

From

Director Information Technology,  
Chandigarh Administration.

To

M/s PN Writer & Co (P) Ltd.  
34/T7, Kharki Doula,  
42 Mile Stone, NH – 8,  
Gurgaon (Haryana)

Memo No 259/IT/2015/17  
Dated Chandigarh, the 4-01-2016

**Subject: Empanelment of Vendors for digitization of records of Chandigarh Administration.**

In continuation to this office tender dated 14<sup>th</sup> March, 2015, your Technical Bid dated 10<sup>th</sup> April 2015, and financial Bid dated 1<sup>st</sup> July, 2015, and your acceptance dated 26<sup>th</sup> October 2015 for award of contract.

You are required to furnish a Bank Guarantee of Rs.5.0 Lakhs valid for 27 months in favour of Director Information Technology Chandigarh Administration payable at Chandigarh within 7 days of the receipt of this letter and to initiate the work as per the terms and conditions RFP and as defined in the enclosed documents for the digitization of records.

You are required to send back the complete set of terms and conditions (attached alongwith) duly signed and stamped on every page.

DA/As above.

  
Director Information Technology,  
Chandigarh Administration

## **Terms and Conditions for Digitization of Records**

For the purpose of this work order, the vendor shall mean M/s P.N. Writer & Co. Pvt. Ltd.

### **1. Performance Bank Guarantee**

The Department of IT will require the vendor to provide a Performance Bank Guarantee, within 7 days from the issuance of this work order, for a value of Rs. 5,00,000/- ( Rupees Five Lakh Only) in favour of Director Information Technology, Chandigarh Administration from a scheduled bank in India. The Performance Guarantee should be valid for a period of 27 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The vendor shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the vendor fails to submit performance guarantee within the time stipulated, the Department of IT at its discretion may cancel the order placed on the vendor without giving any notice. Department of IT shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period Department of IT incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

### **2. SCOPE OF WORK**

The Scanning vendor shall be responsible for Data Digitization of records of Departments of Chandigarh Administration, which will be carried out in a phased manner, expected to be completed within the duration of this assignment. The Department of IT shall, on the requirement submitted by the various departments of Chandigarh Administration, allocate work to the vendor. The vendor is expected to work as per the work allocated or priority set by the Department of IT. At any stage of the project there may be a requirement to work at multiple locations simultaneously which the vendor should carry out.

- a. The scope of work for Data Digitization includes scanning, indexing, data entry of physical files / pages / documents with bar coding and CD/DVD writing in a scheduled and timely manner.
- b. Bar coding and CD/DVD writing will be optional and would be at the sole discretion of DoIT / User Departments.
- c. The Scanning vendor shall be required to set up the necessary IT infrastructure (Computers, Scanners, etc.) along with the requisite manpower at the assigned office locations on TEMPORARY BASIS till the completion of the scanning process. All these IT infrastructures would remain the property of the concerned vendor and on completion of the scanning process the vendor could take the items back.
- d. The Scanning vendor must use Scanners of highly reputed firms only (HP, Kodak, Canon, etc.).
- e. The Scanning vendor has to scan the documents in different departments / divisions of the Chandigarh Administration.
- f. The Scanning vendor has to scan and index the documents with metadata before storing the same on a local Server setup by the DMS vendor. This data would then be uploaded on the Centralized DMS Server / SAN / any other Storage setup by the DMS vendor subject to the satisfactory Quality Check for the scanned documents is completed by the user Department. The necessary utilities and training for uploading of scanned documents shall be provided by the DMS vendor. Till the time the DMS vendor is not in place vendor would be required to put in place requisite hardware for storing the scanned documents.
- g. The Scanning vendor has to comply with all the service levels as mentioned in the '**Service Level Agreements (SLA)**' clause of this Agreement. Non-conformance to the scope of work and service levels would lead to penalty at a rate mentioned in SLA clause.
- h. The vendor will support and closely work with the DMS vendor to ensure successful working of project.

## **2.1. Process for Scanning and Digitization of Files**

The respective Department would select a Nodal Officer along with Team from the department who would supervise the entire process of scanning / digitization. The high level process for Scanning and Digitization of files is as mentioned below:

### **2.1.1. Initial Setup**

- a. The Scanning vendor has to setup and install the requisite hardware, software, storage at the assigned office location on a Temporary basis till the time of completion of scanning process.
- b. The setup of the scanning unit would be consisting of at least 5 (five) scanning counters consisting of Computers, Scanners etc. in a networked environment, however, the same can be increased as per the requirements of the DoIT / Department for timely completion of project. One more Computer would be required to be installed for Nodal Officer from the respective Department who will monitor the whole process of digitization. It would be the responsibility of the Department / Nodal Officer to provide the files to the scanning vendor in a timely manner.
- c. The Scanning vendor would assist in estimating the storage required to store the scanned and digitized files (approximately, Number of Pages x 75-100 KB per page), The Nodal Officer will identify and mark the Files for scanning and also verify the digital scanned files.
- d. The Department would be responsible for providing basic infrastructure like office space, tables, chairs, electric connections, power etc. to the scanning vendor. The scanning vendor would deploy its infrastructure on its own.

### **2.1.2. Preparation for Scanning and Digitization by Department**

The Nodal Officer would identify & mark the files for scanning. Before sending the files for scanning, the Nodal officer would verify the papers and all details like file number, number of pages and other details to be entered in to the scanning application.

### **2.1.3. Preparation for Scanning and Digitization by Scanning Vendor**

On receiving the files, the Scanning vendor would do the data entry of the minimum Meta information into the DMS. The scanning vendor has to integrate its capture module with DMS application for accessing indexing attributes and for uploading the scanned document. After completion of the scanning, the scanned document would be uploaded to the DMS. The Scanning vendor would then reorganize the entire file in a folder.

**Optional-** The vendor would take backup of the file(s) in CD/DVD and would generate & print barcode sticker specific for the file in 3 copies (File Folder, CD/DVD cover and SCANNING Register), only if specifically asked for by the DoIT / concerned department.

### **2.1.4. Handing over documents/files**

Documents would be provided to Scanning Vendor by the Nodal Officer. After completion of the scanning process, the Scanning Vendor would return these documents to the Nodal Officer for verification. After completion of the verification process of both the physical file and scanned documents, the file will be marked as COMPLETE.

The process of the transfer of documents from Nodal Officer to Scanning Vendor and vice versa is described below.

#### **From Nodal Officer to Scanning Vendor**

The Nodal Officer in the office will choose the files to be Scanned & Digitized. A list of chosen file will be generated from DMS/Scanning Application and moved to Scanning Vendor within DMS/ Scanning Application. While generating the list from DMS/Scanning Application, the Nodal Officer will be required to provide details like

- a. File Number
- b. Number of Pages in File,
- c. Date & Time of Handover,
- d. Name of the Scanning Vendor,
- e. Name of the Scanning Vendor Staff, etc.