

**EOI NO. ICSIL/OEM – OSP/DIGITIZATION/2012-13 DATED 23.10.2012**

**EXPRESSION OF INTEREST**

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**LAST DATE: 2<sup>nd</sup> November 2012**

**BY 11.00 A.M.**

**EXPRESSION OF INTEREST  
FOR DOCUMENT MANAGEMENT & DIGITIZATION SERVICES PROVIDERS**

Intelligent Communication Systems India Ltd. (ICSIL), is a joint venture of Delhi State Industrial and Infrastructure Development Corporation (DSIIDC), an Undertaking of Delhi Govt. and Telecommunication Consultants India Ltd. (TCIL), a Govt. of India Enterprise Under Ministry of Communications and IT invites “Expression of Interest” for entering into strategic MOU (Memorandum of Understanding) with experienced and reputed document management and digitization services provider for DMS/Digitization service opportunities in India.

This EOI is only for the Original Equipment Manufacturer (OEM) & Original Service Provider (OSP) companies, who must fulfill the following Criterion:

- (a) The Bidder (registered under Indian Company Act, 1956) should have been in operation for a period of at least 10 years in successful development /customization & implementation of large Document Management System.
- (b) Bidder should have had a turnover of at least Rs. 100 Crores over each of the last 3 financial years from IT services.
- (c) The Bidder should have had a net profit in the previous three financial years.
- (d) Bidder should not have been blacklisted by any Government organization/ agency for corrupt, fraudulent or any other unethical business practices in a similar or comparable project at the time of bid submission.

- (e) Vendor should have own scanning software.
- (f) Scanned Image quality is of supreme matter, so vendor must have automated document quality analyzer mechanism to check the 100% quality of documents along with the manual process of random or complete checking. Detailed note of the Document Quality Analyzer software is required to be submitted with the quotation. Bidder has to use legal licenses of the same. Proof of same has to be submitted.
- (g) As time, accuracy and security is essence of the project so vendor must have automated production control system for digitization of documents with feature of real time progress of digitization activity. Vendor is required to provide detailed note of the automated production control system along with the quotation. Bidder has to use legal licenses of the same (Should provide proof of same)
- (h) Vendor should have own infrastructure (Minimum 100 Scanner and 100 Desktop, Purchase Order will be required for proofing of these) for execution of the projects. No sub contracting will be allowed.
- (i) Vendor has to use legal licenses of the software.
- (j) All the employees/operator deployed by the vendor for the digitization activity must comply with government's rules and regulations like minimum wages act, Provident fund and ESI facility standard.
- (k) Vendor to compliance all statutory requirement

**Expression of Interest document should cover the following:**

The interested Document Management & Digitization Services providers must submit the EOI document covering a detailed write up and supporting documents against each of the following requirements. All responses will be evaluated based on the responses submitted. ICSIL will select the technically the best DMS providers among the responses received and get into a contract with the selected party/parties.

Sl. No	Description	
1	Name of Company	
2.	Attach copy of Certificate of Incorporation	
3	Attach copy of DVAT Registration	
4	Attach copy of Service Tax Registration	

5	Attach copy of Income Tax PAN Number	
6	Attach copies of last three years audited Balance Sheets	
7	Attach copies of Purchase Orders with satisfactory completion certificates	
8	Declaration that the bidder is not blacklisted	
9	Undertaking to work with ICSIL	
10	Minimum Turnover of Rs.100 Crores in each year during the last three financial year	
11	The Bidder should have implemented minimum 3 projects during last 3 years where the project cost is minimum of Rs. 50 Lac in the area of Document Management Software (COTS product) in Central/State Govt. /PSU in India. The document management solution implemented should be COTS product.	
12	The OEM or OSP should have more than 75 scanning manpower and 500 software professionals engaged with various software related activities in the company	
13	Bidder should have done at least one project involving scanning of 50 lakhs documents in last 5 years for Central/State Govt. /PSU in India.	
14	The Bidder must have valid ISO 9001	
15	The bidder should have ISO 27001 Certificate for Information Security.	
16	Details of Infrastructure with organization	

### Functional Requirements:

<b>Document Management System</b>	
Document Capture	<p>The Capture solution should have an inbuilt feature for Quality Check. Should provide an integrated scanning engine with capability for centralized and decentralized Scanning &amp; Document Capturing. Should be able to support the capture of digital records of at least the following formats:</p> <ul style="list-style-type: none"> <li>• Emails and attachments</li> <li>• OCR documents</li> </ul> <p>Images - .tiff, jpeg, gif, PDF etc Solution shall support Bulk Import of image and electronic documents. And Should have capability of automatic segregation of documents/records based</p>

	<p>on Barcode, Blank page, Fixed page and auto Form recognition.</p>
Archival of Documents	<p>Solution should support storing documents in any type of electronic format including word processing, spreadsheet, and other application file formats.</p> <p>The System shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organize their documents and there should not be any limit on the number of folder and levels of sub folder.</p> <p>Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc</p>
Search & Retrieval	<p>Solution should have both Index search as well as Full Text Search.</p> <p>Solution should allow users to set up a single search request with combinations of metadata and/or record content.</p> <p>Solution should support the configuration of default search options for users.</p>
Security & Administration	<p>The Solution should be capable of supporting the viewing of all the descriptive fields in the document profile (metadata), in accordance with user's role security/access level.</p> <p>Solution must allow providing an audit capability to log the actions, date &amp; time of actions performed on the objects.</p> <p>Solution must provide an authentication mechanism which controls access to the system by validating each user (e.g., user-ID/password login) at the start of a session.</p>
Architecture	<p>System should be platform independent and should support both Linux and Windows on server side.</p> <p>Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application</p>

	server with support for clustering.
Document View	The system should have inbuilt Document viewer for viewing images and scanned documents. The system shall support automatic stamping of annotations with user name, date and time of putting annotations. The system should have built in support for rendering and viewing PDF/A document format with support of applying annotation.

**The EOI document shall also cover the following:**

- Core business areas of operation, number of years in the business, ownership and organizational structure of the Company.
- Functional and Technical details of the DMS/Digitization solution proposed
- Product brochures of the DMS solution.
- Customer list & case studies of similar implementations
- Any other relevant information which vendor may like to provide.

**EOI Processing Fee:** A non-refundable and non-transferable EOI processing Fee of Rs. 10000/- (Rs. Ten Thousands Only) shall be deposited by all bidders on the date of submission of their bid, in the form of bank draft payable in favor of ICSIL.

The Expression of Interest shall be put by interested bidders in a box placed at the reception of the ICSIL office ADMINISTRATIVE BUILDING, OKHLA INDUSTRIAL ESTATE, PHASE – III, NEW DELHI -110 020 on **or before 11.00 AM on 2<sup>nd</sup> November 2012.**

The box will be opened at 11.30 AM same day. If the said date of opening is declared holiday the box will be opened on the next working day at the same time but will be sealed on due date and time. The participating firms or their representatives are at liberty to attend the proceedings of opening of the Expression of Interest.

After opening the bid for 'Expression of Interest', the participating firms shall be required to give power point presentation and live demonstration of the proposed system at a short notice of 15 days. Therefore the agencies are advised to prepare themselves with the system well in advance.

ICSIL reserves the right to accept or reject any or all responses without assigning any reasons thereof.