

**TERMS OF REFERENCE
FOR**

**Document Scanning, Indexing, Storing and Implementation of Document
Management System**

**CEO
NATIONAL INSTITUTE FOR SMART GOVERNMENT
HYDERABAD**



National Institute for Smart Government

12th March 2025

Disclaimer

The information contained in this Terms of Reference (the "ToR") or subsequently provided to Respondent(s), whether verbally or in documentary or any other form, by or on behalf of the NISG or any of their employees or advisors, is provided to Respondent (s) on the terms and conditions set out in this ToR and such other terms and conditions subject to which such information is provided. This ToR is not an agreement and is neither an offer nor invitation by the NISG to the prospective Respondents or any other person. The purpose of this ToR is to provide interested parties with information that may be useful to them in the formulation of their Response pursuant to this ToR (the "Response"). This ToR includes statements, which reflect various assumptions and assessments arrived at by the NISG in relation to this Project. Such assumptions, assessments and statements do not purport to contain all the information that each Respondent may require. This ToR may not be appropriate for all persons, and it is not possible for the NISG, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this ToR. The assumptions, assessments, statements and information contained in this ToR may not be complete, accurate, adequate or correct. Each Respondent should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this TOR and obtain independent advice from appropriate sources.

Information provided in this ToR to the Respondent(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The NISG accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The NISG, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Respondent or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this ToR or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the ToR and any assessment, assumption, statement or information contained therein or deemed to form part of this ToR or arising in any way with shortlisting of Respondents for the implementation of this Project.

The NISG also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Respondent upon the statements contained in this ToR.

The NISG may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this ToR.

The issue of this TOR does not imply that the NISG is bound to select and short-list qualified bidders for implementation or to appoint the selected Bidder, as the case may be for this Project. The NISG reserves the right to reject all or any of the Responses or Proposals without assigning any reasons whatsoever.

The Respondent shall bear all costs associated with or relating to the preparation and submission of its Response including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the NISG or any other costs incurred in connection with or relating to its Response. All such costs and expenses will remain with the Respondents and the NISG shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Respondent in preparation or submission of the Response, regardless of the conduct or outcome of the Bidding Process.

TABLE OF CONTENTS

1. PURPOSE OF THE TERMS OF REFERENCE5

2. DATA SHEET5

3. INTRODUCTION6

4. BACKGROUND.....6

5. OBJECTIVES6

6. SCOPE OF WORK:7

7. STATEMENT OF ASSIGNMENT OUTCOMES10

8. TEAM COMPOSITION AND QUALIFICATION REQUIREMENTS FOR THE KEY EXPERTS10

9. CAPACITY BUILDING, TRAINING AND TRANSFER OF KNOWLEDGE11

10. CHANGES IN SOLUTION:12

11. CANCELLATION.....12

12. CONFIDENTIALITY.....12

13. EXPENSES FOR RESPONSES13

14. INDEMNIFICATION:13

15. WARRANTIES:13

16. APPLICABLE LAW:.....13

17. DISPUTE RESOLUTION:13

18. SOURCE CODE AND IPR.....14

19. PERIOD OF VALIDITY OF THE PROPOSAL.....14

20. PRICES.....15

21. BID SUBMISSION & EVALUATION PROCESS15

22. ELIGIBILITY CRITERIA17

23. AWARDING OF CONTRACT.....21

24. PROJECT TIMELINES.....22

25. PAYMENT TERMS22

26. BID FORMATS.....23

 A. PRE-QUALIFICATION BID FORMATS23

 B. TECHNICAL BID FORMATS.....25

1. Purpose of the Terms of Reference

National Institute for Smart Government (NISG) is soliciting responses from potential bidders for Document Scanning, Digitization, and Implementation of Document Management System Project for one of its clients in Meghalaya. The primary responsibility of the Service Provider (SP) is to provide document scanning, indexing, uploading the documents, providing unlimited perpetual licenses for document management solutions and maintain the solution for a period of five years. The work will be assigned to the shortlisted vendor. Detailed information is provided in the subsequent section of this document.

2. Data Sheet

Sl. No	Item	Description
1	Project Title	Selection of Service Provider for Document Scanning, Indexing, storing and Implementation of Document Management System
2	Contact Person	Chakradhar Vunnava Phone No. 98490 21223 chakradhar.vunnava@nisg.org dmsmegh@nisg.org
3	Contact Person (Alternate)	Pusparaj Sarma Phone No: 72593 39098 pusparaj.sharma@nisg.org
4	Address for the purpose of Bid Submission	CEO, National Institute for Smart Government. YSR Bhavan, Financial District, Nanakramguda, Hyderabad – 500032
5	Cost of ToR	Free and can be downloaded from www.nisg.org
6	Type of enquiry	Open Tender
7	Last date of submission response to tender	26 th March 2025 or before 4:00 PM
8	Opening of bids	26 th March 2025 at 4:30 PM

3. Introduction

The purpose of this Terms of Reference (TOR) is to define the scope, objectives, and requirements for the procurement and implementation of a Document Scanning, Indexing, storing and Implementation of Document Management System. This initiative aims to streamline document handling, improve accessibility, and enhance information security within the organization. The project will involve digitizing existing paper records, implementing a comprehensive AI based DMS, and ensuring that the new system aligns with organizational workflows and compliance requirements.

4. Background

The organization currently faces challenges in managing large volumes of physical documents, including difficulties in retrieval, risk of data loss, inefficiencies in collaboration, and compliance risks. Many existing records are stored in decentralized locations, making it hard to track and maintain consistency. By adopting a DMS and digitization strategy, the organization seeks to reduce paper reliance, improve data security, and enhance operational efficiency. Also, many times the officials are spending time to analysing information thus stored in physical files and desires to have Artificial Intelligence enabled Document Management system to address this challenge.

5. Objectives

The objectives of this project are:

- Digitization of Paper Records: Convert physical documents into a digital format to enhance accessibility and preservation.
- Implementation of a Centralized DMS: Establish a structured repository for managing and retrieving documents efficiently.
- Enhancement of Security Measures: Implement role-based access controls and encryption to ensure data integrity and compliance.
- Improvement of Compliance and Auditing Capabilities: Enable tracking of document modifications, approvals, and historical data.
- AI based analysis and content comprehension to provide the insights based on the specified documents.

6. Scope of Work:

The selected vendor shall undertake the following tasks:

i. Document Digitization

- Review and confirm the meta data for the existing physical documents, categorizing them by importance and sensitivity.
- Provide high-resolution scanning services with OCR (Optical Character Recognition) capabilities to allow text searchability and AI based content comprehension.
- Index and classify scanned documents using metadata, keywords, and access levels.
- Ensure the integrity of scanned data, implementing quality control measures.
- Establish a secure and scalable digital repository with backup and disaster recovery mechanisms.
- **Assessment & Planning**
 - Conduct a document audit to determine volume, type, and condition.
 - Define digitization strategy, formats, and quality standards.
 - Establish indexing and metadata parameters.
- **Document Preparation**
 - Sorting and categorization of documents.
 - Removing staples, clips, and repairing damaged documents if required.
- **Scanning & Conversion**
 - High-resolution scanning of documents.
 - Conversion to PDF, TIFF, or other required formats.
 - Optical Character Recognition (OCR) for text searchability.
 - Based on the need, multiple document scanning centres shall be made available.
- **Indexing & Metadata Tagging**
 - Assign unique identifiers and metadata (e.g., title, date, department).
 - Enable keyword-based search capabilities.
- **Quality Check & Validation**
 - Review scanned documents for clarity and accuracy.
 - Ensure compliance with data integrity standards.
- **Storage & Backup**

- Secure storage of digitized files.
- Backup and disaster recovery planning.

ii. Document Management System (DMS) Implementation

- Supply, install, configure, and customize an advanced AI enabled DMS with:
 - Secure storage and retrieval functionalities.
 - Role-based access controls to restrict unauthorized modifications.
 - Document versioning and history tracking.
 - Workflow automation for document approvals and sharing.
 - Integration with external applications for seamless data flow.
 - Provide API support for interoperability with third-party systems.
 - Implement tagging and search mechanisms to enable quick retrieval of documents.
 - Develop a migration plan for existing electronic documents into the new system.
 - Ensure compliance with national and international data protection regulations.
 - DMS Selection & Configuration
 - Shall provide perpetual licences for AI enabled DMS solution for a period of 5 years.
 - Shall provide the complete source code to the NISG / NISG's client.
 - Configure user roles, permissions, and security protocols.
 - System Integration
 - Integration with existing IT solutions
 - Enable cloud or on-premise deployment.
 - Access & Security Management
 - Role-based access control.
 - Audit trails for tracking document access and modifications.
 - Search & Retrieval Functionality
 - Advanced search capabilities (metadata, OCR, full-text search).
 - Document version control and history tracking.
 - Workflow Automation
 - Define approval workflows and document lifecycle management.
 - Notifications and alerts for document reviews and approvals.
 - User Training & Support

- Conduct training sessions for employees.
- Provide ongoing technical support and maintenance

iii. Technical Scope

a. Audit Trail

- Should capture all the user actions defined in Rights Management Policy performed using DMS.
- Should be able to search / sort / filter the Audit Trail.
- Should be able to generate reports and graphs based on the audit trail data.
- Should be able to export the data to excel / pdf.

b. Compliance with Regulations:

- Adhere to national and state-level data protection laws and government cybersecurity policies.
- Ensure compliance with legal mandates for digital record-keeping and archival standards.
- Implement document retention and disposal policies as per legal guidelines.

c. Backup & DR

- The application should provide well documented backup and restore strategy for business continuity.
- The backup should be performed either by using cloud services. Disaster Recovery should be implemented.

d. Application Performance

- There should not be any degrade in application stability, performance, throughput for **1000 concurrent** users

e. General requirements

- Requirements such as Document Hierarchy and Access controls should be collected online / offline before initiating the work. Related stakeholders in Department should be available for a week period.
- Application should be deployed in Cloud / On-Premise. Necessary provision will be made by the department.
- Application should be accessible through browser (Microsoft Edge / Google Chrome).

- Should support 1000 + concurrent users without impacting performance
- Shall have OTP based user authentication for the users
- Metadata fields can be customizable and no specific limitation on number of fields.
- Shall have OCR capabilities, primarily supporting English language
- User shall able to search based on configured Thesaurus (e.g. Bombay and Mumbai, can be searched in same manner)
- The DMS solution shall have Boolean search (i.e. AND, OR conditions in search terms) for better results
- The solution shall have Free text search based on content within documents
- The AI enabled DMS shall able to generate summary of documents through AI-ML capabilities
- The solution shall have built-in PDF viewer of scanned documents
- The solution shall have ability to append and merge scanned PDFs and also split the documents.
- Separate user access for scanning, indexing and storing of the documents
- Shall have the facility to monitor the scanning activity and provide dashboard view of the same.
- Application should be available in UAT and Production environments of cloud.
- The solution shall able to comprehend the data based on AI algorithms.

7. Statement of Assignment Outcomes

It is expected that the project should be completed in SIX months from the date of signing of the agreement or issuance of purchase order whichever is earlier.

8. Team Composition and Qualification Requirements for the Key Experts

The Service provider shall be able to deploy the sufficient number of resources for scanning, indexing, uploading the documents during the scanning phase. Also, the service provider shall have the technical team on AI enabled document management solution and shall support the department in successful implementation of the solution. The following team shall be made available at the client location for the entire contract period (6 months for scanning and deployment of AI enabled DMS and 5 years during the maintenance period)

S. No	Resource	Years of Experience	Qualification
1	Project Manager	Min. 7 years	Education: B.E. / B. Tech / B.S /MCA / M. Tech / MBA degree or equivalent At least 3 years' experience as project manager in Content Repository and Scanning solution of similar scale Shall be responsible for managing the complete project and the team. Shall take ownership of entire scope of work as defined in this ToR. This person will be the nodal point of communication with Department.
2	Migration and Integration expert	Min. 3 years	Education: B.E. / B. Tech / B.S /MCA / M. Tech / MBA degree or equivalent At least 2 years' experience as migration of contents and Integration in Content Repository and Scanning Solution
3	Sysadmin & DBA	Min. 3 years	Education: B.E. / B. Tech or equivalent Minimum 2 years' experience in the SysAdmin/DBA
4	Scanning Solution cum web-services developer	Min. 3 years	Education: B.E. / B. Tech or equivalent Minimum 2 years' experience in the respective technology

9. Capacity Building, Training and Transfer of Knowledge

The selected Bidder will be responsible for training Department's IT team as and when required in the areas of implementation, operations, management, monitoring, error handling, system administration etc. The training will be given both pre-implementation and post-implementation for proposed solution. As the source code shall be handed over to the NISG / NISG's client, the training shall also to be provided to the technical team nominated by the department.

The Bidder shall give adequate training to the officials of Department during implementing of the project. The training schedule, for providing necessary and adequate training to Department's personnel, must be finalized in consultation with NISG and Department officials and will form a part of the agreement. Each participant should be provided with the copies of training material. Boarding and lodging cost for Department officers attending the training will be borne by Department.

10.Changes in Solution:

NISG may request the Service Provider on the request of client that reasonable changes be made to the solution. If the NISG requests such changes, the Service Provider will use its best efforts to implement the requested changes at no additional expenses to the NISG and without delaying delivery of the software.

In the event that the proposed change will, in the sole discretion of the Shortlisted Bidder, require a delay in the delivery of the software or would result in additional expense to the Department / NISG, then the NISG and Shortlisted Bidder, shall confer and the NISG / Department may either withdraw the proposed change or request Service Provider to deliver the software with the proposed change and subject to the delay and/or additional expense that is mutually agreed.

11.Cancellation

NISG reserves the right to withdraw this ToR, if NISG determines that such action is in the best interest of the organization without assigning any reason whatsoever. The length and duration of the validity of the shortlisting process is the discretion of NISG. The shortlisted SP should enter into formal agreement with NISG to start the work duly approved by NISG's client.

12.Confidentiality

All the information and materials furnished by the respondents as a response to ToR will be property of NISG with no restrictions on using them for the purpose for which it has been obtained. NISG ensures that all the information shared by the SP will be held in strict confidence and will not be made public unless directed by a court of law or under RTI norms.

13. Expenses for responses

The SP or the bidder is solely responsible for the expenses incurred by them, if any, in preparing the response to this ToR. This would include any costs incurred during initial presentation or subsequent meetings or providing clarifications etc.

14. Indemnification:

SP agrees to indemnify, defend, and protect NISG from and against all lawsuits and costs of every kind pertaining to the software including reasonable legal fees due to SP infringement of the intellectual rights of any third party.

15. Warranties:

SP represents and warrants the NISG on the following

- Customization and delivery of the Software under this agreement are not in violation of any other agreement that SP has with another party.
- The software will not violate the Intellectual Property Rights of any other party.
- For a period of 5 years after the delivery date, the Software shall operate according to the specifications. If the Software malfunctions or in any way does not operate according to the specifications within that time, then SP shall take any reasonably necessary steps to fix the issue and ensure the software operates according to the Specifications.

16. Applicable Law:

Both NISG and SP accepts that its individual conduct shall (to the extent applicable to it) at all times comply with all applicable laws, rules and regulations. For the avoidance of doubt the obligations of both NISG and SP are subject to their respective compliance with all applicable laws and regulations.

17. Dispute Resolution:

If a dispute arises under this ToR, both NISG and SP agrees to first try to resolve the dispute with the help of a mutually agreed-upon mediator in Hyderabad. Any costs and fees other attorney fees associated with the mediation shall be shared equally by the parties.

If it proves impossible to arrive at mutually satisfactory solution through mediation, both NISG and SP agree to a sole Arbitrator to be appointed by mutual consent. If NISG and SP cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other the existence of such dispute, then the Arbitrator shall be nominated by the NISG. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made thereunder shall be final and binding upon NISG and SP hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Hyderabad, Telangana.

18.Source Code and IPR

Immediately after the implementation, the service provider shall provide the complete source code (including code used for any third party tools) to NISG / NISG's client. The NISG / NISG's client will use the source code only for maintenance, generation of adhoc reports, deployment of solution for any other government agency or PSU with in the state of Meghalaya. Either NISG or NISG's client will have rights to sell / share the source code to any other company or persons, except whom the Maintenance of solution task has been assigned. The IPR of the solution with the Service provider, and the service provider can sell / customize the source code for any other agency as per the business requirements. If any third-party licensed tools are being used in the DMS solution, the same will be procured and continued by the department post contract period.

19.Period of Validity of the Proposal

The proposals shall be valid for a period of three months from the date of opening of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his proposal.

In exceptional circumstances, at its discretion, NISG may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing (or by fax or email).

20.Prices

- The bidder shall provide the quote as per specified format.
- All the prices will be in Indian Rupees
- The price quoted in the Price Proposal shall be the only payment, payable by the NISG to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed Price bid or the one agreed between NISG and the Bidder after negotiations.
- If the price for any of the services is not explicitly quoted in the price bid or mentioned as zero, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted. NSIG has the right to source services for which no price was quoted or quoted as zero, at no additional price.
- If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or contracting.
- In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the term of the Contract, the consequential effect shall be to the account of the NISG
- NISG reserves the right to procure the components/services listed in this ToR in whole or in part. No adjustment of the Agreement price shall be made on account of any variations in costs of labor and materials or any other cost component affecting the total cost in fulfilling the obligations under the Agreement. The Agreement price shall be the only payment, payable by NISG to the successful bidder for completion of the obligations under the Agreement, subject to the terms of payment specified in the Agreement.

21.Bid Submission & Evaluation Process

- A. The bid should be submitted in two parts
 - I. Pre-qualification and Technical Bid – The format for submission of technical bids is provided in **Bid formats**.
 - II. Commercial Bid – The format for submission of commercial bids is provided in **Bid Formats**

- III. The prequalification and technical bids shall be submitted in hardcopies at NISG, Hyderabad office or shall be sent to the mail ID dmsmegh@nisg.org on or before submission date and time. The commercial bids shall be submitted in sealed cover physically at Office of NISG, Hyderabad.

B. Bid Evaluation

- I. **Pre-qualification:** These are the mandatory criteria and should fulfil the requirements.
- a) The bidder must be a legally registered company in India as per the Companies Act of 1956 with office and operations in India for at least the last five financial years.
 - b) The bidder should have an average annual turnover of not less than Rs. 10 Crores for the last three consecutive financial years.
 - c) The Bidder shall be the OEM of the DMS Solution. Necessary declaration shall be submitted.
- II. **Technical evaluation:** The bids of the bidders qualified in the pre-qualification are evaluated for technical evaluation.

All the bidders will be asked to present their solution virtually

- a) Brief Introductions of the Organization
 - b) Understanding of the Scope
 - c) DMS Solution
 - a. Key features of the solution
 - b. AI enablement features of the DMS solution
 - c. Security controls of the solution
 - d) Implementation Approach
- III. **Commercial Bid evaluation and award of contract**
- The Commercial Bids of only the technically qualified bidders will be opened for evaluation.
 - The bid with the lowest bid price as per Quality & Cost Based Selection (QCBS) with 70:30 for technical and Commercial score will be awarded the contract

22. Eligibility Criteria

Bidders shall meet the following eligibility criteria and submit valid supporting documentary proof in support of their claim. The bidders considered technically qualified based on these criteria shall only be considered for opening their Price Bid.

a. Prequalification Criteria

- a. The bidder should be in existence for at least 5 years on the last date of submission of proposal. The bidder shall submit the certificate of incorporation.
- b. Bidder should be either registered as a Private/ Public Limited Company, under Indian Companies Act 1956 or 2013.
- c. Bidder shall provide copies of PAN and GST registration
- d. Bidder conglomerate have average annual turnover of Rs 10 Crores in the last three financial years. Bidder shall submit the audited balance sheets
- e. Bidder shall have positive net worth in the last three years
- f. Bidder shall submit the details of the pending legal cases with any of the Central / State Governments / PSUs or Local bodies. If no pending cases, self-declaration shall be submitted.
- g. The bidder shall have implemented the Document management solution for any 3 organizations. Work orders or completion certificate shall be submitted.

b. Technical Qualification Criteria

Sl.no.	Criteria/ Category	Scoring Mechanism	Max Marks	Required Documents	Supporting
A1	Average Annual Turnover for last Three Financial Years from IT related services in last three Financial Years.	\geq 10 cr. to 15 cr. : 5 Marks > 15 cr. To 20 cr. : 10 Marks > 20 Cr. : 15 Marks	15	Audited Balance Sheets	

A2	No. of years of experience in IT / ITES services	<u>5 Yrs to 10 Yrs : 5 Marks</u> <u>10 Yrs to 15 Yrs : 10 Marks</u> <u>> 15 Yrs : 15 Marks</u>	15	Certificate of incorporation
A2	Certifications	<ul style="list-style-type: none"> • ISO 9001 2 Marks • ISO 27001 3 Marks • ISO 20000 2 Marks • CMMi level3 or higher 3 Marks 	10	Copies of certifications
B1	Implementation of DMS solution	< 5 Organizations : 5 >= 5 Organizations : 10	10	Work orders / completion certificates shall be submitted
C1	Manpower	The Bidder shall submit the CVs of following Key personals Project Manager – Max 5 marks <ul style="list-style-type: none"> • B.E./ B.Tech./M. Tech /MCA • PMP/Prince2 Minimum 10 Yrs experience in Development / Implementation of DMS or similar Solution AI Architect / Solution Architect – 6 Marks	20	List of technical resources certified by C.A./C.S as per the Annexure– 11 and Copies of Signed CVs/ Self declaration.

		<p>B.E./B.Tech./MTech /MCA</p> <ul style="list-style-type: none"> • Experience in AI/ML • Experience in DMS / Product development <p>Minimum 12+ years of experience in Software development with 5 years of experience as solution architect.</p> <p>Migration and Integration expert – 3 Marks</p> <ul style="list-style-type: none"> • B.E./B.Tech./MTech /MCA <p>Minimum 2 years of experience in Software development in DMS and Integration / Migration</p> <p>Database Admin – 3 Marks</p> <ul style="list-style-type: none"> • B.E./B.Tech./MTech /MCA <p>3+ years of relevant experience in database administration.</p> <p>Scanning Solution cum web-services developer – 3 Marks</p> <ul style="list-style-type: none"> • B.E./B.Tech./MTech 		
--	--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

		<p>/MCA</p> <p>3+ years of relevant experience</p> <p>DMS solution development in relevant technologies</p>		
D	Technical approach, Methodology,	<ul style="list-style-type: none"> • Understanding of the scope of work • Approach and methodology • Project Plan, WBS • Scanning, Quality check process 	20	
D	Presentation .	<ul style="list-style-type: none"> • Brief Introductions of the Organization • Understanding of the Scope • DMS Solution <ul style="list-style-type: none"> • Key features of the solution • AI enablement features of the DMS solution • Security controls of the solution • Implementation Approach 	10	Technical Presentation
		Total Marks	100	

23.Awarding of Contract

NISG is not bound to accept the lowest proposal and is not obliged to give a reason for rejecting the proposal. Prospective Service Providers are advised that nothing in this documentation, or in any communication between NISG and any other party, shall be taken as constituting a contract, agreement or representation between NISG and /or any other party, except for a formal award of contract made in writing by NISG. Neither shall it, or they, be taken as constituting a contract, agreement or representation that a contract shall be offered. Please note that NISG reserves the right to vary the number of vendors invited to interviews and presentations, or dispense completely with this part of the process, at its sole discretion. NISG reserves the right at all points in the procurement process either not to select a candidate to go forward to the next stage, or following completion of the procurement process, not to make any award of contract. NISG has prepared this TOR in good faith.

24. Project Timelines

The proposed timelines for the project Scanning, Indexing, storing and implementation of DMS solution is 6 Months from the date of award of contact along with 5 years Maintenance of the product.

25. Payment terms

The payments shall be based on the following guidelines

- i. The Payment for the scanning shall be made after completion of the scanning, indexing and uploading the files and duly accepted by the department on monthly basis.
- ii. The payment for the DMS solution cost shall be paid only after successful implementation of the DMS along with scanning uploading of minimum two lakh pages.
- iii. The payment shall be made after the successful completion of the activity and successful submission of the deliverables.
- iv. All payments to the successful bidder shall be made upon submission of invoices along with the sign-off related documents thereof.
- v. Penalties for non-performance as per the timelines, as per the quality shall be levied and the same will be defined as per the directions of the department, while making the agreement.

26. Bid Formats

A. Pre-Qualification Bid Formats

Form 1: General Information

Sl. no.	Particulars	Details to be Furnished		
I	Details of the Bidder			
	Name			
	Address			
	Telephone		Fax	
	E-mail		Website	
	Details of Authorized person			
	Name			
	Address			
	Telephone		Email	

Form 2: Details of the Organization

Details of the Organization	
Name of the Organization	
Nature of the legal status in India	(Public Ltd. / Private Ltd.)
Nature of business in India	
Address of the Headquarters	
Address of the Registered Office in India	
Date of Incorporation	Date and ROC No.
Date of Commencement of Business	Date and ROC No.
Other Relevant Information	
PAN Number, GST Number, etc.	

Form 3: Financial Information

Financial Information			
	FY 2021-22	FY 2022-23	FY 2023-24
Revenue (in INR crore)			
Profit Before Tax (in INR Crore)			
Other Relevant Information			

B. Technical Bid Formats

Form 4: Technical covering Letter

(Company letter head)

[Date]

The CEO,
National Institute for Smart Government,
YSR Bhavan
Hyderabad

Dear Sir,

Ref: ToR for Document Scanning, Indexing, storing and Implementation of Document Management System

Having examined the ToR document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services for above said Project at the place of client as required and outlined in the ToR.

We attach hereto the technical response as required by the TOR document, which constitutes our proposal.

We undertake, if our proposal is accepted, to provide all the services put forward in scope of work of ToR or such features as may subsequently be mutually agreed between us and the NISG or its appointed representatives.

We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period 3 months from the date of opening of bid document and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the NISG.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the NISG is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the NISG as to any material fact.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2025

Authorized Signatory

Designation

Seal/Stamp of the Bidder

Form 5: Price Bid

(Company letter head)

[Date]

CEO,

National Institute for Smart Government

YSR Bhavan

Hyderabad

Dear Sir,

Ref: Price Bid for Document Scanning, Indexing, storing and Implementation of Document Management System Having examined the Tender Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement the above-mentioned Project at client place. To meet such requirements and to provide services as set out in the tender document, the following is our quotation summarizing our commercial proposal.

1. Solution Cost

Sl.no	Item	Unit	Unit Cost	Quantity	Total Cost
1	Enterprise perpetual Document Management System product cost	One time		1	
	TOTAL				

2. Solution Customization Costs

Sl.no	Item Description	Unit	Unit Cost	Quantity	Total
1	Customization as per the requirements	Lumpsum		1	
	Total				

3. Solution Maintenance Costs

Sl.no	Item Description	Unit	Unit Cost	No. of Years	Total Cost
1	Solution Support Cost (includes, Training, Handholding, Ad hoc Reports and Solution Maintenance along with mandatory team deployment)	Yearly Charges		5	
	Total				

4. Solution Maintenance Costs

Sl.no	Item Description	Unit	Unit Cost	No.	Total Cost
1	Scanning cost	Per page		10,00,000	
2	Indexing and keywords entry	Per file		5,000	
	Total				

Note: The prices quote shall be excluding taxes.

We attach hereto the price proposal as required by the ToR document, which constitutes our proposal.

We undertake, if our proposal is accepted, to adhere to the implementation plan put forward in ToR or such adjusted plan as may subsequently be mutually agreed between us and the NISG or its appointed representatives.

We agree for unconditional acceptance of all the terms and conditions in the tender document and also agree to abide by this tender response for a period of 3 months from the date fixed for tender opening and it shall remain binding upon us. Until within this period, a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the NISG is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the NISG as to any material fact.

We agree that you are not bound to accept the lowest or any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2025

(Signature)

(In the capacity of)

Seal/Stamp of bidder

Form 6. Approach & Methodology for Scanning and configuration and implementation of DMS.

Approach and Methodology should have the following detailed discussion:

- I. Understanding the scope
- II. Meta data, Index finalization
- III. Scanning procedure and Quality check process
- IV. Project governance & risk management plan
- V. Work Breakdown Structure (WBS) & project timeline
- VI. System & process design documents
- VII. Compliance and security framework

Miscellaneous items:

- i. Bidder will work inside Department premises and the Department will provide working space, desks, chairs, power connection for the scanning activity.
- ii. Taking the files to outside of the allocated space is not permitted
- iii. Service provider responsible for security of the files till they were returned to the respective section and obtain the acknowledgement,



NATIONAL INSTITUTE FOR SMART GOVERNMENT

TSIIC zonal office building,
Gachibowli, Nanakramguda,
Hyderabad Telangana– 500032