The system shall support multiple databases such as Oracle, SQL etc.		
b) Inter-operability - The systems must seamlessly integrate with Core Application and shall support interface with other open-standard systems.		
c) Scalability should be high. The systems shall be designed for 24x7 operations.		
d) Centralized server with single Data Base.		
e) Version Control and management – The proposed Document Management Systems shall have versioning features to track and document revisions made.		
f) The proposed Document Management and Bulk Scanning solution should have capability to integrate with the work flow mechanism, in future.		
g) The proposed Document Management Systems should have its own image viewer for different image file formats that is required to ensure smooth operation of the integrated systems.		
h) The proposed systems must be able to interface / integrate with the existing third party systems and databases.		

Architecture Considerations		
a) The Document management system shall adopt a browser-based approach so that the solution has the ability to be portable to other platforms.		
b) The system shall support Multi-tier architecture with each tier fully independent		
c) Remote Image Server for Bandwidth Optimization: The solution should support remote image server architecture wherein content files are saved at the remote location and related metadata in the central server for bandwidth optimization while accessing the documents. The remote data could be replicated on manual or scheduled basis as per the requirement for the AICTE.		
d) The system shall support Scalable architecture to support clustering at each layer i.e. Web server, Application server and Database for Fault Tolerance and Load Balancing.		
e) The system shall support separate Document server for better management of documents		
f) The system shall support distributed Document Repositories for document upload and access at local level, which can be replicated with central repository at scheduled intervals.		
g) The system shall provide XML based API toolkit for system integration and application development.		
h) Support for Web Desktop for Browser based access on Windows clients		
i) Support for replicating images at remote sites for faster retrieval		
j) The system shall provide Image processing libraries that support image enhancements, and other imaging features like compression and extraction etc.		
k) The system shall support unlimited storage capacity by automatic / manual creation of Volume		

disks of predefined sizes and disk labeling.		
l) The system shall be Unicode compliant for supporting different languages and shall also provide localization kits for localizing the User Interface in particular language.		
m) LDAP authentication and single sign-on support.		
Document Scanning Features		
The DMS shall support temporarily storing the scanned images locally before uploading to the central server.		
Ability to check the quality of the scanned image and make corrections/adjustments to improve the quality of the scanned image.		
Ability to support quick scanning and indexing of bulk documents. Scanning through browser plug-in.		
Ability to support automatic cropping / masking of whole / any part of the document. This ability should be user defined and also document wise.		
Automatic categorization of scanned images as different documents like application form, Supporting documents, Field report etc.		
Facility to scan multiple pages into batches for auto/manual processing		
Ability to support TWAIN & ISIS Driver Compatible scanners.		
Ability to support large volume scanning (up to 1,00,000 pages per day)		
Ability to support automatic segregation of batch of dockets based on Barcode, Blank page, Fixed page and auto Form recognition		
Ability to support standard Image Operations such as		

de-skew, de-speckle, rotate, invert, zoom-in/ zoom-out, zoom percentage etc.		
Simplified Export of scanned batches into DMS with Auto folder/Subfolder creation document filing and indexing on user defined fields		
Ability to generate extensive Reports and Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS.		
This system shall support Batch Manager which displays status of each batch (as to at what level each batch is (Scan, QC, Index etc))		
It should support Audit Trail on scanned, Indexed, QC & Uploaded batches.		
It shall capture all the possible events of various phases in the Implementation Logging should be done on the basis of - User logged in /sessions - On the basis of date		
Scanning Module		
The system shall support Document as well as Batch scanning		
Scanning station should have tool bar for all Scanning related functionalities.		
The system shall support barcode recognition which helps in document separation as well as identification at scanning level.		
Scanning system shall also support Add/Insert Pages.		
QC Module		
The system shall display Document Name and Page (x of y) as window title for user friendliness.		
It should support Tool bar for all Image QC related functionalities like Rotate, Zoom, Page Navigation etc.		
QC Module shall display thumbnails for all the pages of the document so that each page can be viewed by clicking on the thumbnail		

The system shall have the capability to retain the grey-scale page if the image quality is not proper OR convert to black-white if the image quality is good enough		
If because of any reason the page has to be rejected, system shall capture the reason for rejection from the operator, and this information shall be available and intimated to the Rescanning station for future use meaning for re-scan and etc.		
The system shall support Add/Delete/Insert Pages		
Re-Scan Module		
The system should display the information about the rejected documents by Image QC which are to be rescanned.		
The page numbers rejected and the reason shall be displayed.		
It should support facility to insert pages for rejected documents		
Indexing Module		
It shall have the capability of Image assisted Data Entry with zooming and zoning facility.		
It shall display Each document (image) for indexing one after another. The operator should have the capability to index the values in the respective index fields by looking at the image		
System shall highlight the data capture area while the user navigates within the fields.		
The system shall support navigation buttons to scroll through Previous page, Next Page etc		
Verification Module		
Each document shall be displayed with its respective indexes as captured by indexing operator		
The verifier shall be able to verify the data against the image and if required change it.		
System shall release the data to database after the verification process.		
It shall support double-blind verification process for maximum accuracy of the data		

Scanning Reports		
System shall be able to generate at least the following reports		
Successful scanning report		
User Performance Reports		
Daily activity report		
Audit reports		
Document View		
a) Ability to support Applet for viewing Image documents		
b) Ability to support for viewing documents in native application		
c) Ability to provide facility of putting text, graphic and image annotations with features like highlighting, marking text, underlining, image stamps etc on document pages		
d) Ability to support automatic stamping of annotations with user name, date and time of putting annotations. The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations		
e) Ability to provide for securing annotations for selective users/selective types of documents		
f) Ability to configure bitmap stamps at corporate level, so that it is available to all users		
g) Ability to facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.		
h) Ability to support for Thumbnails on image		

documents and viewing of the same.		
i) Linking of Documents for cross-referencing related documents		
Version Management		
a) Version control for tracking document revisions		
b) Image and electronic document versions, version comments		
c) Check-In and Checkout support for collaborative working on documents		
Indexing		
a) Ability to support automated creation of document database indexes (e.g. through bar coding, etc.).		
b) Ability to allow users to customize database and indexing parameters (e.g. users can create index fields based on customer name, customer number.		
c) Ability to allow documents to be moved from one folder to another and re-indexed without re-scanning.		
d) Ability to provide for index processing to be performed while other stations are actively searching, viewing, scanning and editing.		
e) Ability to provide facility to set particular fields as or unique.		
f) Ability to support Automatic full text indexing for Text search		
g) Ability to provide for multiple indexes for different types of documents.		
h) Ability to provide for user-defined indexes for easy search and retrieval of files and folders.		
i) Ability to provide for filing and Indexing of		

documents for quick retrieval		
j) Ability to provide facility to add keywords with documents to act as quick reference for the documents		
k) Ability to Support Auto indexing using CSV (Comma separated values) import from other applications		
Search and Retrieval		
a) Ability to support searching of text documents based on user-input character strings, keywords, etc.		
b) Ability to support search queries using Boolean operators (e.g. AND, OR and NOT, wildcard) and fuzzy text search.		
c) Ability to allow a search of OCR Documents by text string (Content Search).		
d) Ability Upon completion of search, immediately to display all selected images and support quick navigation through documents.		
e) Ability to provide for save and publish common searches for quick access		
f) Ability to provide for quick search within a saved search		
g) Ability to provide for use a saved search as a template for similar searches		
h) Ability to provide for view search values for custom fields before searching		
l) The system shall provide ODMA support for search and retrieval		
m) Ability to provide for rapid search and retrieval on multiple very large document repositories.		
n) Search Criteria should be configurable / user		

defined		
o) The system shall support facility to export results in excel or any other format		
Documents Handling		
Ability to provide for a) Web-based interface utilizing web 2.0 or latest technology b) Web Scanning c) Online Document Creation d) MS Office Application Plug-ins e) Single document upload (optimized for larger files) f) Web-based multi-file upload g) Document export utility h) Unlimited custom fields (document meta-data) i) Custom field types (text, date, numeric, and drop down etc) j) Record retention rules k) Role-based security with inheritance l) Detailed audit history m) Send documents as links or attachments n) Personalized user profile o) Pre-defined workflow processes and ad-hoc routing p) Ability to modify document identifiers if needed q) Facilitate and track comment threads		
Security		
a) The Document management system shall support definition of Users, Groups and Roles relation in the system		
b) The system shall support access permissions on Folders, documents and object level		
c) The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download)		
User Management		
a) Users management (on Server for centralized application) should be available to Administrator(s).		

b) There should be comprehensive User management system. The AICTE should be able to create different levels of users with different powers. There should be templates for a group of users such as Bureau, Regional Office, Camp Office, and Head Office. System should facilitate the creation of different levels of users and assigning different levels rights. There should be provision for disabling a user temporarily or on permanent basis.		
c) The access to the software should be based on user-id and password. The software should capable to support two-factor authentication, if the AICTE decides to adopt the same. Should be able to support digital signature		
d) The passwords for software should adopt strict and complex password policy and should prompt to change the passwords at defined intervals. The user should be able change the password any time.		
f) The System should have online help, FAQ, knowledge base feature for all type of user, depending upon their level. Suitable training to users should be provided and details in this regard have to be furnished in the Bid.		
Workflow Capabilities		
a) Adaptive Workflow for routing and tracking of documents, messages and Forms		
b) Create Ad-hoc or predefined routes for automatic document routing on sequential / parallel routes.		
c) Route Work-items to users inboxes for their action i.e. task assignment for each user		
d) Facility of attaching documents and folders in work items		
e) Facility to act upon, forward, return or complete Work-items		

f) Support for referring Work-items to other users outside the pre-defined route		
g) Time –based/ Event -based reminders		
h) Provision of putting shared and secured notes for collaborative working on Work items		
i) Facility of associating a note-sheet with the file enabling users to comment and review.		
Content Management Portal		
System Should have one robust Content management Portal for Accessing the DMS & Workflow Application.		
System should have the single sign-on feature enables Content Portal		
Content Management portal should support Document Publishing.		
Content Management Portal should give the customized, easy to use & personalized user interface.		
Content management portal should have in-built Chat module for internal organizational users.		
Content Management System should have inbuilt various modules like:- 1. Guest House bookings 2. Vehicle requisition 3. IT Helpdesk 4. Admin Helpdesk 5. Knowledge Management 6. Meeting Scheduler 7. Conference Room Booking 8. News & Events 9. Notice & Circulars 10. Weather Information 11. Asset Bookings		
User should be able to access the Portal depending upon their rights & privileges		

Administrator should be able to configure & control the Portal Interface.		
Content Portal should be having multiple color schemes for users to choose.		
Other Features		
Proposed System should have web based administration		
Proposed system should have web based Process designer module		
Proposal System should be accessible on Organization LAN / WAN / Internet / Intranet		
Proposed system should be a scalable application		
Proposed System should have bilingual capability i.e. Hindi and English		

Specifications for Technical Offer			
Technical Evaluation Parameters for Scanning and Digitization			
S. No	Parameter	Preference	Accepted/Deviation /Proposed better Solution/Description
1	Process for receiving the files	Receipt of the file by the official of the Vendor on prescribed format	
2	Weeding Process	<ol style="list-style-type: none"> 1. Vendor is required to collect the file, Segregate the identified papers by removing pins, tags and staples etc. and to carry the job of shredding such papers. 2. Vendor to specify the Number of Shredders for carrying out the weeding job. 3. Vendor will also suggest the course of action to be taken after shredding of the papers 	
3	Pre-scanning Process	<ol style="list-style-type: none"> 1. Serialization of pages after weeding out. 2. Un-tagging of file. Applying transparent tape to the torn pages. 	
4	Scanning Process & Manpower	<ol style="list-style-type: none"> 1. Vendors may describe the scanning process. 2. It should define the Quality Assurance & Verification Plan. 3. It should also include the plan for applying Digital Signature of the Official of the vendor after finalization & verification. 4. Vendor may specify the Scanners, PCs & Servers, Printer and any other piece of Hardware & Software to be used with make, speed and software. 5. Vendor may specify the technical 	

		Supervisory and Operational man power. Vendor may specify the Plan to scan about 10 Million (Lot 1) papers	
5	Storage Format	<ol style="list-style-type: none"> 1. PDF/A format (ISO 19005-1:2005) for long –term preservation. 2. Metadata will be mutually agreed. 3. The files created should be highly compressed. 4. Should facilitate encryption, Digital Signature and Secure Time Stamping. 5. Text Recognition and creation of live re-flow able text, which adjust based on screen size. 6. In case of images with printed English text, the output PDF/A should be searchable and reflow able. 7. PDF/A document should be enabled for interactive use with free Adobe Reader (Adobe Reader Extension) 	
6	Indexing Parameters	<ol style="list-style-type: none"> 1. The Indexing Parameters will be mutually decided. 2. Indexing Parameters may change at a later date. 	
7	Linking	Structured Data need to be linked with Scanned Files (Unstructured Data) using defined parameters.	
8	Document Management Software	<ol style="list-style-type: none"> 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. 2. Proposed DMS should have at least one installation of more than 2 Crores images. 3. It must have capability to handle more than 150 concurrent users. 4. Specify the Name, Version, Features, Product Owner, Platform 	

		etc details about DMS.	
9	Retrieval Mechanisms	The documents should be accessible through all standard browsers.	
10	Tagging of Files and Its return	Once file is scanned. It should be tagged as per serial number and will be delivered back AICTE Officials and signature will be given to Vendor's official.	
11	Delivery of Scanned Data	Vendor may specify the mechanism for delivery of scanned data on DVD /External HDD or any other media.	
12	Verification of scanned data of AICTE	Mechanism to verify the Scanned data by the AICTE will be established and Digital Signatures will be applied after verification. The Vendor will provide software for the same.	
13	Hardware Resources	Vendor need to specify the Hardware Resource in terms of Server, Storage Requirements keeping future in view, Data Security, System Software, Application Software etc for better implementation of scanned/digitized data.	
14	Additional Requirements	In order to have better implementation of this project, vendor can propose better solution in addition to given above point.	

**ANNEXURE-B
PRICE SCHEDULE (PS)**

Tender Reference:

Last date and time for submission of Tender :

The Member Secretary,

AICTE,

7th Floor, Chandralok Building,

Janpath, New Delhi - 110001.

SUBJECT: TENDER DOCUMENT FOR PARTICIPATION IN THE TENDER PROCESS FOR DOCUMENT MANAGEMENT & OFFICE AUTOMATION SYSTEM

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

#	Parameter	Value Including All Taxes and handling charges, if any (in Rs.).
1	<p>Scanning per page including Indexing/tagging parameter entry for scanned document</p> <p>The bidders are required to quote their rate per page for scanning and digitization of documents. The rates so quoted should be all inclusive of (Preparing documents for scanning/digitization, Hardware and designing or any other charges).</p> <p>Paper Size: A4, A3, A0, Legal and Blue prints of various sizes Estimated number of pages is approx. 10 Million.</p> <p>Training cost for scanning (if any) & Cost of Media (CD/DVD) to be included in the quote.</p>	<p>In Figure</p> <p>_____</p> <p>In Words</p> <p>_____</p> <p>_____</p>
2	<p>Proposed DMS System design, implementation, testing and commissioning (Integration with existing e- Governance of AICTE is mandatory for achieving the project objectives) including licensing costs, associated hardware and initial operations training to AICTE</p>	<p>In Figure</p> <p>_____</p> <p>In Words</p> <p>_____</p> <p>_____</p>
3	<p>Integration Costs (DMS with existing e-Governance) per man day. (Total costs to be calculated by multiplying Total efforts with man-day rate quoted)</p> <p>Both - man-day charge and total no of man days to be indicated.</p>	<p>In Figure</p> <p>_____</p> <p>In Words</p> <p>_____</p> <p>_____</p>

4	Cost of additional Training for DMS per batch	In Figure _____ In Words _____ _____
5.	Post Warranty Annual Maintenance of DMS,	In Figure _____ In Words _____ _____
Note:		
1. All the costs should be quoted in Indian Rupees and should be fixed on lump-sum basis, no escalation of cost will be allowed under any circumstances.		
2. AICTE shall not pay separately any specific statutory taxes / service charges to any authority.		
3. No hidden charges will be allowed, if any.		
4. Excessive payment, if any, made to the agency shall be re-paid to the AICTE by the agency.		
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, with email and Phone No

**ANNEXURE-C
TENDER OFFER FORM (TOF)**

Date:

Tender Reference No.:

To

The Member Secretary,

Member Secretary, AICTE, 7th floor, Chandralok Building, Janpath, New Delhi, 110001

SUBJECT: TENDER DOCUMENT FOR PARTICIPATION IN THE TENDER PROCESS FOR DOCUMENT MANAGEMENT & OFFICE AUTOMATION SYSTEM

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

Encl.: - (A) Envelope-1

1. Index
2. Tender offer form duly filled in. (Annexure A1 and A2)
3. Bidders Authorization Certificate.
4. Self Declaration for unblemished record (Annexure D)
5. Details of Bidder (Annexure D)
6. Performance statement along with necessary Documents (Annexure G)
7. Earnest Money Deposit
8. VAT Registration Certificate along with VAT Clearance Certificate or VAT payment challan from concerned Government Department as on 1st April, 2010.
9. Tender Document duly signed.
10. Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)
11. Copy of the Factory Registration Certificate, if applicable
12. Copy of the PAN Card
13. 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 1st February, 2012. Work orders along with Completion Certificates / Client's Testimonial given by concerned organizations or whom work is done should be submitted.
14. 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 organizations or whom work is done should be submitted
15. Proof in support of at least 2 projects in Govt. / PSU of minimum Software License value of 1 Crore each. Or should have done at least one project of value 3 Crore of Above in Govt. / PSU Sector, in last two years. Work-orders along with Completion Certificates / Client's Testimonial given by concerned organizations or whom work is done should be submitted
16. Proof in support of proven track record of having successfully provided on-going training, maintenance of and handholding support for its developed applications.
17. Proof in support of prominent presence at all the regional office locations and Delhi
18. Technical proposal
19. Hardware resources proposed for deployment.

20. Problem Escalation Mechanism with name, designation and contact details at each level up to the level of CEO
21. Proposed Quality Plan.
22. Proposed Software Change Management Methodology.
23. Proposed Methodology to complete this project.
24. Details regarding proposed infrastructure for desired services.
25. Details regarding miscellaneous / Add-on technical services.
26. Copies of its audited financial statements for past three years (i.e. 2012-11, 2011-10, 2010-09).
(B) Envelope-2
1. Price Schedule, duly stamped and signed

SELF-DECLARATION (NOTARIZED AFFIDAVIT)

Ref..... Date:-

To,

The Member Secretary,
AICTE,
7th Floor, Chandralok Building,
Janpath, New Delhi 110001.

In response to the tender No.....Dated..... as an 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 1st February, 2012

Name of the Bidder: -

Signature: -

Seal of the Organization: -

**ANNEXURE-E
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. No	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 Certificates

S. No	Name of Certificate	Certified By	Year of getting	Whether Certificate is valid as on Date

			Certification	
Awards for products/Services, if any:				
S. No	Name of 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.				

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 :-

S. No	Organization	From	To	Total Salary
1				
2				
3				
4				

Details of Key assignments handled in the past three years

S. No	Organization	Month & year	Date of Assignments Done
1			
2			
3			
4			

Date:

Name of the Bidder: -

Place:

Signature: -

Seal of the Organization

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.

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 No	Name and Address of the client with Tel. No.	Contact Person And Contact NO.	Nature of Job	Number Of Sites	Total Value of The Contract (In Rs.)	Date of 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 for whom the work is done.

Date:

Name of the Bidder: -

Place:

Signature

Seal of the Organisation: -

CONTRACT FORM (CF)

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

PERFORMANCE SECURITY FORM (PSF)

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 ofas 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

S No	Offices of AICTE	Location
1	Head Office	7th 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	Delhi Camp Office	Delhi
13	South Western Camp Office	Trivandrum
14	Western Camp Office	Vadodra

ANNEXURE-L**CHECK LIST**

S. No	Annexure	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 & their CVs		
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	Others	Authorization letter from OEM attached		
14	Others	Technical/Commercial offers duly signed		

15		EMD		
Vendors are request to arrange support documents as per checklist.				
(Signature of the representative) Name: Designation: Name of the Company Date:				