



रूरल इलेक्ट्रीफिकेशन कारपोरेशन लिमिटेड

RURAL ELECTRIFICATION CORPORATION LIMITED

(भारत सरकार का उद्यम) (A Government of India Enterprise)

Regd Office: Core-4, SCOPE Complex, 7 Lodi Road New Delhi 110003
Tele. 24365161 Fax 24360644 Email reccorp@recl.nic.in Gram RECTRIC
Website www.recindia.com & www.recindia.nic.in

Tender No: REC/IT/SWPUR(DMS)/114/2010/1

Request for Proposal (RFP)

(ONLY THROUGH E-TENDERING MODE)

for

Supply, Installation, Commissioning, Management & Maintenance of Enterprise Document Management System along with hardware and scanning, indexing, archival, retrieval of records

The Tender document is issued to M/s:

Address:

Signature of Bidder with Company Seal

Time schedule of various e-tender related events:

Date of Issue (T)	: 21/01/2011
Pre-bid meeting & briefing on e-tendering procedure	: 28/01/2011, 14:30 Hrs
Last Date & Time for bid Submission	: 18/02/2011, 11:00 Hrs
Eligibility & Technical bids Opening Date & Time	: 18/02/2011, 11:30 Hrs
Cost of Tender	: Rs. 500/-
EMD	: Rs. 25,000/-

The submission and opening of bids will be through e-tendering process. Tender document can be downloaded from the website www.tenderwizard.com/REC or from e-tender link given in REC Website, viz, <http://www.recindia.gov.in>

Note: To participate in the E-Bid submission, it is mandatory for the bidders to have user ID & password. For this purpose, the bidder has to register itself with REC through TenderWizard website given above. Please also note that the bidder has to obtain digital signature token for applying in the tender. In this connection, vendor may also obtain the same from Tenderwizard. The steps to be followed for the registration process are given below:

1. Go to website <http://www.tenderwizard.com/REC>
2. Click the link ' Register Me'
3. Enter the detail about the bidder as per format.
4. Click 'Create Profile'
5. Bidder will get confirmation with Login-id and Password

Steps for application for Digital Signature from TenderWizard are given below:

1. Download the Application Form from the website <http://www.tenderwizard.com/REC>. Follow the instructions as provided.
2. In case of assistance please contact the person under contact us

NOTE: The Bidders are advised to obtain digital signature (Level 3) and register themselves at www.tenderwizard.com/REC in advance. Please note that RECL in no way held responsible if the bidder fails to apply due to non possession of Digital Signature & non registration.

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TENDER DOCUMENT

Sub: Supply, Installation, Commissioning, Management and Maintenance of Document Management System along with hardware, scanning of scanning, indexing, archival & retrieval of records and integration with Oracle Apps 11i ERP application in operation in RECL.

Rural Electrification Corporation Ltd. (A Govt. of India Enterprise) intends to procure a suitable Document Management System (DMS), servers and other related hardware along with digitalization of old record of REC's various departments/offices across India and integration of DMS s/w with Oracle Apps ERP application 11i implemented in organization. The appointed service provider will be carrying out the following major work activity:

- a) Supply, deploy and configure the DMS software and all hardware
- b) Scanning, indexing & uploading the old paper documents in DMS
- c) Archiving the documents to meet the compliance requirement
- d) Configuring the stringent security for the data residing in DMS
- e) Integrate with Oracle ERP applications.

You are hereby requested to provide us the best rates as are offered to Govt. organizations in the following format:-

- 1 **EARNEST MONEY** & Tender Cost to be sealed in a separate envelope subscribing "Earnest Money" & tender no.
- 2 **TECHNICAL BID** to be submitted through online mode only on website www.tenderwizard.com/REC
- 3 **COMMERCIAL BID** to be submitted through online mode only on website www.tenderwizard.com/REC

Earnest Money & Tender Cost to be enclosed and sealed in a single envelope subscribing the Tender Number and due date, addressed to Addl GM (IT), Rural Electrification Corporation Ltd, Core-4, SCOPE Complex, 7 Lodi Road, New Delhi – 110003 to the tender box marked with tender No and placed at the main reception counter, ground floor of RECL on or before due date & time specified in the bid. Opening of Earnest Money & Technical Bids would take place simultaneously on the date & time of eligibility bid opening. Technical & Commercial bids complete in all respects to be submitted online at www.tenderwizard.com/REC. RECL does not own any liability if the bids are not submitted within due date and time as per requirement. EMD Envelop received after the due date and time or if submitted to any other place other than that mentioned above, shall not be considered and would be liable to be rejected without assigning any reason whatsoever. REC shall not be responsible for late receipt of the

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EMD Envelop submitted by any Bidder. The bidders may depute their authorized representatives at the time of opening of the bid.

Background:

Rural Electrification Corporation Ltd. (REC) is a Navratna Central Public Sector Enterprise under Ministry of Power. The Corporation has its presence felt all over the country through a network of 21 offices (5 Zonal Offices, 13 Project Offices and one training institute, Corporate Office at Delhi and Corporate Office annex at Palika Bhawan, Delhi). The list of all offices can be seen from the Corporation's web-site <http://www.recindia.gov.in>

Implementation of ERP in REC:

1. The corporation has implemented Oracle based ERP application (ver 11i) to automate all major functional areas. The scope of operation includes all the offices of the corporation with the objective to capture all transaction at the source of generation and to optimize the functional processes. The application runs on centralized Servers (on Oracle 10g database) and all offices transact through the terminals provided at the offices on on-line and real-time basis. All the processing and data updating are done at the Core Database.
2. The corporation has implemented the following modules to automate different functional areas:
 - 2.1. Oracle Financials: GL, AP, AR, CM, FA, Purchasing, Inventory Management etc
 - 2.2. Payroll & CPF
 - 2.3. Loan
 - 2.4. Project Management: This has 5 sub-modules viz. Transmission & Distribution T&D, Generation, Rajiv Gandhi Gramin Vidyutikaran Yojana (RGGVY), Internal Co-operation & Development (IC&D), Short Term Loan (STL)
 - 2.5. Treasury. This includes Institutional bond, Retail Bond, Foreign bond etc
 - 2.6. Misc customized modules Claim, Project Appraisal, Exposure Limit.

The modules mentioned above are either standard Oracle Apps modules or Customized modules developed by the implementation vendor as per requirement of REC. All these modules consist of both the standard oracle processes as well customized processes developed by the implementation vendor as per requirements of REC. The extent of customization of each module depends on the requirement and varies from fully customized (Project Appraisal, Exposure Limit) to large extent (for Loan) to minimum (for GL).

3. The application has been implemented following Oracle's standard implementation procedure viz:
 - 3.1. AS-IS process study
 - 3.2. TO-BE design process

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- 3.3. Gap Analysis
 - 3.4. Functional Design Document – Identifying Customization Requirements
 - 3.5. Development
 - 3.6. Conference Room Pilot I – individual module testing
 - 3.7. Conference room Pilot II – Integration Testing
 - 3.8. User Acceptance Testing
 - 3.9. Final Data Migration
 - 3.10. Go-Live
4. In addition to implementation of the application, REC also initiated activities to set up appropriate ICT infrastructure across the corporation, which includes:
 - 4.1. Establishment of a full fledged Data Centre (DC) on co-location basis. The DC should at least comply to Level – III standard
 - 4.2. Establish a MPLS-VPN based WAN connecting all the offices of the corporation (CO/ZO/PO) mentioned in clause 1.
 - 4.3. Establish Local Area Network at all offices. The CO-LAN at Corporate Office & Annex already existed.
 - 4.4. Establish appropriate IT related policies, like ISMS policy, BCP & DRP policy etc to ensure security, continuity of operation etc
 - 4.5. Implement adequate security at all level to ensure secure transaction of the application.
 - 4.6. Establish appropriate support system to ensure smooth operation
 - 4.7. The ICT infrastructure, in addition to enabling ERP operation also carry out other operation like mailing services, internet services, application of other legacy system etc.
 5. REC has been working with the following implementation vendors for implementation of above:
 - 5.1. Tata Consultancy Services – ERP application vendor
 - 5.2. HCL Ltd. – ERP server Vendor
 - 5.3. Bharti Airtel Ltd – Network, Security & Data Centre Vendor
 6. The primary objectives of implementing such enterprise-wise application is to:
 - 6.1. To Increase the speed of approval process and movement of information
 - 6.2. To maintain a centralized database consisting of all information and integrate all the business functional areas so that the latest information is always available to the employees of the organization. This will also ensure accuracy, completeness and consistency of the business information
 - 6.3. To re-engineer the existing process to establish best process/ practices
 - 6.4. To enable management to respond quickly to market changes with informed decision based on timely and accurate information.

The project is expected to meet the above objective through ERP. This is expected to transform REC to global standard organization and in line with mission and vision of corporation.

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Eligibility Criteria:

1. The bidder should be a registered company under the Indian Companies Act 1956. The Certificate of Incorporation and other relevant documents should be enclosed with the bid as proof.
2. The bidder must have a positive minimum average turnover of Rs. 10 Crores annually during the last three years consecutively, ending 31st March of the previous financial year and be a positive net worth company. Attested & audited copy of the company's annual report of the last three years has to be attached along with the bid.
3. a) The OEM should have SEI CMM level III or above certification, and b) the bidder and OEM should have ISO 9001 certified. Photocopy of the certificate should be enclosed.
4. The Bidder should have implemented/under process of implementation at least one project of value not less than 15 lakhs involving implementation of a complete workflow based document management solution and/or data digitization/scanning of similar nature on Windows/Linux/Unix platform in any reputed organization (preferably Govt. Dept. (Central/State)/CPSU/PSU/PSB/State Govt Enterprise) as on date of submission of bid. The bidder should furnish documentary proof (e.g. copy of PO/certificate from the client) of implementing previous similar projects and value thereof.
5. The eligible bidder should have executed/under execution of scanning of not less than 1 lakh pages as on date of submission of bid from any reputed organization (preferably Govt. Dept. (Central/State)/CPSU/PSU/PSB/State Govt Enterprise). Proof of the same to be enclosed along with the Offer.
6. The Companies/firms banned or blacklisted by Govt. Institutions in India will not be eligible to participate. An undertaking to this effect signed by authorized signatory has to be submitted.
7. The Bidder should be able to provide service either through Original Equipment Manufacturer (OEM) or authorized seller/distributor/ service provider of the OEM of the DMS software. Certificate from OEM in this regard should be enclosed with the bid.
8. The bidder should have office in Delhi or NCR. Communication address and telephone numbers for the same should be provided.

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Documents to be enclosed offline & online:

1. Earnest Money of Rs. 25,000/- : **(Though offline mode)**
Demand Draft of required amount of Earnest Money issued from any leading Nationalized / Scheduled Bank in favour of “Rural Electrification Corporation Limited” payable at Delhi required to be placed. Following information should be marked on the face of the sealed envelope:
Name of Party.....
Tender No.....
Earnest Money Amount..... Issuing Bank.....Date.....
2. **Technical Bid (online mode)**: The following Documents scanned images (preferably in pdf format) signed by the Authorized Signatory to be uploaded with the Technical Bid (these documents need not be digitally signed):
 - a. Bid form (As per the format given in Annexure – I)
 - b. Compliance to the Terms and Conditions. (As per the format given in Annexure – II)
 - c. Compliance to the Scope of Work (As per the format given in Annexure– III)
 - d. Compliance to the Technical Specifications (As per the format given in Annexure–IV)
 - e. Documents required as Per “Eligibility Criteria”
 - f. Technical Literature of the Products quoted as Per the Technical Specifications.
3. **Commercial Bid (online mode)** : Price sheet as per enclosed the Price Format in Annexure – V .

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BID FORM

(Bidders are requested to furnish the Form of Bid in the Format given in this section, filling all the Blank)

To,
Addl. GM (IT)
Rural Electrification Corporation Ltd,
Core –4, SCOPE Complex,
7 Lodi Road,
New Delhi –110003.

Dear Sir,
Having examined the Bidding documents we the undersigned offer to undertake the job of “Supply, Installation, Commission, Management and Maintenance of Document Management System, servers and hardware along with scanning of old records/files, indexing, archival, retrieval for REC Corporate office, Zonal and Project offices in India”

We agree to abide by this bid-offer for the current financial year (2011-12) i.e. till 31.3.2012 and the conditions of this offer shall remain effective and binding upon us for acceptance at any time before the expiry of the said period.

We are hereby submitting Earnest Money of Rs.25,000 (Rupees Twenty Five Thousand Only) through Demand Draft favoring “Rural Electrification Corporation Limited” payable at New Delhi.

This bid, together with written acceptance thereof by REC and Order/Notification of Award of Work, shall constitute a binding contract between us and the REC.

We understand that REC reserves the right to accept/reject any bid, without assigning any explanation or reason and decision of REC management on the subject shall be final and binding on all Bidders.

Dated, this day of2011

.....

Signature

.....

(in capacity of)

duly Authorised to sign this bid
for and on behalf of
(Name and Address of the Bidder)

(Affix Official Seal of Signatory)

- Encl.: 1. EARNEST MONEY and TENDER COST (if downloaded from website)
2. COVER B containing TECHNICAL BID

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TERMS AND CONDITIONS (T&C)

Sl No.	Item																																	
1.	The e-tender submitted after the due date and time shall be rejected. The quotation must be legible, duly signed by authorized signatories. Any erasure or alteration must be signed by authorized signatories. Bidder may visit REC for inspecting existing LAN setup, if required prior to submission of bid. No disputes regarding the form, nature or quality of infrastructure and site shall be entertained after submission of the Bid by the Bidder.																																	
2.	Tender would be only on turnkey basis, it would not be splitted.																																	
3.	Scope Of Work: Pl. see Annexure –III																																	
4.	<p>Time Schedule</p> <p>Stage –I (A)</p> <table border="1"> <thead> <tr> <th>SrNo.</th> <th>Activity</th> <th>Time Schedule</th> </tr> </thead> <tbody> <tr> <td>a)</td> <td>Acceptance of the Work order</td> <td>With in 5 days from the date of work order</td> </tr> <tr> <td>b)</td> <td>Kick-off meeting along with detail Project Plan</td> <td>With in 2 weeks from the date of work order</td> </tr> <tr> <td>c)</td> <td>Delivery of materials</td> <td>With in 6 weeks from the date of work order</td> </tr> <tr> <td>d)</td> <td>Installation of DMS software, Server and other hardware</td> <td>With in 2 weeks from the date of delivery (c)</td> </tr> <tr> <td>e)</td> <td>Software customization, configuration, policies, commissioning</td> <td>With in 3 weeks from the date of installation of the DMS (d)</td> </tr> <tr> <td>f)</td> <td>Acceptance Testing</td> <td>With in 2 weeks from the date of commissioning of DMS (e)</td> </tr> <tr> <td>g)</td> <td>Troubleshooting & stabilization,</td> <td>Upto four weeks of Acceptance Testing (f)</td> </tr> </tbody> </table> <p>Stage – 1(B)</p> <table border="1"> <tbody> <tr> <td>a)</td> <td>Integration with ERP</td> <td>Within 4 weeks after completion of stage-I (A)</td> </tr> <tr> <td>b)</td> <td>Acceptance testing</td> <td>With in 15 days from the date of integration</td> </tr> </tbody> </table> <p>Stage – 1(C)</p> <table border="1"> <tbody> <tr> <td>a)</td> <td>Training for 2 weeks in batches</td> <td>Within 4 weeks of Stage I (A) (f)</td> </tr> </tbody> </table> <p>Stage –II</p> <ol style="list-style-type: none"> Scanning of the backlog data/documents within 6 months after completion of Stage –I Project progress Reports : Weekly basis till completion of Stage –II <p>Note: The bidder shall obtain prior written permission from REC for any changes in Time Schedule.</p>	SrNo.	Activity	Time Schedule	a)	Acceptance of the Work order	With in 5 days from the date of work order	b)	Kick-off meeting along with detail Project Plan	With in 2 weeks from the date of work order	c)	Delivery of materials	With in 6 weeks from the date of work order	d)	Installation of DMS software, Server and other hardware	With in 2 weeks from the date of delivery (c)	e)	Software customization, configuration, policies, commissioning	With in 3 weeks from the date of installation of the DMS (d)	f)	Acceptance Testing	With in 2 weeks from the date of commissioning of DMS (e)	g)	Troubleshooting & stabilization,	Upto four weeks of Acceptance Testing (f)	a)	Integration with ERP	Within 4 weeks after completion of stage-I (A)	b)	Acceptance testing	With in 15 days from the date of integration	a)	Training for 2 weeks in batches	Within 4 weeks of Stage I (A) (f)
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b)	All necessary permissions and approvals (including statutory, regulatory permissions, approvals etc) required for carrying out the contract work shall be the responsibility of the bidder.																																	
c)	The bidder shall be able to provide Document Capturing and Supply of Document Management System, hardware & software (OS& Database) for installation of DMS,																																	

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	Installation, Configuration & Training on Document Management Software															
d)	Bid Pricing: Prices stated in the Bid-Offers submitted by bidder should be in accordance with Terms & Conditions in the bidding document. The Bidders should further understand that the quantities and scope of work as specified in this Tender may vary at the time of Award of Work Order as per the discretion and requirements of REC. The Bidder shall also bear all costs associated with the preparation and submission of the Tender. REC, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the Tendering process.															
e)	Taxes/Duties/Etc.: All applicable taxes should be clearly and separately mentioned in the commercial bid.															
f)	<p>Payment terms: The payment to the bidder shall be made as under (No advance payment shall be made):</p> <p>Stage –I (A & B) Payment for Supply, installation, commissioning and integration of items covered under Stage –I</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>% Payment</th> <th>Condition/Event</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>50%</td> <td>On delivery and successful Installation (Stage I (A) (d)</td> </tr> <tr> <td>2.</td> <td>10%</td> <td>On successful completion of Stage I (A)</td> </tr> <tr> <td>3.</td> <td>30%</td> <td>On successful completion of Stage I (B)</td> </tr> <tr> <td>4.</td> <td>10%</td> <td>On successful completion of Stage I (C) and three months of successful performance after Stage I (B)</td> </tr> </tbody> </table> <p>Proofs of Delivery, Installation, integration, Acceptance, Training feedback, performance etc (Original, Duly sealed & signed) are to be obtained from REC. The bills for payment would to be raised along with copy of proof above.</p> <p>Stage –II Payment for Digital Conversion of existing documents (Backlog Digitization) :</p> <ol style="list-style-type: none"> The 100% of value of the services rendered during a month will be paid on successful completion of Scanning, uploading and integration with ERP of REC documents to the satisfaction of the tendering authority. For claiming this payment the successful bidder has to submit the following documents to the paying authority a) Invoice b) A certificate from the designated authority or Person(s) in charge of the Scanning process for the number of pages successfully scanned, uploaded and integrated in the system. The charges towards backlog scanning of the document shall be payable on certification from the HOD of the respective offices of having provided services/scanning/uploading/integration on the server as per SLA matrix specified in the Scope of Work. Payment of this stage will be paid on actual on the basis of actual number of document pages successfully scanned and uploaded as per requirement. For this purpose, the rate quoted per document page will be the basis of computation. <p>The tax at source will be deducted from the bill amount due as per Tax act.</p> <p>REC shall make payment on the basis of running Bills submitted by the Contractor to whom the order is issued from time to time / or final bill (as the case may be), duly certified by HOD/AGM (IT) within a period of 15-20 working days from the date of</p>	Sr. No.	% Payment	Condition/Event	1.	50%	On delivery and successful Installation (Stage I (A) (d)	2.	10%	On successful completion of Stage I (A)	3.	30%	On successful completion of Stage I (B)	4.	10%	On successful completion of Stage I (C) and three months of successful performance after Stage I (B)
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	<p>submission of such bills. In case payment is not made by REC within specified time, the Contractor should take up appropriate measures to find out the reason for delay and to rectify the cause of such delay. In no case REC shall be responsible for delay in payment of bills to the Contractor.</p>
1.	<p>Liquidated Damages: Any failure to complete its obligations within the Time Schedule under the bid document or a contract resulting from this bid shall entail a liquidated damage of 0.5% of the contract price per week/part thereof subject to a maximum of 10% of the total contract value/price. REC reserve the right to cancel the work order also, if required.</p>
2.	<p>Bank Guarantee:</p> <ol style="list-style-type: none"> 1. The Supplier shall furnish performance security to the Purchaser for an amount of 10% of contractual value within 15 days of issue of work order. 2. The proceeds of the performance security shall be payable to the REC as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract. 3. The Performance Security Bond shall be in the form of bank guarantee issued by a Nationalized Bank / Scheduled commercial Banks which should be valid for a period of 12-months or contract period (whichever is higher) from the date of issue for the said amount drawn in favour of Rural Electrification Corporation Limited, New Delhi. 4. The Performance Security will be discharged by the purchaser after completion of the Supplier's performance obligations including warranty obligations under the Contract period.
3.	<p>AMENDMENT OF TENDER DOCUMENTS:</p> <ul style="list-style-type: none"> • At any time, prior to the date of submission of Tenders, the REC may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer, modify the Tender documents by amendments. • The amendments shall be published on the corporation website or notified in writing by FAX or email to all prospective Tenderers on the address intimated at the time of purchase of Tender document from the purchaser and these amendments will be binding on them. • In order to afford prospective Tenderers reasonable time to take the amendments into account in preparing their Tenders, the Purchaser may, at his discretion, extend the deadline for the submission of Tenders suitably.
4.	<p>TRAINING</p> <ol style="list-style-type: none"> a) The Bidder shall provide training for installation and maintenance staff of the purchaser free of cost where required. b) The Bidder shall provide all training material and documents pertaining to Tendered item. c) Training Locations – Total 6 locations (1 CO & 5 Zonal Offices) (12 batches). The infrastructure support for training will be provided by RECL however, the bidder has to arrange for the instructor and training material etc. approximately 300 nos. of users are required to be trained but it may vary as the project goes on.
5.	<p>SIGNING OF TENDER:</p> <ul style="list-style-type: none"> • The tender should be signed by the authorized signatory of bidder. Proper

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	<p>resolution/authorizations authorizing the signatory to sign the bid be enclosed in Original with the tender.</p> <ul style="list-style-type: none"> The Tender shall contain no inter-lineation, erasures or overwriting except as necessary to correct errors made by the Bidder in which case such corrections shall be signed by the person or persons signing the Tender.
6.	<p>Earnest Money</p> <ol style="list-style-type: none"> Bidders are required to deposit the Earnest Money of Rs. 25,000 (Twenty Five Thousand only) in form of Demand Draft only, No other mode of payment is acceptable. The EMD shall be refundable to un-successful parties after placing Purchase Order. No interest shall be payable on Earnest Money by REC Earnest Money should be deposited in each case. No request for adjustment of Earnest money from any amount pending with the REC shall be considered. The Earnest Money of one quotation case shall not be set-off transferred / adjusted towards any other quotation/bid.
7.	<p>WARRANTY: Onsite warranty for all Hardware delivered and installed for minimum of one year and extended as per OEM Guarantee/ Warrantee period. The equipment must be warranted against all manufacturing / installation defects for at least a period of 12 months (Please indicate Guarantee/ Warrantee period offered by you on the product in your quote) from the date of successful installation and acceptance. In case, a part thereof or the whole equipment is found defective the same will have to be rectified/replaced free of charge by the supplier/bidder. In case the equipments are not repaired/ replaced the Bank Guarantee will be invoked without assigning any reason.</p>
8.	<p>Settlements of Dispute</p> <p>All disputes or differences of any kind whatsoever that may arise between REC and the bidder or the resulting contractor/supplier out of this tender document whether during the progress of the work or after completion be settled as follows:</p> <ol style="list-style-type: none"> In case of any dispute (s) or differences of any kind whatsoever arising between the Parties, the parties hereto shall negotiate with a view to reach an amicable settlement by mutual consultations/negotiations through a committee appointed by CMD, REC. In the event no amicable settlement is reached between the parties within 30 days, then the disputes or differences shall be referred to the Sole Arbitration of Chairman and Managing Director, REC or such other persons appointed by CMD, REC. The arbitration proceedings shall be in accordance with the Arbitration and Conciliation Act, 1996 along with its amendments from time to time. The venue of arbitration shall be New Delhi, India. The fees and other charges of the Arbitrator shall be determined by the Arbitrator in terms of the Act and shall be shared equally between the parties. The arbitration proceedings shall be in English. The arbitrator will give speaking and reasoned award. The parties will not be entitled to any pendente-lite interest during the arbitration proceedings.

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	<p>6. Notwithstanding the existence or any dispute or difference and /or reference for arbitration, the successful bidder/contractor shall proceed with and continue without hindrance, the performance of the work under the contract with due diligence and expedition in a professional manner and the payment due to the successful bidder/contractor shall not be withheld on account of such difference of arbitration unless such payment is a subject matter of arbitration.</p> <p>Settlement through Court</p> <p>It is a term of this contract that the Supplier shall not approach any Court of Law for settlement of any disputes or differences unless an attempt has first been made by the parties to settle such disputes or differences through Arbitration.</p>
9.	<p>Jurisdiction: The Bid document and the contract resulting there from shall be governed in accordance with the Indian Laws and the Courts in New Delhi shall have the exclusive jurisdiction to try and entertain the disputes. No payment will be borne by REC for arbitration proceedings.</p>
10.	<p>Force Majeure: If at any time, the performance in whole or in part by either party of any obligation under the contract resulting herefrom is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 7 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 30 days, the purchaser may at his option, terminate the contract.</p>
11.	<p>REC's Right: The REC reserves the right to reject lowest quotation/bid or all the quotations/bid or accept any quotation/bid or part thereof without assigning any reason. Further Bill of Material (BOM) as indicated in this Tender Document is subject to change as determined.</p>
12.	<p>Evaluation of Bid: Initially the technical bid would be opened. Financial bids of only technically qualified bidders would be opened at a date and time to be informed to the technically qualified bidders. The L1 bidder will be arrived at on the basis of the grand total. REC may recalculate the Sub Totals/Totals/Grand Total.</p>
13.	<p>Notwithstanding the above, REC shall reserve exclusive discretion to accept or reject any bid offer without assigning any reason. The dispute(s) regarding not awarding of work to any particular bidder shall not be arbitrable in terms of Clause 9 above.</p>
14.	<p>Dy. GM (IT), REC, New Delhi shall be the Engineer-In-charge for the work and his decisions shall be final and binding regarding any matter related to the terms of this tender /contract.</p>

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15.	The location where the equipments are to be installed shall be identified by the representative nominated by AGM (IT), REC.
16.	The quality of the material being installed should be to the satisfaction of Engineer-In –Charge. If the equipments/ items as prescribed in Annexure –V are not available for any reason or if the quality of such items/equipments available is not satisfactory, the decision of Engineer-In –Charge with regard to substituted items/ equipments (including variation in rates, if any) shall be final and binding on the contractor.
17.	The award of work shall not be assigned, transferred or sub-delegated to other Contractors except with the written approval of REC. However this clause shall not apply to purchase of equipments and material for satisfactory performance of the work.
18.	The Contractor/ Vendor shall indemnify REC against all the losses, destruction or damages to any property or injury caused or death of any person caused by the negligent act or omission of the Contractor / their Employees agent or sub-contractors.
19.	All the CD’s, operational manuals, stationery and similar accessories made available by Equipment vendor would be handed over by the Contractor to REC after installation work is over.
20.	REC reserves the right to enter into a rate contract with L1 bidder for items and services initially for a period of 1 year which may be extended further as per the future requirements.
21.	All bidders shall be required to certify that they would adhere to the Policy for prevention of Fraud in REC and not indulge or allow anybody else working in their organization to indulge in fraudulent activities and would immediately apprise the organization of the fraud as soon as it comes to their notice.
22.	Vendor have to comply all statutory lows of land and all the tax clearance activity the bidder has to take care on his own cost.
23.	For initial scanning/digitization work the vendor will bring scanning solution (e.g. scanners, scanning software, system (if required), n/w etc. and wherever he has supplied he will own it and will be responsible for its maintenance.
24.	REC offices in India means the REC’s Corporate/Zonal/Project/Sub/Subsidiary company offices in India

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SCOPE OF WORK

The scope of work for this tender shall be in two stages as given below:

Stage –I: (a) Supply, installation & integration of Document Management Software.

(b) Supply, installation and commissioning of Server and other related hardware.

Stage –II: Digital Conversion of existing documents (Backlog Digitization)

Stage –I: (a) Supply & integration of Document Management Software

The bidder is required to supply and install the required software package for document management on the Server as well as on desktops at all locations (if required).

The bidder shall supply DMS Software equipments/ components as per technical specifications mentioned in the Annexure -IV. The software should be platform independent and web-based. The documents digitized and indexed using the software should be such that they can be queried using any other DMS.

The offered product should have full functionality and integration with present and future applications owned / executed by REC on Windows/ AIX/ Unix/ Linux, Sun etc. OS platforms and databases. The software should provide for extensive use of XML based API toolkit for system integration and application development and capability to integrate.

The bidder shall not bid /supply any equipment that is likely to be declared end of sale within next two years. Bidder shall submit an OEM undertaking in this regard to REC.

Bidder shall be responsible for end-to-end implementation and shall quote and provide/supply any items not included in the bill of materials but required for commissioning of the infrastructure. REC shall not pay for any such items, which have not been quoted by the bidder but are required for successful completion of the project.

Architectural Considerations:

- Built on a multi-tier architecture with each tier fully independent
- Support industry standard ODBC compliant oracle database
- Support communication between server and client components using HTTP protocol
- Provide dependable digital archival, fast retrieval and efficient distribution solutions by physically storing documents.
- Support SAN / NAS for high volume image storage

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- Support XML based data transfer between the components.

Document Scanning Features:

- Support all industry standard TWAIN/ ISYS compatible scanners
- Support quick scanning and indexing of bulk documents. The stages of scanning, quality check and Indexing shall be preferably mapped as stages in scanning solution
- Automatic categorization and segregation of scanned images as different documents types based on barcode / page separator and manual page marking method
- Easy to use GUI for setting the scanning properties like indexing parameters.
- Facility to upload scanned batches with Auto folder/ Subfolder creation document filing & indexing on user defined fields
- Support all the special image enhancement functionality offered by the scanner through the driver interface
- Capture tool should be capable of delivering asynchronous processing - work doesn't "wait" for other pages in the batch to enable parallel processing without compromising on Document integrity

Document Acquisition Features:

- Support bulk import of image and electronic document along with drag and drop option and should provide support for unlimited file formats.
- Support Scheduled uploading from directories i.e. Folder Mapping as so that files can be scheduled for upload
- Workflow support – the solution must allow for the automation of a range of processes. Provide GUI tools to construct the automation of the complete lifecycle of documents in managing policies associated with each lifecycle stage, attributes, access control, document ownership, document format transformation, folder linking, etc.

Archival of Electronic Documents:

- Web based Capture through document scanning, document acquisition, automatic data capture e.g. Uploading of email, incoming fax, scheduled uploading from directories.
- The Capture product should support both browser (web) based scanning and indexing capabilities.
- Support categorization of documents in folders-subfolders similar to windows interface. There shall not be any limit in creation of number of folders and sub-folders. Properties and attributes of a folder like security, meta-data, etc. shall be percolated to lower levels.
- Allow storage of different file formats and documents belonging to any of these file formats can be stored.
- DMS and Capturing tool should be integrated and must provide following functionality out of box.

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- The capture product must be able to trigger appropriate processes internal based on classification of the documents and Meta data.
- Upon export, the capture product must be able to attach appropriate lifecycles
- Upon export, the capture product must be able to assign the appropriate security and access control profile based on the document type
- Upon export, the capture product must be able to export images to the correct folder location and create a folder if necessary
- Upon Export the capture product must be able to create a new version (Major and Minor) of document if one already exist.

Document View:

- The viewer should support multiple imaging features like Zoom In, Zoom Out, Rotation, navigation across the pages etc.
- Provide facility of putting different types of annotations like highlighter, straight lines, free hand lines, sticky notes, redaction, rectangles, etc.
- Store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations.

Indexing:

- Support creation of custom defined data type definition. Each data type in-turn shall have multiple variable
- Support Indexing at multiple levels – Batch Level Indexing, Folder Level Indexing, Document Level Indexing, Page Level Indexing.
- Facility to have number of fields of various types like Alphanumeric, date, float, numeric etc.
- Provide facility to index folders and documents on user-defined data type.

Search & Retrieval:

- Provide extensive search facility to retrieve documents or Folders
- Support saving of searches and book-marking of documents from search results.
- Support search on custom defined meta data for documents and folders
- Provide full text search for searching across contents of documents.
- In case of word or phrase search, text around the search term from the documents should be displayed in the search result. The words searched for shall also get highlighted providing the context of the document around the word(s).
- Support advanced search using Boolean and logical operators like and, or, greater than etc.

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Version Control:

- Inbuilt version control system
- Support various features like Check In, Check Out, Undo Checkout, View Version History, View Latest Version, etc.
- Support for single Check In and Check Out of documents
- Proper Access mechanism on version control
- Provide version history of documents with appropriate comments entered by concerned end users.

Security:

- Support definition of Users, Groups in the system.
- Support access permissions on Folders, documents and object level.
- Support multiple levels of access rights (for Add / Delete/ Edit/ View/ Print/ Copy or Download) and the system should provide following hierarchal access rights :
 - No permissions
 - User should be able to search but not open the document
 - View only permission
 - View and annotate Only permission
 - User should be able to create a new version of a document but not be able to modify the original version.
 - User can modify the original document
 - Delete permission etc.
- Support system privileges like Create/Delete/Expire of login Users, Define indexes etc.
- Support secure login id and passwords for each user and passwords shall be stored in encrypted format in database.
- Support extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric.
- Support Disaster recovery by replicating the data at remote locations
- Provide LDAP support for integrating with directory services like Active Directory and single sign on
- Support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time and system should provide detailed out-of-box Reports and granular audit trials (access time of the file, time of share of file, changes if any)

Integration:**S/w Integration:**

- **ERP integration:** The bidder should be required to integrate DMS with the existing ERP applications (Oracle Apps. 11i) so that user is able to open the desired document from all the forms preferable with single sign-on OR further loose integration as per the requirement of REC
- Bidder should be able to integrate DMS with existing ERP oracle application without any technical support or minimum support from the
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existing ERP vendor in REC, so that no financial burden impact on REC by the ERP vendor

- The software should support multiple platforms, databases and web servers.
- The bidder is required to provide the complete database along with structure so as to enable REC to use / share the above database with the other applications.

H/w Integration:

- The solution provided should be able to integrate seamlessly with REC's existing Hardware setup (namely: Data Center, Disaster Recovery Center, MPLS VPN link, Security standards defined to ensure continues availability of services to the users
- If require the firm has to sign an Operation Level Agreement (OLA) with other service provides

Easy Administration:

- Support single point web-based administration for the complete management of access for managing and administering all repositories, servers, users and groups regardless of their location across the enterprise
- The Admin module support Users/Groups granting Access Rights to them and set password expiries
- The Admin module provide easy to use interface for Index structure definition, that can be used by different users
- The Admin module shall provide facility to take complete and incremental backups and restore mechanism and shall be able to integrate with third party backup solutions.

Collaboration:

- Comprehensive tools for enabling collaboration across the organisation.
- Support discussion forums to create new threads for discussion and message posting
- Support event module to post latest happenings in the organisation to make others aware what's happening
- Polling feature to publish opinions on multiple topics and subjects
- The system have a document sharing module to share documents with different users in the organisation
- Support bookmarks and favourites section to book mark favourite documents and URLs for later use

Stage –I: (b) Supply, installation and commissioning of Hardware

The Bidder is required to supply, install and commission the requisite infrastructure i.e Servers, storage etc. as per the details mentioned in the Technical Specifications. It is the responsibility of the bidder to integrate all the components supplied by it as well as ERP applications.

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The bidder is also required to segregate, classify and configure the machines for Scanning & Indexing workstations, Quality control workstations, Backup Server, Scanner, Laser Printer, Upload workstation, MIS machines, and CD cutting machines etc.

Preventive & Corrective Maintenance Services

This activity shall be carried out at least once in every quarter during the warranty period or maintenance period, in addition to the normal maintenance required and sub activities as below:

- Conduct preventive maintenance (including inspection, testing, satisfactory execution of all diagnostics and necessary repairing of the equipment)
- Cleaning and removal of dust and dirt from the interior and exterior of the equipment.
- Trouble shooting of hardware / Software problems of all supplied equipments and rectification of the same.

The bidder shall provide on-site warranty & maintenance support services for a period of **three years** from the date of installation for the items covered under Stage –I (a) and I(b).

Stage –II: Digital Conversion of old records/files (Backlog Digitization)

As part of this project, approximately 2.5 lacs (the numbers is indicative, job will be as per actuals) of existing documents of all types pertaining to various Departments/sections of REC's offices across India are required to be scanned and digitally converted with proper indexing and archival for easy retrieval.

Scope of Work for Digitization Services

- Total volume: - Approximately 2,50,000 pages (may vary as per actual requirement), most of the documents are available either in filed, pinned or in bind book shape which may be typed/handwritten/printed papers except certain brochures/handouts, forms etc.
- Age of documents:- Year 1969 to till date
- Page Size: - A3, A4, A5, letter & legal
- Simplex/Duplex: - Simplex & duplex
- Scanning mode & dpi: - Primarily Black & white @ 200 dpi or more. However, there could be some color document for scanning.
- Image saving: - Individuals documents have to be stored in appropriate format with defined parameters like date & type of circular

Pl. note above scope of work may include any other work required for making the document management system fully functional up to the satisfaction of

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SLA Matrix: The service provide is required to meet the minimum output as per the table defined below:

Sr. No.	Cumulative working days	Minimum output required in terms of documents scanned to uploading on server & integrated with ERP Application (if not achieved targets as below will attract "Liquidated Damages" clause under T&C-Annexure-II)
i.	30	30,000 pages
ii.	60	60,000 pages
iii.	90	1,00,000 pages
iv.	120	1,50,000 pages
v.	150	2,00,000 pages
vi.	180	2,50,000 pages
vii.	If the actual pages are beyond 2.5 lakhs, then calculation will be done for 1000 pages/day.	

Service provider shall provide on-site maintenance, support services during the period of contract and warranty period

DELIVERABLES

Stage –I

- Kick –off presentation
- Detail Project Plan
- Installation Report
- Requirement Specification document
- Configuration, Customization and Policy Documents
- Commissioning & Integration Report
- Acceptance Testing Reports
- Certification from OEM/Manufacturer for providing complete support of product (Hardware / Software) for a period of three years even in the case of product upgrade or discontinue of product for all the major components
- Relevant Manual and Literature
- Training and Course Material

Stage –II: These reports are to be provided for all the activities given in Scope of Work:

MIS Reports

- Receiving of documents
- Distribution of documents
- Scanning

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- Merging
- Quality Control
- Upload to the Server
- Handing over documents
- Log reports
- List of document according to search

Note: All reports should have the provision for generating reports between dates, location wise, department wise, user wise etc.

Other Reports

- Daily / Weekly Status reports for all services defined in Scope of work
- Actions taken to resolve the problem
- Action plan to prevent re-occurrence, with project plan / tasks required and timing for each major milestone of the correction effort, and identification of REC responsibility in the correction process.
- In addition to the standard/built-in reports the bidder has to develop 25 -30 more customized reports.

The bidder shall workout the formats for above reports and gets these approved by REC.

Training:

The Bidder shall provide comprehensive **two weeks** training for installation and maintenance staff (30-35) free of cost where required. The bidder should provide a systematic training plan and get it approved from REC. The Bidder shall also provide all the training material and documents pertaining to Tendered item. Conduct of training of the REC personnel shall be at a remote project site location (mainly in state capitals), which will be communicated by the REC to the selected bidder.

Major topics to be covered in the training are as following:

- **DMS software**
 - Users (Desktop)
 - Installation and configuration
 - Operation and management
 - Scanning and Indexing
 - Categorization and Storage
 - Retrieval
 - Administration (Server)
 - Installation and configuration
 - Operation and management
 - Backup and restore
 - Trouble shooting
- **Scanner and equipment handling**
 - Installation and configuration of H/w and related software
 - Scanning and operation for document scanning
 - Saving the documents with key words in proper folder

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- Uploading on the Server
- Any other

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TECHNICAL SPECIFICATIONS FOR

(Supply, installation & integration of Document Management Software)

Sl. No	Technical Specification	Compliance Y(es) / (N)o	Deviation
1.	Platform Independent multi-tier architecture		
2.	The Software (Server side) should be workable on Windows/ Unix /Linux platforms and on the client side should work on Internet Explorer, Netscape, Mozilla Firefox v1.5 & above. Client side OS will be Microsoft win2k/2k3/xp/vista/7		
3.	Electronic Document Management System (DMS) should support separate document repository consisting of centralized Index Database.		
4.	RDBMS offered		
5.	Web based administration		
6.	Document Scanning support from browser and client		
7.	Image Viewer to View [Image type's jpg, gif, tiff, bmp etc.] (optional)		
8.	Support for Application & Database Server		
9.	Should support Web Servers such as Microsoft/Apache/Jboss etc.		
10.	Support for separate Image server for storing actual images		
11.	Should support millions of documents at Central level without affecting performance and should be scalable		
12.	Should support ability to scale up from smaller deployments to high volume deployment		
13.	Integrated back-end administration for all server(s) and document repositories on distributed network		
14.	n-tiered architecture, the logical and physical separation of metadata storage from document repository storage		
15.	DMS needs to support popular network protocols		
16.	LDAP/AAA authentication and single sign-on support.		
17.	Supports SSL/HTTPS for secure transmission.		
18.	Unicode support for Indian regional languages [Hindi support mandatory]		
19.	The Solution server (software server) should be built using platform independent scripts		
20.	The Software (Server) should be certified on		

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	Windows/AIX/ Red Hat Enterprise Linux 4 platform		
21.	The database supported should be RDBMS database.		
22.	Solution should be platform independent and should be based on open standards		
	Integration Features		
23.	Should be based on open standards and have API support for data import & export		
24.	Supports ODMA [open document management API] or WebDAV [Web-based Distributed Authoring and Versioning] for integration with desktop applications (optional)		
	Security Features		
25.	Definition of Users and Groups relation in the system		
26.	Grant users and groups access permissions on Folders, documents and User defined Indexes		
27.	Multiple levels of access rights (Delete/Edit/View/None)		
28.	Support for system privileges for creating, deleting users, Creating indexes, Workflow definition etc.		
29.	Facility of Secured Notes sharing		
30.	Secure login and passwords for each user, solution should support digital signature (if required)		
31.	Support for Password encryption		
32.	Audit-trails at user, folder and cabinet levels		
33.	Support for encryption of documents at storage level		
34.	Should Support Disaster recovery by replicating the data at remote locations		
35.	Support for digital signature software		
36.	Should be able to use standard 3rd party digital signature software's		
37.	Support for digitally signing of documents		
38.	Support for signed audit trails for improved security		
	Administrative Features		
39.	Web based administration through any standard browsers		
40.	Should support Definition of Users and Groups for the system		
41.	Option of granting rights to access, modify or delete documents and Folders		
42.	Should support Complete Document lifecycle management for managing online, offline documents and for document archival		

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43.	Facility of generating Audit-trails at user, folder and cabinet levels		
44.	Support for taking complete and incremental backups		
45.	Integrates with LDAP/AAA servers for unified policy management and single sign-on.		
46.	Administrator should have purge options on audit trails		
47.	Admin should have rights for selective audit trails		
	Document Acquisition/ Capture	Compliance Y(es) / (N)o	Deviation
48.	Software should support web based scanning and can Import both Image and Electronic documents		
49.	Support for production level scanning in bi-tonal, gray-scale and color images		
50.	Produces/uses standard TIFF V6 files without modification.		
51.	Supports simplex and duplex scanning		
52.	Script for handling complex scanning using simplex and duplex scanners		
53.	Facility to scan multiple pages into batches for auto/manual processing		
54.	Support for scanning different pages of a document at different dpi resolutions.		
55.	The scanning interface should have a GUI based template definition module		
56.	Delete, re-scan and insert pages into document before committing to disk		
57.	Support for Template definition for document capture through scanning that contains General information, Data class and fields, Folder, and Document information.		
58.	Supports wide variety of scanners from low-speed (individual desktop units) to high-speed production scanners; flat-bed and page feed scanners		
59.	Support for standard Image Operations such as rotate, invert, zoom-in/ zoom-out, zoom percentage etc.		
60.	Simplified Export of scanned batches into DMS with Auto folder/Subfolder creation document filing & indexing on user defined fields		
61.	Extensive Reports & Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc.		
62.	Supports document capture through Print and Email redirection.		

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	Information Management	Compliance Y(es) / (N)o	Deviation
	Hierarchical storage		
63.	Document Repository for managing information		
64.	Organizing documents into Cabinets, Folders and subfolders for Classification of information and hierarchical storage management		
65.	Supports an organizational hierarchy that can be mapped to customer file, subsection, document, and page.		
66.	Supports transparent user access to multiple, distributed document repositories across LANs and WANs.		
67.	Inbox and Outbox for individual users for posting documents		
	Indexing		
68.	Support multiple indexes for different types of documents.		
69.	Support for indexing the documents or folders on user defined and system defined parameters		
70.	Association of documents and folders with user-defined indexes for easy search and retrieval		
71.	Filing & Indexing of documents for quick retrieval		
72.	Facility to add keywords with documents to act as quick reference for the documents		
73.	Functionality for defining user-defined indexes or fields that could be associated to any document across the Cabinet.		
74.	Should support Auto indexing using CSV import from other applications		
	Version Management		
75.	Version control for tracking document revisions		
76.	Support for image and electronic document versions, version comments		
77.	Check-In and Checkout support for collaborative working on documents		
	Collaborative working		
78.	Linking of Documents for cross-referencing related documents		
79.	Support for setting event based alarms and time based reminders		
	Search and view	Compliance	Deviation

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		Y(es) / (N)o	
	Document/Folder Search		
80.	Search single document or document repository based on user-defined criteria (index attributes or full-text)		
81.	Search for documents or folders on document or folder profile information such as name, created, modified or accessed times, keywords, owner etc.		
82.	Search for documents/Folders using user-defined indexes like Customer name, address, Company name, Telephone no. etc.		
83.	Support for Boolean and complex logical searches like "criterion1 AND criterion2" etc		
84.	Facility to Save search queries and results		
85.	Combined search for documents/folders using profile and Indexed search		
86.	Software optimized for rapid search and retrieval on multiple very large document repositories		
87.	Provides a list of matching documents (repository search), listed by relevancy		
88.	The solution should take less than 10 to 15 seconds to retrieve at least 10 pages of TIFF format.		
	Document viewing		
89.	Support for annotations like highlighting, marking text, underlining, pointing arrows, putting sticky notes on documents and support for text and image stamps		
90.	Supports creating, viewing, printing, deletion and other manipulation of "sticky notes" on documents, pages and folders without altering content of documents, including "read-only" documents and images.		
91.	Supports colored notes (optional)		
92.	Supports all standard Image operations such as rotate, invert, brightness/contrast etc.		
93.	Facility of zoom-in and zoom-out, zoom percentage & Zoom lens to zoom in on a part of image		
94.	Facility to traverse to next page/previous page or specific page for viewing multi page documents		
95.	Support for securing annotations for selective users		
96.	Facility of taking print outs with or without annotations		
97.	Support for Thumbnails view.		
	Adaptive Workflow	Compliance	Deviation

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		Y(es) / (N)o	
98.	Rule free routing and tracking of documents, messages		
99.	Collaborative working on documents in a secure environment through work-items		
100.	Support for Rule and Role based routing of Work items		
101.	Create Ad-hoc or predefined routes for automatic document routing on sequential / parallel routes.		
102.	Support for sequential routes		
103.	Route Work-items to users inboxes for their action i.e. task assignment for each user		
104.	Facility of attaching documents and folders in work items		
105.	Facility to act upon, forward, return or complete Work-items		
106.	Support for referring Work-items to other users outside the pre-defined route		
107.	Diversion of Work-items to other users for delegating or substituting		
108.	Time-based/ Event-based reminders		
109.	Provision of putting shared and secured notes for collaborative working on Work items		
110.	Printing of the note sheet/ File for reference		
111.	Strong Searching, reporting and monitoring of work process and status		
112.	Support for electronic approval process integrated with workflow capabilities		
113.	Facility of associating a note-sheet with the file enabling users to comment and review.		
114.	Priority based document flow. i.e. user should be able to flag in a visible way the urgent documents		
	Digital Security, Reports & Audit Trails	Compliance Y(es) / (N)o	Deviation
115.	Extensive Audit-trails at user, Folder and repository levels.		
116.	Audit trails on separate actions and between specific date/times		
117.	Support individual user, encrypted passwords and forced periodic change of password		
118.	Notify systems administrator of attempted security breaches		
119.	Support for system privileges for creating, deleting		

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	users, creating indexes etc.		
120	Log-off user after several incorrect password attempts		
121	Can use O/S security schema (optional)		
122	Provide an audit trail for viewing certain restricted documents		
123	DMS product support very granular access and security restrictions, including the creation of groups of users with specific document manipulation rights (add documents, delete, view, print, etc.) to designated types of documents (index field) groups of documents (index field) and specific individual documents.		
124	Ability to assign various document manipulation and viewing options to users (e.g., document add, modify, delete and view functions)		
125	System Reports and Statistics		
126	Tracking of each Work item through track-sheet which records all user actions		
127	Search on workflow progress through status searches, searches on user-defined indexes, full-text search		
128	Searches on Work items date and time		
129	Reporting facilities: daily, weekly or monthly reports on completed, incomplete Work items to identify slack and improve efficiency		
130	Supports Digital signatures using open source software adaptor architecture using any third party software (Cryptography provider) like Verisign etc. which can be integrated easily depending upon REC requirements and security standards followed		
131	For each private key its corresponding public key is stored in DMS server, which can be used by different users to authenticate the digital signatures. For digitally signing the document, users will enter their Private key, user name and password and once the document is digitally signed, the complete signature history is maintained like name of the signer, date and time when signature is executed and notes associated with the signature like Approved, rejected etc.		
132	The signature mechanism must be totally platform and application independent i.e., any file format supported in DMS can be digitally signed and the native application need not be invoked to view the signatures		
133	Should be able to track and log the changes made by		

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	users in the document		
134.	Escalation facility should be available so that when action is pending with a user beyond a reasonable period, the matter should be automatically escalated		
135.	Should be able to encrypt the documents to be sent with RSA keys (encrypted transmission)/standard encryption technologies		
	Printing/ Output	Compliance Y(es) / (N)o	Deviation
136.	a. Easy to print by page or by document object. b. Supports remote print/fax services c. Supports common SMTP-based mail systems		
	Storage, Backup and Disaster Recovery	Compliance Y(es) / (N)o	Deviation
137.	Should support for SAN and NAS and should have at least one active site of the same.		
138.	Supports near-line (magnetic and WORM storage) and off-line storage (tape), optical storage etc.		
139.	Supports Hierarchical Storage Management techniques using user-defined business rules		
140.	Supports various vendor's high capacity storage platforms – magnetic disk (native file systems), network attached devices and SCSI devices		
141.	Supports mirroring /RAID configurations		
142.	Fault-tolerant features such as replication, automatic cut-over on failure, fail-over back up and recovery capabilities.		
143.	Support various data storage platforms appropriate to the size and requirements.		
144.	Should support integration with standard backup/restoring tools		
145.	Support for incremental and full Backups		
146.	Support for replicating data onto remote sites		
	Scalability & Multi-site Deployments	Compliance Y(es) / (N)o	Deviation
147.	One or more Application Servers should be able to connect to a Database Server.		
148.	Same Application Server can connect to one or more database servers		
149.	Solution should support deployment of clustered database solution.		
150.	Built using stored procedures for high performance.		
151.	The document repository should support caching, replication and pre-fetching.		

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152.	Supports page-wise data fetching of multi-page images for better bandwidth utilization (very useful in case image is transferred over network to remote server)		
153.	Support for caching of remote content for fast future accesses.		
154.	Supports pre-fetching of remote Images for fast retrieval at local sites.		
155.	The solution supports the high volume of transactions and documents through such features as server replication and clustering or equivalent.		
156.	Supports deployment of multiple web servers, which can seamlessly connect to the same or multiple transaction servers.		
157.	Supports deployment of local web-servers, which connects to central Application Server layer farm.		
158.	Scalable to handle thousands of users & unlimited no. of documents		
159.	Support for web-server & Application Server		
160.	Can be deployed in distributed, semi-centralized or centralized manner		
161.	Data transfer between Web Server & Application		
	Other requirements	Compliance Y(es) / (N)o	Deviation
162.	Open, extensible architecture that would enable REC to quickly address new business needs in future		
163.	Should support the ability to scale up from smaller deployments to high volume deployment at REC		
164.	Should support Integration with OCR/OMR systems for eliminating manual data entry		
165.	Verified that the proposed solution meets document volume of at least 3 lac. Undertake to upgrade / replace the system in case of non-acceptable performance.		

The hardware specification given below is only an indicative. The bidder to assess the technical specification vis-a-vie the requirement and to propose alternative hardware solution to meet the same.

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(Supply, installation and commissioning of Server and other related hardware.)

Sl. No	Item Description	Specification		
1.	64 Bit Intel or equivalent Servers	Sr. no.	Form Factor	2 U
		a)	Processor/CPU	Intel® Xeon® processor 5600 series, ≥ @ 3.33 GHz, ≥12 MB L3 Cache, ≥ 1333 MHz FSB or higher
		b)	Slots	Minimum of 4 nos. of 64 bit PCI-E/PCI-X Slots (at least one free slot) or higher
		c)	Chipset	OEM approved Chipset
		d)	System Management Processor	Integrated Management Processor or equivalent with full Out-of-Band Remote Systems Management facility, Graphical User Interface including highly secure remote power control
		e)	Memory	Minimum 8 GB DDR3 RDIMM up gradable up to 64 GB with 8GB RDIMM
		f)	Memory Protection Features	Active Memory features such as Memory Mirroring & Online Spare or equivalent
		g)	Disk Controllers	Integrated Dual Channel Serial Attached SCSI (SAS) Disk Controller
		h)	Hard Disk Bays	Minimum of 4 x 3.5"/2.5" SAS Hot-Swap Hard Disk front accessible Bays or higher
		i)	Hard Disk Drives	4 x 300 GB 15K Hot-Swappable 3.5"/2.5" 10K SAS Hard Disk Drives or higher
		j)	RAID Controller	RAID Controller with 512 MB Cache & Battery Backup Unit. Should support RAID 0, 1 and 5.
		k)	Optical Drive	Combo CD-RW & DVD-ROM Drive
		l)	Ethernet Adapter	Dual Port 10/100/1000 Mbps Gigabit Ethernet Adapter with Wake-on-LAN & Alert-on-LAN or higher
		m)	Video	Minimum 16MB DDR memory with capability to display complex graphics

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		n)	Power Supply & Fans	Should have redundant Power Supply Units and adequate fans for cooling or equivalent
		o)	Ports	At least 3 nos. of USB 2.0, 1 each Serial, RJ-45, Keyboard, Mouse & Video Ports
		p)	Diagnostics LEDs (Front Panel)	Should have LED based indicators for indicating failed components within the Server (visual indication of system well-being)
		q)	Predictive Failure Analysis (PFA)	PFA should be available for Processors, VRMs, Memory, HDDs, Power Supply & Fans in conjunction with Systems Mgmt. Software
		r)	System Management and Diagnostics	Integrated Management Processor or equivalent to monitor Environment, event recording and Alert notification through visual Diagnostics, Power Mgmt. Features for monitoring actual power usage & providing power consumption capping details
		s)	System Software	Server Management software with the device drivers
		t)	OS Compatibility (latest version)	MS Windows Server 2003-2008 (Ent. and Std. Edn.) 64-bit, Red Hat Enterprise Linux 4.x 64-bit, VMWare ESX Server 3.0
		u)	Software/OS (latest version)	<ul style="list-style-type: none"> • Latest version of 64-bit OEM Microsoft Windows 2008/ Red Hat Enterprise Linux 4.x 64-bit Linux or wherever applicable Operating System for each partition with unlimited user. • Minimum one license for each Operating System supplied in the tender. The license should be capable to work on the network. • The OS license shall be provided to support all servers / partitions with separate Independent instances of the OS in each server /partition. • Partition management software having dynamic configuration

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			feature with GUI interface.
		v)	MISCELLANEOUS Rack Mountable
		w)	Warranty Minimum 3 years onsite replaceable

Note: This is certified that the system is capable of storing and retrieving at least three lac document pages with acceptable performance level.

Signature of Bidder

Name & Designation:

Company Seal

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COMMERCIAL OFFER (IN INDIAN RUPEES)

Please refer and read the tender conditions carefully before filling up of this form:

Stage –I

Name of the company/firm: _____

Address for correspondence: _____

Sr. No.	Description	Qty.	Unit Price	Taxes	Total Amount (including all taxes and levies) (in figures)	Name of the item /version /revision /part no.
(a)	(b)	(c)	(d)	(e)	(f=cx(d+e))	(i)
1.	Document Management System (Min 100 concurrent users on LAN / Web)	1			(in figures)	
					(in words)	
2.	Server along with OS • App server • DB Server • Standby/ test server	3			(in figures)	
					(in words)	
3.	RDBMS cost (Specify name & version)	1			(in figures)	
					(in words)	
4.	Integration with ERP	1			(in figures)	
5.	Training Charges (as per TRAINING clause at Annexure-II)	1			(in figures)	
					(in words)	
					TOTAL (Stage –I) :	(in figures)
						(in words)

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Note: It is mandatory to mention the Make /Model / Part No. / Version / revision number etc of each item offered in the schedule above (as applicable).

Stage –II

Sr. No.	Description	Qty.*	Basic rate per page	Taxes per page	Total Amount (including all taxes and levies) (in figures)
(a)	(b)	(c)	(d)	(e)	(f=cx(d+e))
1.	Cost of scanning, indexing, uploading of scanned images (along With Document Management software) Entire job has to be done as per the guidelines provided in this Tender.	2,50,000 pages			(in figures)
					(in words)
TOTAL (Stage –II) :					(in figures)
					(in words)

* Qty. is approximate the payment will be made as per actuals

GRAND TOTAL

GRAND TOTAL (TOTAL of 'Stage –I' + 50% of 'Stage –II')	(in figures)
	(in words)

Note: The bidders are required to fill all the columns in the price schedule in numeric INR only (No NA/blank column/ - / NIL etc.).

- Payment will be made according to the quantity of various items used as per the unit rate approved in the tender.
- The requirement stated herein the BID DOCUMENT(S) is approximate and may vary.
- The lowest quote bidder will be arrived by the lowest Grand Total and REC may use quantity, unit rate, and tax to recalculate the Sub Total/Grand Total.
- Figures quoted in figures and words against a line item must match. In case of any mismatch, the figures quoted in words will be taken as final figures.
- The amount in column-g, Grand Total are derived and will be recalculated (if require).
- The above quantities are indicative and may vary based on actual requirement while execution of work. The payment would be made as per actual.

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- Vendors are required to quote for all items along with installation. In case of not quoting any line item, the highest price quoted for the line item will be taken for the purpose of commercial evaluation, but the lowest price quoted in the line item will be taken for the purpose of issuing of order and payment.

Signature of Bidder

Name & Designation:

Company Seal

Signature of Bidder with Company Seal

LETTER OF AUTHORIZATION FOR ATTENDING BID OPENING
(To be submitted at the time of bid opening)

To,

Dy. GM (IT)
Rural Electrification Corporation Ltd,
Core –4, SCOPE Complex,
7 Lodi Road,
New Delhi –110003.

Subject: Authorization for attending bid opening on in the Tender **“Supply, Installation, Commission, Management and Maintenance of Document Management System, servers and hardware along with scanning of old records/files, indexing, archival, retrieval for REC Corporate office, Zonal and Project offices in India”**

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of in order of preference given below:

Order of Preference	Name	Specimen Signatures
I.		
II.		
Alternate Representative		

Signatures of bidder
Or
Officer authorized to sign the bid Documents on behalf of the bidder.

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate

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representative will be permitted when regular representatives are not able to attend.

2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.

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IMPORTANT DATES / POINTS AT A GLANCE FOR CONVENIENCE

[Bidders are advised to refer to the Bid document for details]

Sr No.	Item	Details
1.	Name of the tender	Supply, Installation, Commissioning, Management & Maintenance of Enterprise Document Management System, servers and hardware along with scanning of old records, indexing, archival, retrieval for Rural Electrification Corporation Limited
2.	Tender No.	Tender No: REC/IT/SWPUR(114)/DMS/2011/2
3.	Type of Tender	Open Tender under Two Bid system [Technical Bid & Financial Bid]
4.	Tender forms available from	IT Division, Rural Electrification Corporation Ltd, Core -4, SCOPE Complex, 7 -Lodi Road, New Delhi -110003 OR The tender forms can be downloaded from the REC website http://www.recindia.nic.in
5.	Date of Issue	
6.	Date of Pre-bid meeting	28/01/2011 at 14:30 Hrs
7.	Last Date & Time for bid Submission	18/02/2011 at 11:00 Hrs
8.	Eligibility and Technical Bid Opening Date & Time	18/02/2011 at 11:30 Hrs
9.	Cost of Tender	Rs. 500/- in the form Demand Draft issued from any leading Nationalized / Scheduled Bank in favour of "Rural Electrification Corporation Limited" payable at Delhi
10.	EMD	Rs. 25,000/- in the form Demand Draft issued from any leading Nationalized / Scheduled Bank in favour of "Rural Electrification Corporation Limited" payable at Delhi
11.	Letter of Authorisation	All the Bidders Representatives should carry a Letter of Authorisation for Attending Bid opening as per format at Annexure - VI.

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