

Government of India
Ministry of Culture,
National Archives of India,
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TENDER DOCUMENT

E-Tenders are invited under "Two Bids System" Technical & Financial Bid on behalf of the Director General, National Archives of India, New Delhi for the appointment of a Technology Partner for the maintenance, support, including the development of additional features, integration with modern technologies, image enhancement, indexing, upload of digitized data and execution of the back-end operations of the portal www.abhilekh-patal.in along with provision for the digital strategy & promotion services for the portal.

Section I: Instruction to the Bidders

Section II: Scope of Work

Section III: General Requirements

DISCLAIMER

This Document is not an offer by the NAI, but an invitation to receive bids from bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized Officer of NAI with the bidder.

SECTION I: INSTRUCTION TO BIDDERS

- i. The National Archives of India is the repository of the non-current records of the Government of India and is holding them in trust for the use of administrators and scholars. It is an Attached Office of the Ministry of Culture with its main location at New Delhi and a regional office in Bhopal. The NAI has embarked upon a project for Digitization of these records and has launched its portal – www.abhilekh-patal.in in 2015 to showcase its collection to the worldwide users. There is a need for a Technology Partner for the maintenance and support of the portal 'Abhilekh-Patal', including the development of additional features, integration with modern technologies,

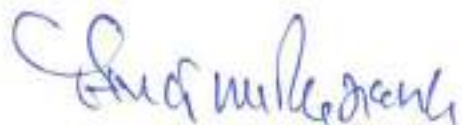


image enhancement, indexing, upload of digitized data and execution of the back-end operations along with provision for the digital strategy & promotion services for the portal.

- ii. The National Archives of India invites e-Tenders from experienced and competent organizations working in the field of portal development to provide these services to the NAI for on a contract basis for a period of three (03) year.
- iii. The scope of work, details of experience required, technical specifications and time schedule relating to the tender, etc. ANNEXURE – I may be downloaded from CPPP and NAI website www.nationalarchives@nic.in.
 - All the documentation should be preferably in English Language or in Hindi.
 - Tender documents may be downloaded from NATIONAL ARCHIVES OF INDIA website: www.nationalarchives.nic.in and CPPP site <https://eprocure.gov.in/eprocure/app>

Important Dates-

S. No.	SCHEDULE	TIME AND DATE
1	Date of Publication of Tender and Time	09/08/2021, 05:55 PM
2	Bid Document Download Start Date and Time	09/08/2021, 06:00 PM
3	Clarification Start Date and Time	09/08/2021, 06:00 PM
4	Clarification End Date and Time	25/08/2021, 12:00 PM
5	Pre bid meeting and Time	13/08/2021, 11:00 AM
6	Bid Submission Start Date and Time	09/08/2021, 06:00 PM
7	Bid Submission End Date and Time	30/08/2021, 03:00 PM
8	Bid Opening Date and Time	01/09/2021, 11:00 AM
9	Technical Presentation (Maximum Duration: 20 minutes. Hard Copy of the presentation to be given to the NAI)	To be informed later on after evaluation of Technical bids.
10	Financial Bid opening date and time (Responsive bid representative/s only to attend)	The date of opening of Financial Bid will be intimated to the technically successful Bidders later on
11	The tender value	98 lakhs

* Financial bids will be opened only of those firms who will qualify as per the technical evaluation criteria.

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Tenderers / Contractors are advised to follow the instructions provided in the 'Instructions for Online Bid Submission' for the e-submission of the bids online

The bidder shall be required to deposit an interest free refundable Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rs. Three Lakh only) through Demand Draft / Banker's Cheque / Bank Guarantee only and the same shall be drawn in favour of "The Director General, National Archives of India, New Delhi" payable at New Delhi with a validity of 90 (Ninety) days.

Scanned copy of Earnest Money Deposit (EMD) should be uploaded and the physical original of Demand Draft / Banker's Cheque / Bank Guarantee must be sent to Director General, National Archives of India, New Delhi -110001 in separate sealed envelopes Super-scribed as "EMD for the maintenance and support of the portal Abhilekh-Patal at NAI". Those registered with MSME, NSIC or SSI are exempted from furnishing the EMD as per rule.

Submission of e-Tender

1. Tender should be uploaded online on CPPP in two parts i.e. 1. Technical Bid 2. Financial Bid as per guidelines and instructions available on CPPP portal.

Part – I (Technical Bid):

- i. Scanned Copy of Earnest Money Deposit (EMD) and Registration Certificate must be uploaded with the technical bid for seeking exemption of EMD.
- ii. Audited annual accounts for the last three years i.e. F.Y. 2018-19, 2019-20 and 2020-21 should be submitted.
- iii. All the valid certificates like Registration Certificate of the firm / GST Number, etc. and documentary evidences like work orders, purchase orders of hardware and their invoices are to be attached.
- iv. QUALIFICATION: The tenderers should enclose / produce satisfactory evidence that they have necessary experience to undertake such work to the satisfaction of The NAI. The tenderer must have experience in the installation of similar nature of solutions and system in last three (03) year of experience in last five (05) years in reputed organizations & research centers.
- v. SAMPLE IMAGES: The bidder will provide five (05) sample images in 300/600 DPI on a DVD along with the Tender Document. These images have to be processed as a single PDF/A (ISO 19000:2008),TiffV 6.0 LZW compression(ISO12234-4:2001) and Jpeg V 1.02(ISO DIS 10918-1/ISO/IEC 10918-5:2013 or Jpeg 2000(ISO/IEC 15444-1:2000/ISO/IEC 15444-1:2016) file with the following activities – Clean Up, De-skew, Background Cleaning, Sharpness, De-speckle, Multilingual OCR, Compression. The department will provide the documents/records for preparing the sample images and has to deposit in the NAI before the closing Date .
- vi. Each page of the Tender Document should be signed in ink and submitted by the tenderer, in token of his / her having studied and understood the tender carefully. Tenderers must accept all the conditions specified in the tender document to facilitate early finalization of tenders. Scanned and signed copy of the same should be uploaded with Technical Bid.



- vii. The tenders should be filled in by the tenderer himself / herself or in the event the tender is filled by his authorized signatory, the name and designation of the authorized signatory should be clearly indicated in the tender along with the authorization letter.
- viii. Agency/ies should submit a certificate that they have not have been blacklisted / debarred / should not have faced forfeiture of EMD by any organization / institution during the past three years. A certificate to this effect should also be uploaded with the Technical Bid.
- ix. The Concept Note for the proposed solution defined later in the Scope of Work, the High Level Design Document, Core Team Profile & the Capability Statement should be provided in the Technical Bid.
- x. The technical points regarding procedure of maintaining and uploading of digital images prepared under DOD along with the database and platform on said portal as mentioned in Annexure-II.
 - a. The department will provide the source code of the said portal for easily understanding and maintaining purpose. The said portal has been developed in Platform – DSpace Technology Stack – CentOS, SOLR, Java, Postgre SQL.
- xi. The bidder has to provide Proof of Work done in the following area:
 - a. Digitization
 - b. Multilingual OCR for Indic Scripts.
 - c. Complete metadata Creation (Multilingual).
 - d. Content Uploading along with multilingual metadata.
 - e. Metadata curation.
 - f. Development, customization, deployment and maintenance.
 - g. Content management system(CMS)
 - h. Cloud deployment and management.
 - i. Time line & SLA for deployment/continuity of platform on NIC cloud.
 - j. Application development, customization of value addition.
 - k. Regular security patching of application along with application server.
 - l. Application version maintenance.
- xii. The bidder will provide five (05) sample images of its previous work, along with details regarding the same (name of organization for which the work done, date of execution, name of the documents etc.) on a DVD along with Tender Document as proof of quality of digitization work.
- xiii. These images have to be processed as per Para 5 of technical bid part I.

The bid of any tenderer who has not completed any one of the conditions of Technical Bid as mentioned above is liable to be summarily rejected.

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Part – II (Financial Bid):

1. Schedule of price bid in the form of BOQ_XXXX .xls consists of two separate sheets.
2. General instruction to Bidder:
 - a. A set of technical, descriptive and illustrative literature / leaflets / brochures / catalogues should accompany the tender wherever applicable giving cross-reference to the item quoted.
 - b. Bidders are advised to submit the e-tender complete in all respects. Earnest Money Deposit of such bidders, whose technical bids are rejected by NAI, will be returned to the respective bidders after the award of the tender. The decision of NAI shall be final and binding.
 - c. NAI reserves the right to postpone and / or extend the date of receipt or to withdraw the e-tender notice without assigning any reason thereof. In such event, bidders shall not be entitled to any compensation or any claim in any form whatsoever.
 - d. Bidders must accept all the "Terms & Conditions" specified in the Tender Document and the bidder should also certify that he / she has studied and understood the Tender Document carefully.
 - e. All the uploaded documents should be digitally signed by the firm(s) and uploaded with the Technical Bid. Any other condition suggested/imposed by the bidder will not be accepted.
 - f. The selected Bidders should start the job within 30 days from the date of signing the Agreement or else the EMD deposited by the bidder will be forfeited.
 - g. The rates quoted should have the validity of 36 months from the date of signing of the Agreement.
 - h. All the disputes or differences arising between the parties out of or relating to the Terms & Conditions of Tender and/or subsequent agreement or breach thereof shall be settled by the sole Arbitrator who may be appointed with the consent of both the parties in accordance with the provisions of Arbitration and Conciliation Act, 1966 and any statutory modification or re-enactment thereof. The place of Arbitration shall be New Delhi. The decision of the Arbitrator shall be final and binding upon both the parties. The expenses of the Arbitrator as determined by the Arbitrator shall be shared equally by the Parties. However, the expenses incurred by each Party in connection with the preparation, presentation shall be borne by the Party itself. Arbitration award shall be in writing and shall state the reasons for the award.

3. EARNEST MONEY DEPOSIT:

Tenderers shall submit along with the tenders the requisite Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rs. Three Lakh only) in the form of Demand Draft / Bank Guarantee from a nationalized Bank with a minimum validity of 90 days (revalidate if needed) / in favour of "The Director General, National Archives of India, New Delhi".



Tenders received without requisite Earnest Money Deposit are liable to be summarily rejected. The tenderers shall not be entitled to revoke, withdraw or alter their offer or any terms and conditions thereof, during the period of validity of their offer. In the event of this, the NAI shall forfeit the earnest money deposited along with the tender.

The EMD of the unsuccessful bidders will be returned within 90 days of awarding the Tender to the successful bidder. The EMD of the successful bidder will be returned within 90 days and bidder will have to submit a bank guarantee of Rs. 3.0 lakhs from Nationalized Bank as performance security for a period of till the tenure of the contract and NAI.

Canvassing in any form by the tenderer to influence the consideration of his/her tender shall render the tenderer liable to rejection.

4. Non Transferability of Award of Contract:

Award of Contract is not transferable.

5. ASSIGNMENT AND SUB-CONTRACT:

The tenderer shall not assign or sublet the whole or any portion of the contract or allow any other person in any manner whatsoever. Default on this clause can lead to the termination of the contract and forfeiting of the EMD.

6. The department will review the progress of the said contract on half yearly basis and can continue or terminate the contract on the basis of review.

SECTION II: SCOPE OF WORK

1. The technology partner will be responsible for the end to end maintenance, support, development of additional features and promotion of the NAI's search portal www.abhilekh-patal.in
2. The development of any other additional features conceived later on of the said portal will be an on-going activity over the next three (03) years to keep the portal updated with modern technologies and make it the leading archives portal in the world.
3. The key features on the portal have been identified as under which have to be maintained

A. DIGITIZE ON DEMAND (DOD) MODULE

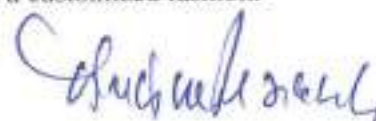
- a. The online user/s may place order for the Records or particular page on demand available at the NAI in paper / microfilm format but not yet digitized. A detailed Order Management System (OMS) has to be maintained in the back-end with automatic triggers and alerts for the status of each requested record. The service has been integrated with implementation of 'e-Payment Gateway' which is operational. Auto-detect in Multiple

Currency Option have been made available for placing orders from various countries. Differential Rate options for Indian and Foreign users have also been made available in the module. The bidder will develop a module in the said portal for providing a facility to the user to rate the DOD/POD(Page on Demand) service .

- b. The vendor has to provide adequate onsite manpower for the execution of this service - viz. gathering order requests generated from the portal and forwarding to the NAI repository in-charge, updating the portal user regarding the availability and non-availability of the physical record, providing quotation for the digitization of the requested record to the user/s as per the rates specified by the NAI, issuing alerts to repository in-charges about paid orders, completing the digitization of the record, image enhancement, OCR and Indexing the record & finally e-delivery of the records through said portal to the applicant and uploading the same on the portal.
- c. The bidder has to deploy a team during office hours from Monday to Friday at the NAI for the execution of this service. The following Digitization equipment to be installed within the NAI for the execution of this service during contract period.

- Over Head Linear CCD scanner A2 size
- Computer for Post Processing

- B. **USER REGISTRATION AND REQUISITION MODULE:** This feature has enabled the online user to register with options for individual preferences like number of results to be displayed per page, widgets on / off for Book Marks, Sets & Tag Cloud. Historical availability of Data accessed and Wallet options for DOD service. Two Way authentication service using mobile for OTP based access and Single Sign On integration for access online and within the NAI research room.
- C. **DIRECT PREPARATION OF REFERENCE MEDIA AND DIGITAL UPLOAD MODULE:** This feature have enabled the authorized content contributors to create the reference media on the portal and upload the digitized content directly. A detailed statistics and logs to be maintained of uploads and reference media created per user. A moderator approval will be required to publish the Data online and make it visible to the users.
- D. **SEARCH ENHACEMENT:** The aim of the portal is to make the search fastest and accurate. To achieve this aim there needs to be sustained efforts by the vendor to enhance the search experience of the users of the portal. The vendor has to be maintained the search modules which would include, but would not be limited to, the following features:
 - a. **FACETED SEARCH MODULE:** This feature will enable the online user to drill down and shortlist real-time the data from the primary search results
 - b. **PREDICTIVE / SUGGESTIVE / SEMANTIC SEARCH MODULES:** This feature should add intelligence into the system to understand the context of the users search inputs and show the results in an appropriate best search listing. It should build intelligence on the previous searches carried out on the portal and prompt for right spellings in case of user typing errors.
 - c. **ELASTIC SEARCH MODULE:** This feature will enable the online user to search the full text of the documents, use filters and select and save the search results in a customized fashion.



- d. SOCIAL MEDIA INTEGRATION: This feature will enable the online user to share a resource found on the portal to the popular social media platforms, without leaving the Abhilekh-Patal portal.
- E. MODULE FOR INTEGRATION OF DATA FROM STATE ARCHIVES AND OTHER SIMILAR INSTITUTIONS WITH OR WITHOUT REVENUE SHARING OPTION: This feature will enable the state archives to publish their data on Abhilekh-Patal with dedicated secured access rights for each state archive.
- F. IOS & ANDROID BASED MOBILE APP MODULE: This feature will extend the database of the portal to the mobile platform and bring the archival content at the finger-tips of the users.
- G. VIRTUAL EXHIBITION MODULE: This feature will enable the NAI to publish their on-ground exhibition on the online platform and open these exhibitions dedicated to Famous people, collection or events from time to time on the portal.
- H. Uploading of legacy digital data: The NAI has approx. 40 Lakhs digital images (of Public Record and Private Papers) which are to be uploaded on Abhilekh Patal following all the procedures like Image enhancement, OCR, Metadata preparation etc. as mentioned in this tender.
- a. Besides the above defined and planned Scope of Work, the bidder has to open and accommodate for any development work in the future based on the prevailing trends and technologies at that time in the best interest of the portal.
- o The bids submitted as per Annexure - I should incorporate for the unplanned future development work. No additional charges will be paid by the NAI for this component and the costs for the same have to be borne by the vendor itself.
 - o Failure to abide by the update requests approved by the NAI, may result in the default of the bidders bank guarantee & permanent black listing of the bidder.
- b. The Digital Data that will be uploaded on the portal has to be enhanced by increasing the visual appeal of the Digitized content without losing the originality of the document and without modifying the authenticity of the documents.
- c. The Digital Data will be in the following language – English, Hindi, Sanskrit, Arabic & Persian. Multilingual OCR with maximum accuracy has to be achieved for the Digitized Documents before ingesting in the portal.
- d. Accurate Indexing in English language to be done for all digital documents with the following 10 fields – Subject, Department, Branch, File Number, Part, Year, Place, Keywords, Language & Remarks [the fields can be increased or decreased].
- o The indexing has to be done with the right spelling, punctuation, grammar and information to the satisfaction of the NAI. For this a well versed English knowing staff should be deployed by the firm.
- e. The Digital Data has to be compressed to reduce the file size for quick access on the portal by the users, without compromising on the original document size, dpi and legibility and authenticity of the documents.
- f. Proof Reading and Spelling Correction of reference media entries to be carried out for Data already uploaded on Abhilekh-Patal.



- g. Creation of an offline Backup Copy of the final Digitized data being published on the portal to be provided on Optical Media by the vendor in 2 copies
- h. Organic Search Engine Optimization to be carried out for the portal by the Technology Partner, by optimizing the metadata keywords and title tags for every digitized page uploaded on the portal.
- i. Branding and Promotion Strategy plans and ideas to be provided by the selected bidder to drive the reach of the portal and increase the registered user base.
- j. A quarterly review meeting and an update reports with the proposed plan of action to be presented by the selected bidder to the key stake holders of the NAI.
- k. A dedicated Business Analyst and Project Manager, with relevant prior experience in the Archival and Internet Domain to be assigned to the NAI by the vendor as a part of this project. The Core Team profile to be submitted along with the technical bid.
- l. Response Time from the bidder for any query received on the portal by the users or the NAI stakeholders should not exceed over 48 working hours.
- m. Monthly Report on the progress of the portal with details, statistics – number of visitors, registered users, bounce rates, average time spent country wise user access reports, trends observed, queries and concerns should be submitted by the 5th of each month to the NAI.
- n. Bidder has to quote for total scope of works mentioned above for a period of three(03) years, strictly as per the format specified in Annexure - I
- o. Monthly sign off reports to be taken by the vendor from the NAI with details of the work completed in each month to the satisfaction of the NAI.
- p. The vendor shall incorporate for all the required equipment and services whether explicitly mentioned in these specifications or not to fulfill the intent of the requirement and to ensure the completeness, operability and maintainability of the solution at no extra cost to the NAI.

SECTION III: GENERAL REQUIREMENTS

- i. **VALIDITY PERIOD:** The financial bid should have the validity for three (03) years from the date of award of the contract.
- ii. **DELIVERY PERIOD / COMPLETION SCHEDULE:**
 - a. The delivery / completion schedule for the image enhancement and upload activity is 4 weeks from the date of handover of the source digital content by the NAI
 - b. The delivery / completion schedule for the development of each additional feature will be 12 weeks from the date of approval of the feature to be integrated.
- iii. **GUARANTEED PERFORMANCE:**
 - a. The vendor should ensure 100% resolution of all technical / programming issues reported on the portal within the same week and ensure availability of their technical team to be

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prepared to work for a 24 hours x 365 days to fix issues and bugs reported and not carry forward beyond 1 week.

- b. The execution of the Digitize on Demand service has to be completed within 1 week since supply of records from the repositories and the vendor has to deploy the appropriate digitization equipment and manpower at the premises of the NAI – New Delhi between office hours (9.30 AM to 6.00 PM) on all working days (Monday – Friday) of the NAI accordingly.
- c. The bidder must furnish proof of ownership of the Digitization Equipment mentioned in the Scope of Work for the execution of the Digitize on Demand Service
- d. The image enhancement has to be of flawless standards, without losing out on the fine details on the document and achieving best compression for file size reduction.
- e. The OCR accuracy should be over maximum for all printed English, Hindi, Sanskrit, Arabic, & Persian languages. The documents should be content searchable with multiple languages.
- f. The Indexing and Data typing should be 100% accurate with right spelling, punctuation, grammar and information. For this a well versed English knowing staff should be deployed by the firm.
- g. The bidder shall furnish a complete list of all the standards and codes under which his / her offered services will be validated along with their bid. Technical literature of the technologies offered to be submitted along with the offer giving cross-reference of details in the technical bid.
- h. No images shall be transferred outside the premises. After the completion of the project the firms shall transfer the digitized images of documents/ records into the server of NAI and should delete the same in their stand alone and other storage devices in the presence of staff of concerned unit of NAI and get the certificate to the effect for final payment of bill.

iv. PENALTY:

Time is of essence in this project. In case there is a delay in development of a feature by the vendor beyond 14 weeks and / or delay of beyond 6 weeks for the image enhancement, indexing and upload of digital data the following penalty will be applicable to the vendor.

25,000/- for each week's or part of week's delay up to first four weeks and then 50,000/- per week or part of the week's delay thereafter.

v. INCOME TAX:

Income Tax on gross amount billed will be deducted from the vendor bills as per the provisions of the Income Tax act.



vi. TERMS OF PAYMENT:

Payment Terms will be on a half yearly basis (End of Half Year) for the successful execution of the work and providing of the maintenance and support services.

vii. FORCE MAJEURE:

Neither the NAI nor the tenderer shall be liable to the other for any delay in or failure of, their respective obligations under this agreement caused by occurrence beyond the control of the NAI or the tenderer because of fire, floods, acts of God, lockout, sabotage, any law, statute or ordinance, order, actions or regulations of the Governments or any agency thereof, or any compliance therewith or any other causes, contingencies or circumstances similar to the above. Either party shall promptly, but not later than 30 days thereafter notify the other of the commencement and cessation of such contingency and proof that such is beyond the control and affects the implementation of this agreement adversely and mutually. If such contingency continues beyond six months, both parties agree to discuss and agree upon an equitable solution for the termination of this agreement or otherwise decide the course of action to be adopted.

viii. TOTAL RESPONSIBILITY:

Total integrated technical support for the portal www.abhilekh-patal.in should be given by the vendor. The vendor shall sign a service level agreement with the NAI for comprehensive support services for three (03) years. The Director General of Archives will have the right to terminate the contract on account of non-performance at any time.

- ix. All the disputes or differences arising between the parties out of or relating to construction, meaning and operation or effect of this Terms & Conditions of Tender and/or subsequent agreement or breach thereof shall be settled by the sole Arbitrator who may be appointed with the consent of both the parties in accordance with the provisions of Arbitration and Conciliation Act, 1966 and any statutory modification or re-enactment thereof. The place of Arbitration shall be New Delhi. The decision of the Arbitrator shall be final and binding upon both the parties. The expenses of the Arbitrator as determined by the Arbitrator shall be shared equally by the Parties. However, the expenses incurred by each Party in connection with the preparation, presentation shall be borne by the Party itself. Arbitration award shall be in writing and shall state the reasons for the award.

ANNEXURE I

S. No.	Particulars	Amount (Inclusive of all taxes)
1	Annual Charges for the Development of additional features, Data Upload, Maintenance, Support & Promotion for www. abhilekh-patal.in Including the on-site execution of the DOD service with the appropriate equipment and manpower. Backup will be received through Blu ray disk.	Per annum

2	Image Enhancement Optimization – including indelible watermarking on all images, Multilingual Image OCR – English, Hindi, Sanskrit, Arabic & Persian, Metadata tags and Title Tags creation using appropriate keywords for the organic search engine optimization	Per document
3	Uploading of legacy digital data: The NAI has approx. 40 Lakhs digital images (of Public Record and Private Papers) which are to be uploaded on Abhilekh Patal following all the procedures like Image enhancement, OCR, Metadata preparation etc. as mentioned in this tender.	Per Document

ANNEXURE II

The hard copy of the operation guide will be provide during the pre-bid meeting

The source code will be provided to the selected bidder

Yashwantrao Chavan