

**REQUEST FOR PROPOSAL FOR**  
**DATA ENTRY AND SCANNING**  
**OF LEGACY DATA OF DL & RC**

**OFFICE OF THE JOINT TRANSPORT  
COMMISSIONER, "PARIBAHAN BHAWAN",  
ASTABAL, AGARTALA,  
GOVERNMENT OF TRIPURA**

**NOTICE INVITING TENDER No.F.21(16)/JTC/LEGACY/2013/1385-88 dt.26.08.2013**

On behalf of Governor of Tripura, the undersigned invites sealed tender in prescribed formats from the renowned and bonafide agencies/bidders who have sufficient knowledge in IT Consultancy and IT Support Services. The last date for submission of tender is **26/09/ 2013** at 4.00 P.M. The tender document may be dropped from 11.00 A.M. to 4.00 P.M. on or before **26/09/ 2013**.

Tender in prescribed formats in conformity with the terms & conditions of relevant DNIT may be sent by post (registered with AD only). It should be accompanied with Rs.100.00 (Rupees one hundred) only (payable in the bank draft of any nationalized bank in favour of the undersigned and non-refundable). It should reach the undersigned positively within time and date as mentioned above. Tender received after last date and time will not be acceptable. For any delay by the Postal Department, the undersigned will not be responsible. The Joint Transport Commissioner(JTC) reserves the right to reject any or all of the tender documents submitted in response to this tender notice at any stage without assigning any reason whatsoever. JTC also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted tender documents. Right to change/modify/amend any or all the provisions of this DNIT lie with JTC. Such changes would be communicated to the agencies/bidders.

Sealed tender in complete shape should be addressed to the undersigned (tender for data entry and scanning of legacy data of DL & RC), inscription and senders' name should be clearly written on the cover of the tender. Tender will be opened at 11.00 A.M. of **27/09/ 2013** and if thus in any change regarding time and date, it will be intimated to the bidders/agencies. Interested bidders/authorized representatives may remain present.

<b>Item No. &amp; name of the item</b>	<b>Earnest money</b>	<b>Last date &amp; time of tender</b>	<b>Eligibility of agency/ bidder</b>
<b>1.</b> Data entry and scanning of legacy data of DL & RC (approx. 2.00 lakhs records to be scanned/ digitized and data entry and approx. 2.00 lakhs other documents to be scanned only) (quantity may increase or decrease)	Rs.1,00,000/- (Rupees one lakh) (in the shape of D-Call)	4.00 P.M. of 26/ 09/ 2013.	Sufficient IT knowledge and IT support services with trained and experienced manpower to complete the task within 120 days or less. (one agreement will be signed with the bidder after this tender process is over and finalized. The agencies/ bidders have to submit their papers with the following information in Form-2 as written below).

**Sd/-**

**(N.Adhikari,TCS)**

**Jt. Transport Commissioner,  
Paribhahan Bhawan, Agartala.**

## **Disclaimer**

All information contained in this Request for Proposal (“RFP”) provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the preparation of this RFP document, the interested firms shall satisfy itself that the document is complete in all respects. Exhaustive information is not intended. Interested Bidders are required to make their own enquiries and satisfy themselves wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP Document is complete in all respects.

The Joint Transport Commissioner, Government of Tripura (“JTC”) reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. JTC also reserves the right to withhold or withdraw the process at any stage with intimation to all who submit the RFP Application. Right to change/modify/amend any or all of the provisions of this RFP document lie with JTC. Such changes would be communicated to the bidders.

Neither JTC, nor their employees and associates will have any liability to any prospective respondent, interested to apply or any other person under the law of contract, to the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the assignment, the information and any other information supplied by or on behalf of JTC, or their employees and consortiums or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of the RFP process is confidential to JTC and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

## **Definition**

1. **“Applicable Law”** means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time
2. **“Client”** mean Joint Transport Commissioner, having its office at “Paribahan Bhawan” ,Astabal, Agartala, Tripura (West) (“JTC”);
3. **“Contract Price”** means the price payable to the successful bidders under the Contract for the complete and proper performance of its contractual obligations.
4. **“Contract”** means the Contract signed by the parties (JTC, and Bidder) along with the entire documentation specified in the RFP.
5. **“Day”** means Calendar day.
6. **“Digitization”** includes Preparation of documents (Form 24 & Form 4 of A3/A4 size) to be Scanned, Scanning, Conversion of all documents to JPEG format, Indexing and Retrieval ready entry into Document Management System, and Data Entry in “VAHAN” & “SARATHI” Software
7. **“Effective date”** means the date on which the contract comes into force and effect.
8. **“Maintenance”** shall mean and include ongoing production support and small hardware modifications, fixing, enhancements, onsite help, support services and adaptation to changed environments
9. **“Project Schedule”** shall mean the schedule submitted by the Bidder together with the Statement of Work

11. **“Services”** means the work to be performed by the bidders pursuant to the contract to be signed by the parties in pursuance of any specific assignment awarded

**Abbreviations and Acronyms**

The following abbreviations and acronyms have been used in this document.

<b>Abbreviation/Acronym</b>	<b>Description</b>
JTC	Joint Transport Commissioner
DMS	Document Management System
IFB	Invitation for Bids
ITB	Invitation to Bidders
DTO	District Transport Offices

## **Section 1: Introduction**

The JTC is computerizing its systems in a phased manner. It is planned to have a Document Management System (“DMS”) in place and digitize all the Legacy Data available at the office of the JTC and all the District Transport Offices (“DTO”) of Tripura.

The JTC desires to digitize office records related to Registration Certificate (RC) & Driving License (DL). A Solution Provider for digitization is required to convert the paper records (Form 24, Form 4 and some other similar records) into accessible image formats and maintain the same for future use in order to provide online services through State Register and National Register.

Through this document JTC wishes to address the needs of the DMS at the Office of the JTC and DTOs and invite for an Open Tender from Bidders, having expertise in this field to submit a proposal based on the scope of work in this bid document. Digitization of records in hard form (Paper form) means converting them into electronic format and Data Entry in an appropriate file format. The same is required to be indexed and archived with search facilities and stored centrally on the central server (“VAHAN” & “SARATHI”) for easy, ready and secured access for the users.

## 1. Scope of Work

The proposed architecture of the system shall be centralized and all data will be on server only. The users of the department shall have access to it on the basis of user name and password including that of Document Management System.

- 1) The successful bidder shall carry out the digitization process by Scanning, Conversion of all documents to JPEG format, Indexing and Retrieval ready entry into Document Management System, and Data Entry in “VAHAN” & “SARATHI” Software. The bidder shall also develop ingenious document management system. The successful bidder shall arrange requisite hardware, scanners/cameras, storage devices and desktops to carry out the digitization of the documents in consultation with the department. The successful bidder shall carry out data entry in the English only.
- 2) The bidder shall bring the required manpower and tables /chairs if required for the activities.
- 3) The Data Entry and Scanning work will be done in the premises of the JTC and respective DTOs where space and power shall be provided by the JTC and DTOs. JTC, State Government or its nominated/delegated authority will carry out quality checks periodically. The accepted digitized records shall have to be ported to the server provided by the JTC or NIC Server also at JTC and each DTOs .
- 4) The successful bidder shall have to provide necessary software including the necessary database software to maintain, archive, retrieve and manage the digitized documents.
- 5) The number of documents to be scanned and digitized is approximately 1.5 Lakh and approximately 1.5 Lakhs other documents (A4/A3 size) to be scanned only. The work has to be completed in a strict time frame of 12 months. The number of documents to be scanned may vary, and any additional work shall be compensated at bid rates on pro-rata basis.

6) Payments shall be made on Pro-Rata basis, of error-free data entry into the server and the number of documents actually scanned subject to verification by the JTC.

7) Broadly, activities identified are as follows:

- a) Identification & preparation of files for scanning / photo images of Register (Form 24, Form 4 and other similar natured document) at JTC and each DTO (for location see form3).
- b) Digitizing of the pages as per their sequence/classification. The image file shall be archived with the specified number. ( mostly Registration Number & Driving License Number).
- c) Ensure quality control measures for clear image, missing pages, skew ness, tilted images, black bands, inverted images, mismatch in physical & electronic file etc.
- d) Data entry in Vahan & Sarathi backlog data entry form. The data entry in Vahan will broadly cover following functional areas; vehicle registration related data, fitness related data, tax related data, permit related data & enforcement related data. The vendor will have to identify the functional area covered under each DTO and JTC. The data entry in Sarathi will broadly cover following functional areas, Driving License related data, and Conductor's License related data, Driving Schools related data & Fees related data.
- e) Storing of the image in jpeg format with a min. of 600 dpi resolution on a server in a database with proper indexing.
- f) Provide necessary software to store, retrieve, search, access, maintain and manage the digitized document with appropriate access control mechanisms in a secured manner.
- g) Post capture activities including handing over of physical register of Form 24 & Form 4 and other documents provided to the JTC and DTOs.
- h) Imparting training to the staff of the department. The successful bidder would be required to train office staff of the JTC and each DTO to use the software system provided by the bidder, to retrieve documents quickly and efficiently in future.

## **Section 2: Invitation for Bids and instructions to Bidders**

### **1. Invitation for Bid**

This invitation for bids is for Implementation of Document Management System and Scanning/Imaging Services at COT, as a part of the computerization process at JTC and DTO level.

If the Bid document is downloaded from the official website then at the time of submission of the bid document the vendor has to submit the bid amount against a non-refundable fee of **Rs.10,000** /- in the form of demand draft from a Nationalized Bank in favor of “Joint Transport Commissioner, Paribahan Bhawan, Astabal,Agartala, Tripura(West)” payable at SBI Agartala (TLA Branch) Failure to furnish the above mentioned demand draft would result in rejection of the bid.

#### **Pre-bid Meeting.**

A pre-bid meeting will be held in the office of the JTC with the potential bidders (who purchase the tender document) in order to discuss the improvement/shortcomings, if any, in the tender document. Only those parties who procure the tender document will be eligible to take part in pre-bid conference.

### **2. Technical Bid**

Technical Bid will comprise Cover Letter, Technical Proposal and Undertaking. Refer Form 1 for the Technical Bid contents and formats. Please note that no price schedule should be indicated in the Technical Bid and it shall only be quoted in the Financial Bid.

#### **1.1 Eligibility Criteria**

1.2.1 The bidder's turnover should not be less than **Rs.2 Lakhs (Two Lakhs)** per annum during each of the last three years from IT Consultancy and IT Support services. Enclose financials of the company for the last three years *i.e* **2010-11, 2011-12,2012-13.**

- 1.2.2 Bidder organization should have IT/ITES experience (Hardware/Software/Database/Scanning and Data entry) in the past years preferably for Govt. Depts./ Undertaking / PSE etc. Bidder should furnish Certificate/testimonials in support of similar services given in the last years.
- 1.2.3 Bidder should not have been blacklisted by central/state Government departments/organizations.

**1.2 Documents to be attached in the Technical Bid over and above those as per the bid document to be enclosed with technical bid:**

- 1.2.1 The Company profile.
- 1.2.2 Details of Similar projects executed with supported documentary proof.
- 1.2.3 Concept, Design and Business Plan – Bidder should provide a narrative, and/or graphic description in sufficient detail to clearly define the proposed concept(s). This information should address the following:
- 1.2.3.1 Products to be used, and its availability along with the detailed specifications of the product.
- 1.2.3.2 Estimated optimal users, technical architecture, platform, database to be used etc.
- 1.2.3.3 SOFTWARE INFORMATION -General Features of the proposed system, including but not limited to Code Enforcement, Tracking and Numbering, Reports and Printed Documents, and any additional information the Vendor deems appropriate.
- 1.2.3.4 PLATFORM REQUIREMENTS -All hardware requirements, system software, and application software requirements must be documented in full.
- 1.2.3.5 IMPLEMENTATION -The Vendor must provide a detailed sample project management plan including reasonable target dates given that the

JTC would like to begin rapid implementation in as many aspect of the project. The sample plan must also describe the major tasks and steps involved with policies, procedures, and forms adjustments. The Bidder shall provide with the Quantum of Work details such as, No. of Documents and No. of Pages to be scanned and data entry per day

### **3. Financial Bid**

The vendor should strictly adhere to the format of the financial bid as specified in Form 2 of the bid document. The Financial bid shall be submitted at the office of the JTC by the date and time prescribed in the tender.

### **4. Bid Price**

#### **4.1 Prices in the Price Schedule**

The Bidder shall quote price in clear terms. The rates quoted shall be per record of successful work. Break up should abide by the Format for Financial Bid described in Form 2. The rates quoted should be exclusive of Service Tax or any other taxes/cess/duty imposed from time to time.

#### **4.2 Fixed Price**

Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

### **5. Bid Security**

#### **5.1 Amount of Bid Security**

The Bidder shall furnish, as part of its bid, a bid security in the form of Demand Draft / Bankers' Cheque drawn in favour of **“the Joint Transport Commissioner , Paribahan Bhawan , Astabal, Agartala, Tripura(West) ”** for an amount of Rs. **Fifty Thousand (Rs 50,000/-)** payable at SBI Agartala (TLA Branch).

## **5.2 Requirement of Bid Security**

The bid security is required to protect the JTC against the risk of Bidder's conduct, which would warrant the security's forfeiture.

## **5.3 Discharge of Security Bid of Unsuccessful Bidder**

Unsuccessful Bidder's bid security will be discharged / returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the JTC.

## **5.4 Discharge of Security Bid of Successful Bidder**

The successful Bidder's bid security will be adjusted against the performance guarantee upon the Bidder signing the Contract.

## **5.5 Forfeiture of Bid Security**

The bid security can be forfeited if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or in case of the successful Bidder, if the Bidder fails to sign the Contract in accordance to furnish performance guarantee.

# **6. Period of Validity of Bids**

Bids shall remain valid for 180 days after the date of bid opening prescribed by the JTC. The JTC holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

# **7. Format and Signing of Bid**

## **7.1 Number of Copies of Bid**

The Bidder shall prepare and **submit Technical Bid in hard copy** at the address given below:

Office of the Joint Transport Commissioner  
“Paribahan Bhawan”  
Astabal, Agartala, Tripura(West).

## **8. Sealing and Marking of Bids**

### **8.1 Enclosing of Bid**

The hard copy of the Technical Bid shall be placed in sealed envelopes clearly marking each "**Technical Bid**".

## **9. Rejection of Bid**

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.

Commercial bid shall be submitted online only. Commercial Bids submitted in any other format shall be rejected.

## **10. Deadline for Submission of Bids**

### **10.1 Last date for Submission**

In the event of the specified date for the submission of Bids being declared a holiday for the JTC, the Bids will be received up to the appointed time on the next working day.

### **10.2 Extension for Last date for Submission**

The JTC may, at own discretion, extend this deadline for submission of bids by

amending the bid document, in which case all rights and obligations of the JTC and Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

## **11. Late Bids**

Any bid received by the JTC after the deadline for submission of bids prescribed by the JTC, will be summarily rejected and returned unopened to the Bidder. The JTC shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

## **12. Opening of Bids**

The JTC will open all Technical Bids online in the presence of Bidders' representatives who choose to attend the Technical Bid opening in the office of the JTC. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for the JTC, the Bids shall be opened at the appointed time and location on the next working day.

### **12.1 Opening of Financial Bids**

Financial Bids will be opened online and compared after the technical evaluation has been completed for those Bidders whose technical bids reach the minimum standard needed for the task.

### **12.2 JTC's right to accept any Bid and to reject any Bid or all Bids**

The JTC reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time before the contract is awarded, without thereby incurring any liability to the affected Bidder or Bidders.

## **13. Notification of Award**

### **13.1 Signing of agreement**

The Agreement shall be signed on all the pages by the person(s) duly authorized to bind the bidder to the contract. After the signing of the agreement the bidder will initiate the execution of the work as specified in the agreement.

### **13.2 Expenses for the agreement**

The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

## **14. Performance Guarantee**

Within 15 working days of the receipt of intimation of award from the JTC, the successful Bidder shall furnish the performance guarantee of **10% of the total contract value**, amounting to Rs. 2,00,000 /-(Rupees Two Lakh only) in accordance with the Conditions of Contract, in the form of Bank Guarantee or Demand Draft / Bankers' Cheque drawn in favour of JTC payable at SBI Agartala (TLA Branch). The bid security submitted by the successful bidder shall be adjusted against this amount and the balance amount, if any, needs to be paid if the successful bidder chooses to furnish the performance guarantee in the form Demand Draft / Bankers' Cheque.

## **15. Termination of Contract**

### **15.1 Termination for Default**

The JTC may, without prejudice, to any other remedy for breach of contract, by

written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

15.1.1 The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the JTC.

15.1.2 The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

### **15.2 Termination for Insolvency, Dissolution etc**

The Client may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the Client.

### **15.3 Termination for Convenience**

The Client reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for Client's convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

## **16. No Claim Certificate**

The qualified Bidder shall not, be entitled to make any claim, whatsoever, against the Client under or by virtue of or arising out of this contract nor shall the Client entertain or consider any such claim after Bidder shall have signed a "no claim" certificate in favour of the Client in such forms as shall be required by the Client after the works are finally accepted.

## **17. Suspension**

The Client may on a written notice of suspension, suspend all payments to the qualified Bidder under the contract, if the qualified Bidder failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension shall specify the nature of the failure and shall request the qualified Bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

## **18. Rights to Data**

JTC shall retain all right, title and interest in and to any and all data, entered or generated by the Selected Vendor for the JTC pursuant to this agreement and any modifications thereto or works derived there from.

## **19. Schedule of Payments and Penalty**

19.1 The Bidder's request(s) for payment shall be made to the JTC in writing accompanied by the details of work executed, supported with evidence of accomplishment of the item wise work for which payment is being claimed.

19.2 Payment for scanning/data entry work done under the contract shall be made on monthly basis by the JTC on receipt of bill of vendor , subject to statutory, other deductions and penalties and damages if any levied and recoverable under the contract for the work done as per agreed terms as per the satisfaction of Commissioner of Transport. The Bidder will be responsible for liabilities of all kind including local and other taxes.

19.3 If the bidder fails to execute the contract on time JTC may impose any or all of the following:

- a) A penalty @ 1% of the total value of unfinished work, per calendar week, shall be imposed on Bidder, if he fails to deliver on the scheduled date by the bidder subject to a maximum of 10% of the total cost of unfinished work. The penalty shall be imposed on the unfinished work after the JTC approval and may also be liable to be recovered from Performance Guarantee. The JTC shall take into consideration any other additional work done by the bidder during the period.
- b) Terminate the contract without giving any notice and get the work executed at the cost and responsibility of the bidder.

19.4 In case of errors, penalty may be imposed on the bidder as under:

- a. Up to 5 % error per batch (1 Batch = 9999 entries), Bidder is required to re-enter the erroneous entries. No penalty shall be imposed. Payment will not be made to the Bidder for the re-entered data.
- b. In case of more than 5% error per batch, the entire batch may be cancelled by the JTC after due consideration of relevant facts. The Bidder will be required to re-enter the whole lot without payment of any re-entry charges. Additional penalty of 5% of the order value for that particular lot will be levied.
- c. The bidder will have to re-enter all data in case the errors are more than 10% and will be subject to a penalty of 10% of the order value for the particular batch.
- d. In case the numbers of such batches as mentioned in clause 19.4 (b) of above are more than 50, the entire contract may be subject to either or all of the following in accordance with the discretion of the JTC:
  - a) Termination of the contract;
  - b) Evoke of the performance guarantee; and
  - c) JTC can cancel the work order and get the job done through alternate sources at the cost and risk of defaulting vendor.

## **20. Confidentiality**

The Selected Vendor and its personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the JTC's business or operations without the prior written consent of the JTC.

## **21. Force Majeure**

- 21.1 Notwithstanding the conditions of the Bid, the Bidder shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 21.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the JTC either in its sovereign or contractual capacity, wars or revolutions, fires, floods, earthquakes, epidemics, quarantine restrictions and freight embargoes.
- 21.3 If a Force Majeure situation arises, the qualified Bidder shall promptly notify the JTC in writing of such conditions and the cause thereof. Unless otherwise directed by the JTC in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The JTC may terminate this contract, by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure the Bidder being unable to perform a material portion of the services for a period of more than 60 days.

## **22. Arbitration and Jurisdiction**

In the event of any dispute relating terms and conditions which could not be solved

amicably by the parties, the parties may refer the matter to the Arbitrator to be appointed by the JTC, the request of either of the parties for arbitration in consonance with the provisions of the Arbitration and Conciliation Act, 1996 (Act 26 of 1996), on the designated reference in dispute. All legal proceedings shall lie to the jurisdiction of courts situated in Tripura.

### **23. Fraud and Corruption**

In pursuit (pursuance) of this policy, JTC,

- i. Defines, for the purposes of this provision, the terms set forth as follows:
  - a. “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of JTC, official by any personnel of Consortium in procurement process or in contract execution.
  - b. “Fraudulent practice” means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to the detriment of JTC, and includes collusive practices among the bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive the JTC, of the benefits of free and open competition;
  - c. “Unfair trade practices” means supply of services different from what is ordered on.
  - d. “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- ii. JTC will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt, fraudulent, unfair trade practices or coercive practices.
- iii. JTC, will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has

engaged in corrupt, fraudulent, unfair trade and coercive practices in competing for, or in executing, the contract.

#### **24. Amendment of Tender Document**

JTC may modify the RFP Document by amending, modifying and/or supplementing the same, at any time before the closing of bid for any reason

All such amendments shall be binding on the bidders without any further act or deed on JTC part. In the event of any amendment, JTC reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

#### **25. Negotiation**

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. JTC, however, will have the discretion to choose to enter into any price negotiations or not.

#### **26. Award of Contract**

JTC may award the contract to the Bidder who stands L1 in the Financial Bid or JTC may enter into negotiations pursuant to clause 25 mentioned above in this tender document.

## **Section 3: Objective, Scope and Functional Requirement of the System**

### **1. Objectives of the Proposed System**

By implementing the above system JTC also wishes to:

- a. Provide various G2C, G2B & G2G services through National Register (NR) & State Registers (SR)
- b. Reduce information dissemination time
- c. Minimize the communication delay by implementing Information Technology
- d. Make data available for analysis & decision making at the appropriate time
- e. Introduce faster & efficient consolidation and generation of information
- f. Reduce manual communication and information delays.
- g. Bring transparency in day-to-day operations in JTC and DTO.

### **2. Precise statement of objectives**

To carry out scanning / imaging, indexing, data entry and sequencing of approximately 1.5 Lakhs valid sheets and scanning/indexing of approximately 1.5 Lakhs other documents (A4/A3 size) and provide DMS. (The numbers are indicative in nature, and may vary)

### **3. Outline of the task**

The following activities need to be carried out:

#### **3.1. Scanning & Data Entry:**

- 3.1.1 Scanning/imaging of documents from each file as per the requirements of the JTC. JTC will identify and mark the documents need to be scanned.
- 3.1.2 Placing scanned/ captured files in a JPEG (color) format (min. 600 dpi) so as to act as input for document management system.
- 3.1.3 Data Entry of the details in Vahan & Sarathi backlog data entry module.

The data entry in Vahan will broadly cover following functional areas; vehicle registration related data, fitness related data, tax related data, permit related data & enforcement related data. The vendor will have to identify the functional area covered under JTC and each DTO. The data entry in Sarathi will broadly cover following functional areas, Driving License related data, Conductor's License related data, Driving Schools related data & Fees related data.

#### **4. Document Completeness Means**

##### **4.1 Page Level**

- 4.1.1 Each valid (non-blank) side of the document should be converted into an equivalent image.
- 4.1.2 Complete area of the paper should be visible in the image including contents, dates (whether typed or hand written), signatures, thumb impressions, page numbering and noting along with page numbering.

##### **4.2 File Level**

- 4.2.1 Each file shall be stored as one multi-page image file.
- 4.2.2 File name should be a combination of State Code, DTO Code & Actual Registration No without spaces for Vehicle Registration Records & State Code, DTO Code & Driving License Number for Driving License Records.  
Number, Owners name etc. as desired by JTC.
- 4.2.3 The image file shall contain images of all the valid pages corresponding to the actual file.
- 4.2.4 The number of pages in an image should be exactly the same as the sides numbered on the original files.

#### **5. Paper Document after Digitizing**

After completion of the digitizing process, the following issues must be addressed:

## **5.1 Document Level Completion**

- 5.1.1 No page from the original file should be missing.
- 5.1.2 Pages from the record should not be torn.
- 5.1.3 File should not contain pages from any other file.
- 5.1.4 All the pages in the files should be arranged in the order that is exactly same as the original order.
- 5.1.5 Files should be pinned properly with appropriate sizes of pins.

## **5.2 Batch Level Completion**

- 5.2.1 No files should be missing from the original batch.
- 5.2.2 Batch should not contain files from any other batch.
- 5.2.3 All the files in the batch should be arranged in the order that is exactly same as the original order.
- 5.2.4 Each batch should be tied properly
- 5.2.5 Each batch should be handed over to the concerned authorities after the job is over.

## **5.3 Image Quality**

- 5.3.1 Image should be vertically oriented and should be without any tilt/skew.
- 5.3.2 Image should not have any shear
- 5.3.3 Image should not contain black borders.
- 5.3.4 Image quality should be a minimum of 600 dpi resolution.

## **5.4 Indexing**

Each file image shall be indexed on:

- 5.4.1 Registration No. or such other number as may be decided by the JTC.

## **5.5 Storage of the Scanned Images**

The vendor shall be responsible for the storage of all data in external medium preferably DVD/HDD. A copy of scanned images should be given to the concerned DTOs and the JTC in DVD where as the complete scanned images should be transfer/store into server of the JTC/NIC handed over to the JTC.

## **6. Software Specifications:**

Digitizing software should have the following capabilities as required for the digitization of JTC documents:

- 6.1 Supports high-resolution true color imaging.
- 6.2 Image Processing Software to provide at least the following image processing features:
  - 6.2.1 Black border removal without any image details loss.
  - 6.2.2 De-skewing without any image details loss.
- 6.3 Blank page removal
- 6.4 Image indexing including reconciliation for document index and page numbers
- 6.5 Digitization software should ensure compatibility to application software.  
Application software should have the following capabilities as required for the retrieval of the JTC documents:
  - 6.5.1 Security and password based restricted nature of access to various files of various categories.
  - 6.5.2 The retrieval software must show total pages in a file, current page number.
  - 6.5.3 Facility to print a particular page or pages, rotate a page,

6.5.4 Software should have the capability to attach any additional information as necessary on the server.

## **7. Digitization Setup**

7.1 The Vendor can have more than one setup as per the requirement of the work.

7.2 Each setup will consist of exclusive physical infrastructure and manpower.

7.3 Any foreign material required for the said work shall be obtained at own risk and responsibility of the vendor. No help or extra charge will be made for this.

7.4 For the said work if extra electric points are required, the vendor shall, fit such points on his own and shall remove them as soon as the said work is completed.

## **8. Security and Access Control**

Adequate security features should be embedded into the proposed system to protect it from unauthorized access to documents, data or other critical information.

## **9. Support / inputs to be provided by the JTC**

1. The JTC will not provide any Hardware / stationery or consumables etc. The vendor will have to arrange all the above mentioned things or any other item required in fulfilling the obligations as per the scope of work. However access to “VAHAN” & “SARATHI” software shall be given by the JTC through NIC.

2. Once the successful bidder digitizes the records, department shall carry out a quality checks as required.
3. The JTC will provide the Form 20, Form 4 or any such similar nature form/document to the vendor for the purpose of digitization.
4. The JTC will constitute a core team from its staff to address issues raised by the vendor during the scanning operation.
5. The JTC, State Government or its nominated/delegated authority will validate the quantity and quality of pages scanned and data entry in VAHAN & SARATHI.
6. Electricity supply will be provided to the vendor to setup the scanning work and the charges of the power will be borne by the JTC.

## **10. The final outputs that will be required of the Selected Vendor**

- 10.1 Scanned/digitized pages for each document as given by the JTC.
- 10.2 Organizing these files into a format and order, so as to act as an efficient input for document management system.

## **11. Digitized Document**

- 11.1 All images of the digitized document shall be stored in a single multi page file.
- 11.2 Images corresponding to a batch shall be stored in a single directory

## **12. Deliverables**

- 12.1 Software Executables
- 12.2 Functional Specification, including Logical Data Base Design and Data Dictionary
- 12.3 Technical Design Document
- 12.4 DVD and HDD to DTOs and JTC respectively.

### **13. Inspection and Authentications**

- 13.1 No staff of the JTC will be made available for the said work except for handing over and taking back the documents. The entire verification of record will be done randomly and batch wise by the JTC, State Government or its nominated/delegated authority surprise check. If the quality is not satisfactory, it will amount to rejection of the entire batch. The vendor has to make a thorough verification of the quality at his own level.
- 13.2 Absolute care must be taken to avoid errors and Data Redundancy & blanks. During the course of the inspection and authentication, if errors and data redundancy is detected then rectification of the same shall be made at no extra payment to the vendor, falling, which an amount proportionate to the cost involved shall be forfeited.
- 13.3 Only the staff or authorized Desk Officer of the JTC will hand over document to the vendor. All processing like making document dust free, unpinning pinning etc. will be done by the vendor. The JTC, staff will provide documents, which will be numbered & tied in batches.
- 13.4 Digital files of all the documents should be transferred to the JTC server.
- 13.5 The Bidder should submit Monthly progress report to the JTC which shall be verified by JTC .

### **14. Papers to be digitized**

14. 1. Page size may vary from A3 to A4 size. These documents need to be digitized into the imaging software. Such documents may consist of single pages / multiple pages or they may be in volumes.
- 14.2. Some pages of the documents may contain useful information on the both sides whereas some other may be blank on the backside.

## **15. Scanner Capabilities**

- 15.1 Automatic black border removal.
- 15.2 Advanced image processing for Noise removal without loss of image details.
- 15.3 De-skewing without loss of image details.
- 15.4 Blank Page removal.
- 15.5 Image file compression as per industry standards.

## **Appendix – 1: Contents and Format of Bid**

### **General Instructions**

1. Specification, quantity, unit, rate, taxes, duties, etc. should be mentioned separately and clearly.
2. Please indicate Rate/Unit and value both in figures and in words.
3. Quotation should be clear and legible. No correction, over-typing or over-writing shall be permitted in the Price Bid.
4. Bidders who submit their offers shall be deemed to have read, understood and accepted the instructions, forms, terms & conditions of the tender document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid.

The Bid should provide the following information using the attached Standard Forms as detailed below.

- 1. A cover letter for technical bid as shown in Form – 1.**
- 2. A bid proposal sheet for financial bid as shown in Form – 2.**
- 3. Locations of RTO/ARTO offices across the State as shown in Form-3.**
- 4. Format for the Performance Bank Guarantee as shown in Form-4.**
- 5. Format for the Bidder Details as shown in Form-5.**

## Form – 1: Format for cover letter for Technical Bid

To,

### **Sub: Data Entry and Scanning of RC & DL records of JTC and DTO**

Dear Sir,

1. Having examined the Bid document, I/We, the undersigned, in conformity with the said bid document, offer to provide the said services on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.
2. We undertake, if our proposal is accepted, to provide the services comprised in the contract within time frame specified, starting from the date of receipt of notification of award from JTC.
3. We agree to execute an agreement in the form to be communicated by the JTC, incorporating all terms and conditions with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard and notice of the award within time prescribed after notification of the acceptance of this proposal.
4. Unless and until a formal agreement is prepared and executed, this proposal together with your written acceptance thereof shall constitute a binding contract agreement.
5. As security for due performance of the under taking and obligation of the bid we submit therewith a Demand Draft / Banker's cheque of \_\_\_\_\_ (any nationalized bank) bearing no. \_\_\_\_\_ dated \_\_\_\_\_ in favour of the JTC for an amount of Rs. \_\_\_\_\_ (Rupees. \_\_\_\_\_) payable at \_\_\_\_\_.
6. We would like to clearly state that we qualify for this work as our organization meets all the Eligibility and other criteria. The details are as under:

List of Documents to be enclosed	Details
The bidder's turnover should not be less than Rs. 5 Crores (Rupees Five Crores) per annum. <i>Enclose financials of the company for the last three years.</i>	Yes / No
Bidder details in the prescribed format as per FORM-4 of this tender document.	Yes/No
Bidder organization should have IT/ITES experience (Hardware-software database/Scan and Data Entry) in the past 3 years preferably for Govt. Depts. / Undertaking / PSE etc. <i>Bidder should furnish Certificate / testimonials in support of similar services given in the last years.</i>	Yes/No
Bidder should not have been blacklisted by central / state Government departments/organizations.	Yes / No
Concept, Design and Business Plan – Vendor should provide a narrative and/or graphic description in sufficient detail to clearly define the proposed concept(s),	Yes / No
Products to be used, their availability and their specifications.	Yes/ No
Technical architecture ( including platform and databases to be used)	Yes/ No
Manpower to be deployed at each location	Yes/ No
Features of the software to be used	Yes/ No
All hardware requirements, system software, and application software	Yes/ No
Sample project management plan including reasonable target dates, major tasks and steps	Yes/ No
Quantum of work details, such as the no. of pages to be scanned and data entry per day,	Yes/ No

We understand that if the details given in support of claims made above are found to be untenable or unverifiable, or both, our bid may be rejected without any reference to us. We understand that COT is not obliged to inform us of the reasons of rejection of our bid.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2013

Signature

(Vendor Seal)

\_\_\_\_\_

In the capacity of

\_\_\_\_\_

Duly authorized to sign bids for and on behalf of:

\_\_\_\_\_

## Form-2: Format to be submitted for Financial Bid

To,  
The Joint Transport Commissioner  
Paribhaban Bhaban  
Agartala Tripura (West).

**Sir,**

Having examined the Bid Documents for digitization of records, and their inter linkage with one another, the receipt of which is hereby duly acknowledged, I / We, the undersigned, offer to work as solution provider as mentioned in the scope of the work. Our rates will be as under.

Sr. No	Description of Item	Rate without tax for every successful entry	
		Rate In Figures (Rs.)	Rate In Words
1	Scanning and Data Entry in VAHAN & SARATHI Software of Form 20 & Form 4 (per record)		
2	Scanning of Other Documents (A4/A3 size) (per record)		
	<b>Total</b>		

Taxes/Duties to be shown seperately

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the bidder with Seal

Name of the bidder \_\_\_\_\_

Name of the Company \_\_\_\_\_

Designation:- \_\_\_\_\_

E-mail address: \_\_\_\_\_

Telephone No, Mobile No.:- \_\_\_\_\_, \_\_\_\_\_

**Form-3: LOCATIONS OF JTC/DTO OFFICES**

**Following are the DTO offices across the State of Tripura:**

The Joint Transport commissioner	Paribahan Bhaban, Astabal Agartala Tripura
District Transport Office	Udaipur, South Tripura
District Transport Office	Kailshahar, Unakoti Tripura
District Transport Office	Dharmanagar , North Tripura
District Transport Office	Ambassa, Dhalai Tripura

## Form-4: FORMAT FOR BIDDER DETAILS

### Details to be furnished by the Bidder

ALL THE DETAILS ABOUT THE DESCRIPTION MENTIONED BELOW IS REQUIRE TO BE FURNISHED BY THE BIDDER TO QUALIFY IN TECHNICAL BID

Sr. No	Particulars	Details
1	Name of the Bidder with Full Address, Telephone Nos., Fax No., E-mail Address, Mobile No. etc. Please also provide details of nearest Branch Office if any.	
2	Name of the person holding the power of attorney, if any (enclose attested copy of power of attorney)	
3	Copy of P.F. code no. from RPFC office if Applicable. Copy of the certificate may be provided.	
4	Whether registered vendor in any other Govt. Dept. / Public U/T / Others. If yes, then furnish the details pertaining to class and the amount qualified to Tender (please attach copy).	

#### NOTE:

It is compulsory for the bidder to furnish the details against each of above items and wherever it is not applicable, it may be mentioned so against the respective item.

Decision of the management regarding the qualifying / disqualifying the bidder shall be final and binding to the bidder and no correspondence in this behalf will be entertained