



NEW MANGALORE PORT AUTHORITY
MECHANICAL ENGINEERING DEPARTMENT
PANAMBUR, MANGALORE – 575 010
Tele : 0824 – 2887700

Name of the Firm and Address:
The Prospective Bidder.

**Subject: “Budgetary Quotation Requested for Digitization of Records at New Mangalore Port Authority” -
Reg.**

Budgetary quotation is invited from the reputed firms to provide scanning and Digitizing services as per the terms and conditions, scope of work mentioned at Annexure below. The firm shall quote the rates for the various size papers as specified in the BOQ. The Budgetary Quote shall be sent to Chief Mechanical Engineer in hard copy or through email: chiefmechengineer@nmpt.gov.in, gladstone.lv@nmpt.gov.in on or before 11.09.2023, 15.00 hrs.

Sl No	Size of the paper	Quantity	Rate per paper based on the Terms and conditions In Rs (excluding GST)	Amount in Rs (Excluding GST)
1	A4	50,000		
2	Legal	35,000		
3	Grand Total			

General Terms & Conditions

1. All columns shall be compulsorily filled Item wise as per BOQ.
2. Budgetary Quotation should be free from corrections/Errors. Quotations should be strictly as per the format mentioned in tender without any deviation. Quotation written in pencil will not be considered.

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A. Pre-Scanning

1. Contractor will perform all the pre scanning activities which may include (but not limited to) collection of documents, removal of unwanted dust, removal of tags, pins, threads, rubber bands, application of curative techniques to biologically infected or otherwise damaged documents etc., sorting and numbering of pages in the document file in correct order.
2. The documents would be handed over in lots as agreed mutually between the Contractor and the Buyer. The Contractor shall provide acknowledgement of number of documents and number of pages in each document received from the Buyer. Number of documents/ pages in a file shall be checked in presence of the representative of the Buyer.
3. The Contractor will maintain a record of the document details in a log register while collecting these documents. This log register should contain at least the following details:
 - i. Description of the document collected /< file No.>
 - ii. Size of the pages in document (A4/legal/Full scale/note-sheet) along with the count
 - iii. Total number of pages in the document.
 - iv. Collected from (Government Official)
 - v. Collected by (Contractor representative)
 - vi. Date of Collection.
 - vii. Expected date of return
 - viii. Returned to (Government Official)
 - ix. Returned by (Contractor representative)
 - x. Actual date of return.
4. Contractor shall 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).
5. The Contractor will carefully unfold and flatten the documents to eliminate creases and wrinkles and ensure that document maintain its original form without any damage.
6. Any damage to the documents shall make the Contractor liable for penalty.
7. The Contractor will take special care in preparing the documents which are too 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, un-binding of files that cannot be scanned directly. Some old documents may require flat-bed scanners too. Contractor may use ironing process to straighten them. Documents should be prepared such that normal scanner can scan it.
8. Contractor 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 Contractor 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.

B. Scanning and Digitization

1. All the documents shall be scanned in true colour. Scanning resolution shall be 400dpi

or better , raw master image uncompressed and clean master image loss less compression shall be in file format Tiff 6.0 or better.

2. The scanned documents shall be converted into any of the standard file formats such as TIFF/PDF/JPEG/RTF/ODT/PNG/GIF or other standard 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 TIFF/PDF format or any other standard format as per user requirement.
3. The Contractor will be responsible for quality assurance and will go through all documents to see if they are complete and legible. The Contractor will undertake Quality Assurance processes for all aspects of processing and post-processing of records including image capture, indexing, storage and return. The Contractor'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. Contractor shall employ automated quality analysis mechanism to ensure 100% percent quality check.
4. Annotation and bookmark for relevant pages is to be recorded in the PDF files and stored as separate attributes in the database for search.
5. Metadata of each file / record is required to be recorded (up to 10 fields per page) with the PDF file itself with conformance to the Extensible Metadata Platform (XMP) specification for storing rich metadata.
6. Metadata should be exported in XML format with other details of the PDF file as and when required.
7. If applicable the Contractor shall perform the OCR or any Technology on the document with 100% accuracy so that the documents can be searched using the text in the document.
8. The Contractor 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.
9. In case the documents are not legible, the Contractor shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.
10. 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.
11. The Contractor will deploy his own human resources for all the above-mentioned activities. The Contractor will deploy adequately skilled manpower resources to complete the job within the specified time and of specified quality.
12. The entire scanning shall be completed within 30 days from the issue of the work order.

C. Post Scanning

1. 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.
2. Each page shall be serially arranged and shall be counted while giving the documents

back to the department.

3. Version Control mechanism should be allowed. Version control must be done in case of addendum to the pre-existing digitized file. Contractor will have to make this facility available in the capture and indexing module.
4. The Contractor 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..

D. Storage and Backup

1. A folder structure/ configuration management policy must be followed while storing the digitized data in the DVD/ hard disk and or central storage.
2. Nomenclature of the digitized file should be in accordance with the e-Gov standard and should be discussed with the End User Department.
3. Contractor shall integrate scanned and digitized documents into the existing document management system (DMS) of the Buyer as per his requirement.
4. Copies of the scanned data (and metadata) shall be provided in DVD /hard disk. Contractor 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.
5. Contractor shall use standard methodology for Scanning & digitization and archiving so that in future, any Contractor can access the archival database.
6. Contractor shall train the respective users on retrieving the records after file conversion. Contractor shall hand over DVD/ hard disk to user of the following:
 - i. Raw Master Image.
 - ii. Clean Master Image.
 - iii. PDF/A Image or any other format as decided by buyer.

E. Indexing and Cataloguing

1. Contractor will create metadata fields required for indexing as per the requirement of the Buyer. Scanned documents / images stored in digital form shall be indexed in the metadata fields using manual entry.
2. Contractor will establish procedure for checking the accuracy of indexing and making necessary corrections as accurate indexing is required for efficient retrieval of digital documents from digital storage media.
3. Once all documents are verified and pass Contractor's quality assurance phase, they will be stored on final digital media of the user's preference, complete with their indexes. At the end of the process all paper documents will be returned in their original form to the concerned department.

F. NMPA's Obligations

1. Buyer shall provide adequate space and access to the authorized personnel of the Contractor to work in the specified area. Buyer shall also nominate a Nodal officer from its organization to coordinate with Contractor to set up the digitization facility.
2. Buyer shall nominate officer (department/unit/cell wise) who will hand over the records to be digitized to the authorized person of the Contractor and take back the same.
3. Buyer shall nominate officer (department/unit/cell wise) to receive and verify the quality and quantity of the digitized records. Such officers may be authorized to verify Contractor's

invoices / bills /claims and to issue receipts certificate (CRC) to enable the payment to the Contractor.

4. 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 Contractor's claims.
5. Metadata field description shall be provided by Buyer along with documents.
6. Payment will be release at the end of completion of scanning all the documents within 15 days from the submission of bill after due verification of the scanned documents.

G. Contractor's Obligations

1. Contractor shall be required to install and maintain adequate IT infrastructures of hardware and software such as computers, scanners, ups, network setup etc. at his own cost.
2. All the scanned and digitized data and documents shall be the property of the Buyer and Contractor shall have no right, title or interest in it. Buyer shall have the exclusive right to use it anywhere and in any manner.
3. Contractor 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 Contractor 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 Buyers premises without written permission from buyer, in any manner whatsoever. No employee of Contractor 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 Contractor along with forfeiture of Performance Security. Contractor 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 Contractor 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. Contractor 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. Contractor 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. Contractor 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 Contractor.
8. The Contractor shall re-scan all the erroneous documents with no extra payment.
9. Contractor shall obtain prior permission from the Buyer to work on holidays or on off office hours/ odd hours.
10. All consumables required in digitization process shall viz. SS pins, tapes, print-out, cartridges etc. shall be provided by the Contractor.

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