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EMPLOYEES' PROVIDENT FUND ORGANISATION
(GOVT. OF INDIA, MINISTRY OF LABOUR)
Regional Office, 37, Royapettah High Road, Chennai – 600 014

No. TN/CHN/RO/Estt/G/Digital Scanning/Tender/2018

Dated: 18.05.2018

निविदा आमंत्रित करने की सूचना

विषय: ईपीएफओ, क्षेत्रीय कार्यालय चेन्नई 600014 में कार्यालय दस्तावेजों के डिजिटल स्कैनिंग के लिए निविदा

श्रम मंत्रालय और भारत सरकार की रोजगार सरकार के नियंत्रण में कर्मचारी भविष्य निधि संगठन क्षेत्रीय कार्यालय चेन्नई कार्यरत है। कार्यालय 37, रॉयपेटा हाई रोड चेन्नई 600014 पर है। उपरोक्त EPFO क्षेत्रीय कार्यालय चेन्नई कार्यालय के दस्तावेजों की डिजिटल स्कैनिंग आउटसोर्स करना चाहता है।

यह ध्यान दिया जाना चाहिए कि हमारे काम का लगभग **70% legal** आकार के कागज की स्कैनिंग और लगभग **30% A4** आकार का पेपर की स्कैनिंग होगा। बहुत कम **A3** आकार का पेपर की स्कैनिंग भी हो सकता है। इसलिए संभावित बोलीदाताओं को **A3, A4** और **Legal** आकार के कागजात स्कैनिंग के लिए अपनी दर उद्धृत करनी होगी। जो एजेंसियां व्यापार में हैं और काम करने में दिलचस्पी रखते हैं, वे दस्तावेजों का निरीक्षण करने के लिए कार्यालय में जा सकते हैं और निविदा के संलग्न नियमों और शर्तों के अनुसार **2** बोली प्रणाली में अपना उद्धरण प्रदान कर सकते हैं ताकि **28.05.2018, 4:00PM** को या उससे पहले इस कार्यालय तक पहुंचे।

निविदा और अन्य नियमों और शर्तों के विवरण के लिए कृपया इस कार्यालय की वेबसाइट www.epfindia.gov.in पर जाएं।

31134

सहायक पीएफ आयुक्त
ईपीएफओ क्षेत्रीय कार्यालय चेन्नई

BY SPEED POST

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दूरभाष/ Tele: 044-28139200

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कर्मचारी भविष्य निधि संगठन
EMPLOYEES' PROVIDENT FUND ORGANISATION
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)



(MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA)

क्षेत्रीय कार्यालय / Regional Office, 37, Royapettah High Road, Chennai – 600 014

No.TN/CHN/RO/Estt/G/Digital Scanning/Tender/2018

Dated: 18-5-2018

NOTICE INVITING TENDER

Sub: Tender for undertaking Digital Scanning of office documents
at EPFO, Regional Office, Chennai 600 014.

The Employees Provident Fund Organisation, Regional Office, Chennai functioning under the Administrative control of Ministry of Labour and Employment, Government of India is having its Regional Office at 37, Royapettah High Road, Chennai 600 014.

The above office indents to outsource the digital scanning of office documents at Regional Office, Chennai. It must be noted that approximately 70% of our work will be scanning of legal sized paper and approximately 30% will be of A4 sized paper. There may be very few A3 sized paper as well which will be scanned. Hence the potential bidder must quote their rate for scanning of A3, A4 & legal sized papers.

The agencies who are in the trade and interested to undertake the work may visit the office to inspect the documents and offer their quotation in a two bid system as per the enclosed terms and conditions of the tender so as to reach this office on or before 28.05.2018 by 4 pm by speed post, Courier or by hand.

For details of the Tender and other terms & conditions, please visit this office website www.epfindia.gov.in

Assistant Provident Fund Commissioner (F&G)
EPFO, RO, Chennai

TENDERING PROCESS

Tender is invited in two parts i.e. (1) qualifying/technical bid and (2) financial bid. The tender form for qualifying bid prescribed in Annexure-I and the tender form for the financial bid prescribed in Annexure-II filled in all respects should be enclosed in two separate sealed covers and both these sealed covers must be put inside a single sealed cover and should reach the Regional Provident Fund Commissioner, No. 37, Royapettah High Road, Chennai-600014, **on or before 28.05.2018 by 4.00 pm** either by SPEED POST/REGD.POST or by personal delivery in the Tender Box kept for this purpose at Regional Office, Chennai. The tenders received after this deadline under any circumstances whatsoever will not be entertained.

The inner sealed covers shall be super scribed with "Qualifying/Technical Bid" and "Financial Bid" separately and outer sealed cover shall be super scribed with "Tender for providing Digital Scanning of documents for EPFO, RO, Chennai". The qualifying/technical bid will be opened by a Committee of Officers of EPFO on 28.03.2018 at 04:30 p.m. in the presence of bidders in the Conference Hall in the main building. The qualifying bids will be scrutinised by the Department to shortlist the eligible bidders and thereafter the financial bids of the short listed bidders will be opened.

The Tender documents with complete details of tender including experience required, scope of the work and terms and conditions can be obtained in person from the "G" Section, Regional Office, Chennai from **21.05.2018 to 25.05.2018** between 10.00 am and 5.00 pm on payment of Rs.250/- as cash (or) DD drawn in favour of "The Regional Provident Fund Commissioner, Chennai 600 014". Bidders who had already purchased tender documents during the last tender process held in March, 2018 need not pay Rs.250/- this time. However new bidders must pay this amount.

The Tender can also be downloaded from website www.epfindia.gov.in under the head "Tenders". However a Demand Draft for Rs.250/- drawn in favour of Regional Provident Fund Commissioner, Chennai shall be enclosed along with the Technical bid towards the Tender Document cost. The renderers' who have downloaded the tender document and not enclosed the document fee for Rs.250/- will be rejected. Earnest Money Deposit of **Rs.30,000/- (Rupees Thirty thousand only)** per application in the form of Demand Draft/Banker's Cheque of Nationalised Bank drawn in favour of "The Regional Provident Fund Commissioner, Chennai -14" should accompany the qualified bid. EMD in any other form is not acceptable. No interest is payable on the EMD to either the successful tenderer or the unsuccessful tenderer. Qualifying bids without Earnest Money Deposit will summarily be rejected. EMD will be forfeited in case the eligible bidder withdraws during the tender selection process.

The EMD of the unsuccessful bidders will be returned immediately after scrutiny of the proposals. Tender without documents, as above/incomplete tenders are liable to be rejected. The Regional Provident Fund Commissioner, Regional Office, Chennai reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.



TECHNICAL REQUIREMENTS

The Bidder may be a proprietary firm, partnership firm, limited company, corporate body legally constituted and registered who possess the required licenses, registrations etc as per law valid at least for 12 months from the date of opening of tender.

The bidder shall have at least 3 (three) years experience in the field of Digital scanning of documents in State Government / Central Government /PSU/Autonomous Body under Government/Govt. Institutions/Educational Institutions. The list of clients along with satisfactory performance certificate in which the agency worked should be attached.

Having successfully completed at least 10 works of similar nature in past five years in State/Central Government/PSU/Autonomous Body under Central Government/Govt. Institutions/Educational Institutions of repute and to produce performance Certificate for the same. The bidders must submit supporting documents for the same.

The tenderer should furnish the following information with documentary evidence along with Technical Bid.

1. Company profile indicating the details of address, website, fax, email address, telephone both land line and mobile numbers
2. Service Tax /GST Registration no, PAN no and its related documents
3. Banker's name and address
4. List of clients including the name of the contact person & tel. numbers
5. Details of work orders for works carried out during the last five years (enclose work order copy)

(The submission of the bid without the documents mentioned above is liable for rejection. If the tenderer gives wrong information deliberately to create conditions for acceptance of the tender, the tender/bid is liable for rejection)

The bidder should submit Earnest Money Deposit (EMD) by way of Demand Draft of **Rs.30,000/- (Rupees Thirty thousand only)** drawn in favour of the Regional Provident Fund Commissioner, Chennai 600 014 along with the quotations failing which the tender will be out rightly rejected. EMD in any form other than stated above shall not be accepted.

All tenderers are advised to visit the site and inspect the documents where the Digital Scanning work proposed to be carried out before submitting the tender.

No overwriting is permitted in the Financial Bid Form and any correction should be attested by the authorised signatory. Under any circumstances correction fluid should be used in the Financial Bid.



The bidders must undertake that they must comply with all the labour law related compliances in respect of all the employees engaged by the agency for carrying out the above work.

The bidders must clarify the make and model of the scanner which they propose to use. All things otherwise equal, preferences will be given to bidders using sophisticated scanner of latest technology.

The bidder must also mention the number of scanner which will be deployed, the number of personnel proposed to be engaged and the number of hours each person will work and the number of days in a week each person will work.

The bidder must note that there are around 6 lakhs pages to be scanned. So the bidder must also inform how many pages will they be scanning per day.

The bidder must note that the scanning work must be started immediately on receipt of work order and hence the bidder must give a timeline in which they propose to finish the work.

The bidder must furnish a valid MSME certificate if applicable.

Terms and conditions for scanning and digitization of Documents

Pre-scanning

Agency will perform all the pre scanning activities which may include (but not limited to) collection of documents, removal of dust, removal of unwanted tags, pins, threads, rubber bands, application of curative techniques to biologically infected or otherwise damaged documents etc., sorting and numbering of pages in the document file in correct order.

The documents would be handed over in lots as agreed mutually between the Agency and the EPFO. (Employees' Provident Fund Organisation). The Agency shall provide acknowledgement of number of documents and number of pages in each document received from the EPFO. Number of documents/ pages in a file shall be checked in presence of the representative of the EPFO.

The Agency will maintain a record of the document details in a log register while collecting these documents. This log register should contain at least the following details:

- a. Description of the document collected [« file No.>
- b. Size of the pages in document (A3,A4/legal) along with the count
- c. Total number of pages in the document
- d. Collected from (Government Official)
- e. Collected by (Agency representative)
- f. Date of Collection
- g. Expected date of return
- h. Returned to (Government Official)
- i. Returned by (Agency representative)
- j. Actual date of return

Agency shall maintain and return the documents in their original form to the EPFO. Document shall be handled with extreme care so that their chronology is not disturbed.

For example, Multi-page documents that must be kept together (e.g., a letter with an attachment).

The Agency will carefully unfold and flatten the documents to eliminate creases and wrinkles and ensure that document maintain its original form without any damage.

Any damage to the documents shall make the Agency liable for penalty.

The Agency will take special care in preparing the documents which are too old and that may not be in good physical condition or are very delicate and may not be directly scanned.

This may include (but not limited to) pasting of torn pages, straightening of pages, unbinding of files that cannot be scanned directly. Some old documents may



require flat-bed scanners too. Agency may use ironing process to straighten them. Documents should be prepared such that normal scanner can scan it. After the scanning work the documents shall be made in the original conditions of the documents and files.

Agency shall be responsible for any damage caused by them during the process of scanning and digitisation of records and ensure that all such records are repaired at their own cost and information is retrieved. In casesuch retrieval of data or repair of record is not feasible the Agency will compensate for the same by making payment to the EPFO towards the value of the damaged or lost data/document/record asvalued by the EPFO.

Scanning and Digitization

Scanning resolution shall 300dpi or better, raw master image uncompressed and clean master image loss less compression shall be in file format Tiff 6.0 or better.

The scanned documents shall be converted into any of the standard file formats such as TIFF/ PDF/JPEG/RTF/ODT/PNG/GIF or other standard formats as per the requirement of the EPFO. All the pages of a single file have to be stitched together to generate an exact replica of the physical file. The stitched document should be represented in a TIFF/ PDF format.

The Agency shall ensure that the quality of scanned images is enhance to the optimum level and shall perform all such activities required to bring the scanned image to optimal level such asskew, de-skew to make the image straight, cropping and cleaning of images like removal of black noises around the text and providing equal margins around the text etc.

The Agency will deploy its own human resources for all the above mentioned activities. The Agency will deploy adequately skilled manpower resources to complete the job within the specified time and of specified quality.

Once all documents are verified and pass Agency's quality assurance phase, they will be stored on final digital media of the user's preference, complete with their indexes. At the end of the process all paper documents will be returned in their original form to the concerned department.

NATURE OF WORK:

The Work is to do the scanning of all pages of bound books where the page can be of size A4, A3 or Legal. Some of the books may be very old but majority are about 20 years or lesser.

The scanning shall be done using sophisticated scanners equipped with latest technology which shall deliver a very high resolution scanning output in real time.

The Agency should engage qualified persons to undertake the job. The persons engaged should have knowledge about the scanner and to undertake minor repairs if any in case of break down.

The Time period to complete the Digital Scanning of approximately 6 Lakhs pages will be 4 months.

The Agency should intimate the number of scanners used to undertake the job and also elaborate the methodology to complete the job within the given time period.

The Agency should give an undertaking to complete the job within the specified time.

In case of delay a penalty of Rs.500/- per day will be deducted in the bill.

For any delay which is beyond the control of the Agency, the same shall be recorded in the register and brought to the knowledge of The Regional PF Commissioner which shall be considered based on the merits. The decision of the RPFC is final in this case.

In case of breakdown, of any of the scanner, which shall be repaired and put into use/replaced within 24 hours, failing which the delay will be counted for penalty.

The Computers required for the Digital Scanning will be supplied by the EPFO. The agency cannot use their pen drive/external hard disk/ any storage device for data storage. The storage device will be supplied by EPFO. Any kind of leaking/theft of EPFO data will be dealt with as per the prevailing laws. The scanning activities will be carried out within the premises of EPFO, RO, Chennai.

Post Scanning

After scanning, the physical document would be pinned together/ tagged in the same form as it was given for scanning by the individual units of EPFO. At the end of the process all paper documents will be returned in their original form to the EPFO.

Each page shall be serially arranged and shall be counted while giving the documents back to the EPFO. Version Control mechanism should be allowed. Version control has to be done in case of addendum to the pre-existing digitized file. Agency will have to make this facility available in the capture and indexing module.

The Agency is required to use their own MIS tool to generate fortnightly reports for tracking the digitization status. These reports would contain basically summary of records scanned and stored. The release of payments is linked to fortnightly submission of these reports and the status of work to the End User Department and subsequent receipt of acknowledgement.

A folder structure/ configuration management policy has to be followed while storing the digitized data in the DVD/ hard disk and or central storage.



Information Security

The Agency shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by EPFO, out of EPFO premises without prior written permission from EPFO.

Agency shall, upon termination of this agreement for any reason, or upon demand by EPFO, whichever is earliest, return any and all information provided to Agency by EPFO, including any copies or reproductions, both hardcopy and electronic.

Default Penalty and Termination

Default is said to have occurred

- If the Agency fails to deliver any or all of the services as specified in the purchase order or any extension thereof granted by Buyer.
- If the Agency fails to complete the scanning, digitization and indexing in accordance with the time period(s) specified in the contract or any extension thereof granted by the Buyer.
- If the Agency fails to perform any other obligation(s) under the contract work order.
- If the Agency fails to comply with instructions of the Buyer with respect to improving the quality of scanning, digitization and indexing.

On occurrence of any default Buyer at its discretion may issue default notice to the Agency to rectify/improve the service level within a specified time period failing which an appropriate penalty (the quantum of penalty to be specified in the default notice by the EPFO) shall be imposed on the Agency. The maximum cumulative penalty on all the occasions put together shall not exceed 10% of the contract value.

Even after imposition of penalty or otherwise the defaults are not rectified or the service level is not brought to the acceptable level EPFO is at liberty to terminate the contract in whole or in part as the case may be.

The EPFO may at any time terminate the contract by giving written notice of one week to the Agency, without any compensation to the Agency, if the Agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Buyer.

PAYMENT SCHEDULE

1. The agency should quote the price for Digital Scanning of the paper in the enclosed financial bid Performa.
2. The rates shall be separately quoted for A-4, A-3 and Legal size.
3. Since the Computers, storage device are provided by the EPFO the rate should be only for supplying the Scanner and the manpower involved.



4. The scanner shall be removed from EPFO on completion of the work.
5. The payment will be made based on the no. of copies in respect of each size of paper scanned.
6. Only good quality Digital Scanning copy will be counted for payment
7. The payment procedure shall be as specified in the General Terms and conditions of GeM and the payment schedule may be any one of the following. The payment schedule will be selected by the EPFO at the time of placing the contract.

On Fortnightly/monthly basis for the work completed in the fortnight/month.

8. The bill shall be raised by the agency duly certified by the representative of EPFO authorised by the RPFC-I
9. The payment will be released within seven (7) days on receipt of the bill duly certified by the representative of EPFO.

Note :

It shall be the responsibility of the successful bidder to rescan, index and upload all such improperly scanned images. He shall not be paid any amount for rescanning of documents.



ASSISTANT PF COMMISSIONER (F&G)



Details of Enclosures

NAME OF THE WORK : Providing Digital Scanning of documents at Employees' Provident Fund Organisation, Regional Office, Chennai - 14

LIST OF ENCLOSURES:

1.

2.

3.

4.

5.

6.

7.

8.

I have gone through the terms and conditions and nature of work to be undertaken. I have also visited the site physically and the rate quoted is as per the above.

NAME OF THE AGENCY WITH SEAL

ANNEXURE -I**QUALIFYING BID DOCUMENT**

1.Name of the Registered firm/Company	
2.Address of the Company: (With tel.no/fax no/Email)	
3.Name & address of the Partners/Directors With tel.no/faxno./mob.no/email	
4.Contact person(s) with telephone number and mobile number	
5.No.of years of experience(*) in providing Digital Scanning with any State/Central/ Government/PSU organisations/Institutions etc	
6.List of Clients along with certificate of appreciation from at least three important clients	
7.PAN/GIR number(*)	
8.Service Tax /GST Registration no.(*)	
9.Bank account details(*)	
10 Affidavit in the prescribed format to the effect that the agency has not been blacklisted by Central/State Government (attach copy)	
11. Details of Earnest Money Deposit (EMD) DD no./Date/Drawn on bank	
12. Details of Tender document cost, if it is downloaded from the website.	
13.Any other relevant information (Including undertaking for compliances of labour laws)	



14. Make, model and count of scanners proposed to be used.	
15. No of personnel to be engaged.	
16. No of hours each day and no. days per week these persons will work.	
17.No of pages proposed to be scanned every day	
18. Timeline for completion of entire work	

Declaration by the Tenderer:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

I hereby certify that the information furnished above is full and correct to the best of my / our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with seal)

* Details in respect of government and non-government organizations may be provided in separate annexures accompanying this qualifying bid.

FINANCIAL BID

For providing Digital Scanning work in Regional Office ,Chennai 600 014 .

Name of the Firm/ Company:_____

Sl.No.	Size of document	Rate per page	GST	Total per page	Remarks
1	A4				
2	A3				
3	Legal				

Date:

Signature of Authorised Signatory with Seal



**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD
WITH REGARD TO BLACKLISTING/NON-DEPARTMENT, BY ORGANISATION**

To

The Regional Provident Fund Commissioner-I
EPF organisation,
37, Royapettah High Road,
Chennai 600 014.

Sir,

I/We hereby confirm and declare that I / we,

M/s. _____

Is/are not blacklisted/De-registered/debarred by any Government Department/Public Sector Undertaking/Private Sector/ or any other agency for which we have executed/undertaken the works/Services during the last 5 years.

In the event of any such information pertaining to the aforesaid matter found at any given point of time either during the course of the contract or at the bidding stage, my/our bid/contract shall be liable for truncation/cancellation/termination without any notice at the sole discretion of the purchaser.

Yours faithfully,

Place:

Date:

(AUTHORISED SIGNATORY WITH SEAL)