



REGIONAL OFFICE : HYDERABAD
#9-1-76 to 77/1/B,3rd Floor
S.D.ROAD, SECUNDERABAD.
CIN: L51909DL1963GO1004033

TENDER DETAILS

The Bidders are required to submit their bids as per following schedule:

S.No	Particulars	Details
1	Tender No.	MMTC/HYD/ADMIN/SCANNER/22-23/02
2	Cost of tender document	NIL
4	Earnest Money Deposit (EMD)	Rs. 50,000/- (Rs. Fifty Thousand only) in favor of 'MMTC Limited'. No Interest shall be paid on EMD.
5	Bid Submission Date Starts from	27.01.2023, 17:30 Hrs.
6	Last Date and Time of submission of tender	Up to 14:00 hrs. On 20.02.2023
7	Date and Time of Opening of Tender	11:30 hrs. On 21.02.2023
8	Nature of work	Scanning (Digitalization) Services of 5.00 lakhs Pages (+/-20%)
	Period of work	THREE MONTHS FROM THE DATE OF AGREEMENT SIGNED.
9	Tender Submission	Sealed Tender to be dropped in Box Kept in the office premises MMTC LIMITED- REGIONAL OFFICE HYDERABAD 3 RD FLOOR, S.D.ROAD, SECUNDERABAD- (TELANGANA)
10	Contact Person for Further Communication.	Shri K.V.PRAKASH, Manager (Admin.), Cell No- 88794 59827 Shri Indranil Roy Chowdhury. Mgr/Systems, Cell No- 09830324306

SITE OF WORK: MMTC LIMITED, RO. Hyderabad, 3rd Floor, S.D.Road, Secunderabad.



No. MMTC/HYD/ADMIN/SCANNER/22-23/02

Dated.27.01.2023

SUB: Bid for Digitization of Records.

Bids are invited from reputed Photocopy (Scanning) digitalization service Providers for providing document scanning facility services having an annual turnover of Rs.5.00 lakhs or more in the same field for a period last two financial years.(2020-21 & 2021-22)

1. The technical bid offer should include the following details :
 - a) Annual turnover of the firm (Proof of the same must be attached in the form of CA's certificate / last 2 years' Audited Balance Sheet / Profit & loss A/c)
 - b) Copy of the details of the past experience (Minimum 3 years) of providing services in the same field in Government / PSUs / Reputed Corporate Sectors. The experience shall be supported by such Corporate on their letter heads. The experience should be continuous for the last three years.
 - c) Signed and stamped copy of the tender documents conveying his acceptance to the terms & conditions of the bid.
 - d) Copy of PAN Number.
 - e) Copy of GST registration Number.
 - f) Duly certified List of present Directors/Partners/Proprietors of the firm along with attaching recent passport photos.
 - g) Certification from Banker about Bank Account details from its banker.
 - h) Declaration on stamp paper of Rs.10/- duly attested by Notary in respect of not blacklisted by any Department/ Govt. Agencies.
 - i) Copy of amount Rs. 50,000/- (Fifty Thousand Only) as EMD (Interest Free) deposited/transferred online in MMTC Ltd, RO. Hyderabad having Account No. 52097336362 maintained with State Bank of India R.P ROAD, Secunderabad, IFSC Code SBIN0000916.
 - j) In case the party is registered with Ministry of MSME/ its authorized agencies such as NSIEC etc., he is required to submit valid registration certificate and store details in addition to above. However, such MSMEs will submit security deposit of Rs 50,000/- if became successful bidder.

Annexure-A

Guidelines for Scanning Document:

The objective of scanning guidelines is to scan and bring the physical daks/letters/Registers etc.,

For scanning of various document types, the following colour & DPI are suggested:

Sno.	Document type/condition	Color & DPI	Output
1.	Regular/normal/good	B/W – 100 DPI	PDF&OCR
2.	Damaged/tarnished/clouded	B/W – increase DPI as per legibility / Visibility	PDF&OCR
3.	Seriously damaged / tarnished / clouded	B/W – increase DPI as per legibility / Visibility	PDF&OCR
4.	Coloured Photographs/text	Grayscale	PDF&OCR

Role & Responsibilities

- Service Provider shall do scan/digitalization of various sizes of documents and maintain and return the documents in their original form to the Buyer. Document shall be handled with extreme care so that their chronology is not disturbed. For example, Multi-page documents that must be kept together (e.g., a letter with an attachment).
- The Service Provider will carefully unfold and flatten the documents to eliminate creases and wrinkles and ensure that document maintain its original form without any damage.
- Any damage to the documents shall make the Service Provider liable for penalty.
- The Service Provider will take special care in preparing the documents which are very old and that may not be in good physical condition or are very delicate and may not be directly scanned. This may include (but not limited to) pasting of torn pages, straightening of pages, unbinding of files that cannot be scanned directly. Some old documents may require flat-bed scanners too.
- Service Provider may use ironing process to straighten them. Documents should be prepared such that normal scanner can scan it.
- Service Provider shall be responsible for any damage caused by them during the process of scanning and digitization of records and ensure that all such records are repaired at their own cost and information is retrieved. In case such retrieval of data or repair of record is not feasible the Service Provider will compensate for the same by making payment to the Buyer towards the value of the damaged or lost data/ document/record as valued by the Buyer.

II. Scanning and Digitization.

- The scanned documents shall be converted into any of the standard file formats such as PDF&OCR formats as per the requirement of the Buyer. All the pages of a single file must be stitched together to generate an exact replica of the physical file. The stitched document should be represented in a PDF&OCR format as per user requirement.
- The Service Provider will be responsible for quality assurance and will go through all documents to see if they are complete and legible. The Service Provider will undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and return.
- The Service Provider's staff will perform quality control to ensure that each page is fully rendered, properly aligned, and free of aliasing/ distortions. Inspection and quality control data shall always be recorded on the worksheet accompanying each volume. When necessary (e.g., poor image capture of an illustration), the staff will re-scan from the original text and insert the image(s) into the proper image file sequence. Service Provider shall employ automated quality analysis mechanism to ensure 100% percent quality check.
- The Service Provider shall perform the PDF & OCR on the document with 100% accuracy so that the documents can be searched using the text in the document. The service provider will use manpower for the scanning of the documents, necessary miscellaneous works regarding scanning documents.
- The Service Provider shall ensure that the quality of scanned images is enhance to the optimum level and shall perform all such activities required to bring the scanned image to optimal level such as skew, de-skew to make the image straight, cropping and cleaning of images like removal of black noises around the text and providing equal margins around the text etc.

- In case the documents are not legible, the Service Provider shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.
- All the pages in a document including blank pages (only when such blank pages are numbered in the file/document) shall be scanned to produce exact replica of the original document. No page shall be scanned more than once.
- The Service Provider will deploy its own human resources (labours) for all the above-mentioned activities. The Service Provider will deploy adequately skilled manpower resources on working days to complete the job within the specified time.
- The service provider should record the daily scanning numbers and needs to confirm from the buyer in the day end. The service provider needs to provide the certified monthly statements of work done to buyer.

III. Post Scanning

- After scanning, the physical document would be pinned together/ tagged in the same form as it was given for scanning by the individual units of any department. At the end of the process all paper documents will be returned in their original "form to the department.
- Each page shall be serially arranged and shall be counted while giving the documents back to the department.
- Version Control mechanism should be allowed. Version control must be done in case of addendum to the pre-existing digitized file. Service Provider will have to make this facility available in the capture and indexing module.
- The Service Provider is required to use their own MIS tool to generate fortnightly reports for tracking the digitization status. These reports would contain basically summary of records scanned and stored.

IV. Storage and Backup

- A folder structure/ configuration management policy must be followed while storing the digitized data in the hard disk and central storage.
- Copies of the scanned data shall be provided in hard disk. Service Provider will create a Master copy for the End User Department and will provide the replica of Master copy as per the requirement of the End User Department.
- Service Provider shall use standard methodology for Scanning & digitization and archiving so that in future, any Service Provider can access the archival database.
- Service Provider shall train the respective users on retrieving the records after file conversion.

I. Transition Management

- Post the contract period, the Service Provider shall handover of all the knowledge material and assets to Buyer.

5. Other Terms and Conditions

a. Buyer's Obligations

- Buyer shall provide adequate space and access to the authorized personnel of the Service Provider to work in the specified area. Buyer shall also nominate a Nodal officer from its Organization to coordinate with Service Provider to set up the digitization facility.
- Buyer shall nominate officer (department/unit/cell wise) to verify the violation of any conditions of the service level agreement (SLA) and impose penalty/deduction if any from the Service

Provider's claims.

- The EMD of the unsuccessful bidder shall be refunded and the EMD of the successful bidder Rs. 50,000/- will be converted into security deposit. The security deposit amount will be refunded after completion of work/contract without any interest. If MSMEs will become successful bidder, then needs to deposit Rs. 50,000/- as security deposit before agreement signed. The security deposit of MSMEs also will be refunded after completion of work/contract without any interest.
- The contract will be awarded to L-1 Bidder at the discretion of MMTCL Ltd only. Accordingly formal agreement will be signed between the parties.
- The payment will be made to service provider on monthly basis upon receipt of GST invoices attaching certified monthly statements of work done.

b. Service Provider Obligations

1. Service Provider shall be required to install and maintain adequate IT infrastructures of hardware and software such as, scanners, etc. at his own cost.
2. All the scanned and digitized data and documents shall be the property of the Buyer and Service Provider shall have no right, title or interest in it. Buyer shall have the exclusive right to use it anywhere and in any manner.
3. Service Provider shall ensure that all information, data and/or documents given to them by the Buyer are kept confidential. The entire work of scanning/digitization/repairing of old records are entrusted to the Service Provider under trust and hence any leakage of information or passing of the information for any commercial purpose/exploitation or any other purpose whatsoever shall amount to committing an offence of stealing and criminal breach of trust liable for criminal prosecution.
4. No documents shall be allowed to be taken or transmitted outside the Buyer's premises without written permission from buyer, in any manner whatsoever. No employee of Service Provider shall share any documents or information relating to it to any outside unauthorized person. Violation of the will render immediate termination of contract and no payments will be made to the Service Provider along with forfeiture of Performance Security. Service Provider shall be wholly responsible in case of failure and will be liable to be prosecuted under the jurisdiction of the local court.
5. The Metadata should be very accurate, and the service provider shall give batch wise scanned data to buyer for Quality check. If there are errors in metadata entry (even if one field in a record has error data entry, the record will be treated as error entry) and scanning, penalty as applicable will be levied.
6. Service Provider shall be principal employer for all the worker, labourer, outsourced persons and such persons shall not have any right to claim, any right of employment or contract with the Buyer.
7. Service Provider shall be responsible to comply all the Acts and or Rules and Regulation framed by Government of India or state Government with the work and employees. Service Provider alone shall be the principal employer of all the employees engaged by them and shall comply with all labour laws including minimum wages, gratuity, EPF, ESI etc. whichever is applicable. Buyer shall not be responsible for the terms and conditions of employment of the staff engaged or the work undertaken by the Service Provider.
8. All rules relating to local taxes /GST shall be complied by service provider. Periodically the service provider shall ensure to file the GST returns for the services rendered to buyer. Any disallowance of GST credits to buyers will be borne by the service provider.

9. The service provider shall re-scan all the erroneous documents with no extra payment.
10. Service Provider shall work on Buyers Working days/Office hours (9.30 AM- 5.30 PM)

c. Safeguarding of proprietary and confidential information

1. The Service Provider shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by buyer, out of Buyer premises without prior written permission from Buyer.
2. Service Provider acknowledges that buyer's business data and other buyer's proprietary information or materials, whether developed by buyer's or being used by buyer pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to buyer; and Service Provider agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Service Provider to protect its own proprietary information. Service Provider recognizes that the goodwill of Buyer depends, among other things, upon Service Provider keeping such proprietary information confidential and that unauthorized disclosure of the same by Service Provider could damage buyer and by that reason of Service Provider's duties hereunder. Service Provider may come into possession of such proprietary information, even though Service Provider does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Service Provider shall use such information only for the purpose of performing the said services.
3. Service Provider shall, upon termination of this agreement for any reason, or upon demand by buyer, whichever is earliest, return all information provided to Service Provider by buyer, including any copies or reproductions, both hardcopy and electronic.
4. Ownership and retention of Documents: Buyer shall own the documents, prepared by or for the Service Provider arising out of or in connection with this contract. Forthwith upon expiry or earlier termination of this contract and at any other time on demand by buyer, the Service Provider shall deliver to buyer all documents provided by or originating from buyer and all documents produced by or from or for the Service Provider in the course of performing the Services, unless otherwise directed in writing by buyer at no additional cost. The Service Provider shall not, without the prior written consent of buyer store, copy, distribute or retain any such Documents.
5. The average rate of delivery will be as opted by the buyer during the time of purchase of service and will be calculated on average weekly volume basis.

Time Period: 3 (THREE) Months from the date of agreement signed. It can be extended mutually for further period as per the same terms & conditions.

Penalties: If any delay in completing the work by the service provider within the time period, then penalties @ 5 % of work uncompleted value shall be charges. The penalties can adjusted form Security deposits.

Termination: - If the work of the service provider is not satisfactory or as per standards then the buyer can terminate the contract without any notice. The Security deposit will be forfeited.

All disputes shall be resolved within the jurisdiction of Secunderabad only.

Format for Financial BID

Subject: Financial BID for Digitization

TENDER NO. MMTTC/HYD/ADMIN/SCANNER/22-23/02

Sir/Madam

With reference to tender document for Digitization, we are submit our price bid as below:

Description	**Rate [in Rs.]
Scanning cost per page.	
Hardisk cost for document storage.	

** The rate should be exclusive of GST.

(Authorized Signatory)
Name & Designation with Seal