REQUEST FOR PROPOSAL (RFP) FOR DEVELOPING DIGITAL ARCHIVES FOR PRIME MINISTERS MUSEUM AND LIBRARY

Tender No: PMML/e-tender/Digital Archives/2024-25 (Participation through E-Tender only)
Visit: https://nmml.ewizard.in
(E-wizard helpdesk 011:49606060)

PRIME MINISTERS MUSEUM & LIBRARY
TEEN MURTI HOUSE
NEW DELHI – 110011

August 2024

PRIME MINISTERS MUSEUM & LIBRARY

REQUEST FOR PROPOSAL FOR DEVELOPING DIGITAL ARCHIVES FOR PMML

E- tenders on behalf of the Director, Prime Ministers Museum and Library (PMML), are invited under Two Bid System viz. Technical Bid and Financial Bid from reputed, experienced and financially sound agencies/ Companies for developing Digital Archives in PMML as under:

S No.	Description	Schedule
1	e-Tender No.	**PMML/e-tender/Digital Archives/2024-25**
2	Name of Work	**DEVELOPING DIGITAL ARCHIVES FOR PMML**
3	Cost of the Tender Documents	NIL
4	Earnest Money Deposit (EMD)(Tender Security)	Rs. 2,00,000/-
5	Tender Processing Fee (Non-refundable)	Rs. 2,000/-+ GST @18% (Non- Refundable) payable to M/s ITI Ltd through e-payment. For clarification/ registration for e- tendering etc. Contact Mobile:9355030617,e-wizard helpdesk 011-49606060 & https://nmml.ewizard.in
6	Date & Time of sale of e-Tender(Online)	08-08-2024
7	Last Date & time of Submission/uploading of Bids (Online)	26-08-2024 by 3:30 PM on https://nmml.ewizard.in
8	Date & Time of Online Opening of Technical Bids	26-08-2024 at 4:00 PM
9	Date & time for opening of Financial Bid for Technically qualified bidders only.	Date & time for opening of Financial Bid will be intimated in due course.
10	Venue of Opening of Technical & Financial Bids	Prime Ministers Museum and Library, Teen Murti House, New Delhi - 110 011.
11	Bid Validity Period/Validity of Bid offer for Acceptance	180 days from the date of last date of submission of the tender
12	Address for Communication & Opening of Tenders	Director, Prime Ministers Museum & Library, Teen Murti House, New Delhi-110011.
13	Availability of Tender Documents (For download)	Tender can be downloaded from https://nmml.ewizard.in and can also be viewed/ downloaded free at website: https://nmml.ewizard.in. PMML may issue Addendum(s)/Corrigendum(s) to the Tender Document, if any, which can also be viewed on

		website www.pmml.nic.in

1. Proposals shall be submitted as per the "Instructions to the Bidders" Section.

2. Proposals shall be treated as incomplete and are liable to be summarily rejected if the requested parties do not submit all supporting documents or do not furnish the relevant details.

3. The validity of the offer shall be One Hundred and Eighty (180) days from the opening of the Technical Proposals.

4. The PMML does not bind itself to accept the lowest proposal and to give reason for any decision taken in respect of this Tender including cancellation.

Director
Prime Ministers Museum and Library
Teen Murti House
New Delhi – 110011

Section1

1. Instructions to Bidders

1.1. Name of Client and address: Prime Ministers Museum and Library, Teen Murti House New Delhi 11001.

1.2. Method of Selection: Quality & Cost Based Selection (QCBS)

1.3. Name of the Assignment: DEVELOPING DIGITAL ARCHIVES FOR PMML

1.4. Sections of this Bid Document:

- Instructions to Bidders
- Terms of Reference
- Formats for Submission of Tender Document

1.5. Bidders are advised to study all instructions, forms, requirements, appendices and other information in this RFP document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

1.6. Failure to comply with the requirements of this RFP may render the Proposals submitted by Bidders as non-compliant and the Proposals may be rejected. Bidders must:
- Comply with all requirements as set out within this RFP.
- Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.
- Include all supporting documentations specified in this RFP.

1.7. Bid Security/Earnest Money Deposit:

Earnest Money Deposit of Rs. 2,00,000/- in the form of Bank Demand Draft/Bank Guarantee for any nationalized bank of India, payable to/in favor of "The Director, Prime Ministers Museum and Library" at New Delhi to accompany the Technical Proposal. EMD can also be deposited online through RTGS/ IMPS in the following account:

Account Name: Prime Ministers Museum and Library
Bank Name: ICICI Bank
A/c No. 114505002341
IFSC: ICIC0001145

The EMD shall be valid for a minimum period of 180 days from the due date for the submission of the Tender. Submission of EMD is mandatory and no MSME Exemption is being given to bidders holding valid MSME Certificates.

1.8. Requesting Clarifications & Issue of Corrigendum:

If the bidder wishes to seek clarification it may do so in writing to PMML at aao.nmml@gov.in. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach on or before 5:00 PM, 10-08-2024 and in the following format:

S. No.	RFP Document Reference			Statement as per RFP	Query by the Bidder
	Page No.	Section No.	Section Name		
1					
2					

- Bidders must adhere to the above template while submitting their queries.

- Any requests for clarifications post the indicated date and time may not be entertained.

- At any time prior to the last date for receipt of bids, PMML may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

- The Corrigendum (if any) & clarifications to the queries from all bidders will be emailed to all participants of the pre-bid conference.

- Any such corrigendum shall be deemed to be incorporated into this RFP.

1.9. Right to Terminate the Process:

PMML may terminate the RFP process at any time and without assigning any reason. PMML makes no commitments, express or implied, that this process will result in a business transaction with anyone.

1.10. Publication of RFP Document:

RFP document will be published on the following websites:

- https://nmml.ewizard.in
- www.pmml.nic.in

1.11. Amendments to the RFP and Corrigendum:

1.11.1. Any addendum uploaded on the PMML's website will be binding on all Bidders. It shall be the Bidders responsibility to check PMML's website regularly to make sure that they are up-to-date with any changes made in the RFP.

1.11.2. To give Bidders reasonable time in which to take an addendum into account in preparing their Proposals, PMML may, at its discretion, extend the deadline for the submission of the Proposals.

1.12. Authentication of Bids:

A letter of authorization shall be supported by a written power-of-attorney accompanying the bid.

1.13. Uniformity:

To provide uniformity and to facilitate comparison of Proposals, all information submitted must clearly refer to the page number, section, or other identifying reference in this RFP. All information submitted must be noted in the same sequence as its appearance in this RFP. All pages of the Proposal must be paginated and signed by the authorized signatory.

1.14. Bid Scope:

The Bidder cannot bid for a specific portion of the project scope. The entire project scope of work has to be bid for. The scope of work includes: **DEVELOPING DIGITAL ARCHIVES FOR PMML fulfilling all of the Terms of Reference mentioned in Section 2.**

1.15. Consortium:

No Consortium is allowed for bidding, however, the bidder can opt for a technology partner. Bid specific support letter from the Technology Partner is to be attached with the bid.

1.16. Subcontracting:

The Bidder shall not be permitted to subcontract any part of its obligations under the Contract.

1.17. Period of Engagement:

The duration of the project is **6 months** from the day of signing of Contract.

1.18. Cancellation of Appointment / Contract:

The Appointment / Contract are subject to cancellation due to any of the reasons mentioned here under.

1.18.1. If the Bidder is found to have submitted false particulars / fake documents at the time of submitting the RFP for the award of assignment.

1.18.2. If the Bidder is found wanting in commitment to quality and delivery period / work plans, adherence to the guidelines, Statutory regulations, safe keep of all physical and electronic artifacts, conduct/ discipline etc., while executing the job. Any deviations from stated conditions and contractual clauses can lead to appropriate deterrent action as deemed fit by PMML.

1.18.3. If the Bidder fails to execute the job as per the defined scope, delivery targets, quoted rate or any other point previously agreed, after PMML issues the Letter of Intent (LOI)/ Letter of Authorization (LOA).

1.18.4. Any recommendation for award of Contract will be rejected if it is determined that the recommended Bidder has directly, or through an agent, engaged in corrupt,

fraudulent, collusive, or coercive practices in competing for the Contract in question; in such cases PMML will declare the Bidder ineligible, either indefinitely or for a stated period of time, from participation in any further activities of PMML.

1.18.5. If the Bidder fails to make written disclosure as per the Disclosure Clauses of this Tender Document, either at the time of submitting the proposal or after the Contract has been signed with the Bidder.

1.18.6. Manipulation of rates by cartelization.

1.19. Conflict of Interest:

1.19.1. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the Bidder or termination of the Contract.

1.19.2. In the event of a conflict of interest, the Bidder is required to obtain "no objection" from PMML in order to qualify to bid.

1.20. Opening of Technical Bids and Evaluation of Bids:

1.20.1. PMML will constitute a RFP Evaluation Committee to evaluate the responses of the bidders.

1.20.2. The RFP Evaluation Committee constituted by the PMML shall evaluate the responses to the RFP and all supporting documents/ documentary evidence.

1.20.3. Any Bidder's inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.

1.20.4. The decision of the RFP Evaluation Committee in the evaluation of responses to the RFP shall be final.

1.20.5. No correspondence will be entertained outside the process of evaluation with the Committee.

1.20.6. The RFP Evaluation Committee may email the Bidders to seek clarifications on their proposals.

1.20.7. The RFP Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

1.20.8. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

1.20.9. The bidders shall be evaluated as per the criteria as mentioned in **Section 2** of this document and bidders scoring a minimum of 70 marks shall be termed as technically qualified.

1.21. Criteria for Evaluation of Technical bids:

The Evaluation Committee shall evaluate the Technical bids on the basis of their responsiveness to the eligibility conditions mentioned in this RFP. Bidders who are termed Technically Qualified by the Committee upon clearing the **Minimum Technical Eligibility Criteria** will be called for Presentation. Only Agency obtaining a total score of 70 (on a scale of maximum of 100) or more in the **Technical Evaluation based on Minimum Technical Eligibility Criteria and Presentation (Award of Marks)** (Point 1.39), would be declared eligible for financial opening.

Every technical bid shall be awarded an absolute technical score of 'T' marks out of a total of 100 marks.

1.22. Opening of Financial Proposals:

1.22.1. The Financial Proposals and EMD of all non-qualifying Bidders shall not be opened through the e-tendering portal.

1.22.2. Bidders who qualify in the Technical Proposal shall be informed in writing, or through standard electronic mail, of the date and mode of opening of their Financial Proposals.

1.22.3. The Financial opening of the technically qualified bidders shall be done online/ video conferencing mode or offline mode and date and time for the same shall be duly informed.

1.23. Criteria for Evaluation of Financial bid:

L-1 will be decided based on weighted Total. Abnormal pricing entered by the Bidder in any line item as per prevailing market standards without convincing justification will lead to re-considering the Bidder's financial bid even if it is found to be the lowest. In such a scenario, the institution may reserve the right to consider the financial bids of other bidders.

Overall Evaluation Methodology and Award Criteria

(a) The tender shall be awarded on Quality cum Cost Based System (QCBS) selection Basis. Under this method, the selection would be based on both the quality of the technical bid and the costs shown in their commercial bid. This method will have following features:

   i. A minimum of technical score of 70% is required for technical qualification and further evaluation in commercial bid.

   ii. A weightage of 70% for technical score and 30% for commercial bid will be given during overall bid evaluation.

   iii. The bidders would be ranked in accordance with the Evaluated Bid Score. The highest Evaluated Bid Score bidder will be eligible for receiving the work order.

   iv. It must be noted that these terms can result in bidder with highest commercial quote winning the bid.

(b) The Institution will consider technical factors, in addition to the cost factors. An Evaluated Bid Score (B) will be calculated for each responsive bid using the following formula for comprehensive assessment of the bid price and the technical merits of each bid:

Stage 1: Technical Bid Evaluation

Bidder Details	Technical Marks Obtained
Bidder 1	92
Bidder 2	85
Bidder 3	55
Bidder 4	75

STAGE 2: Conversion of Technical Marks to Technical Score

Bidder Details	Technical Marks Obtained
Bidder 1	92
Bidder 2	85
Bidder 3	Rejected*
Bidder 4	75

*Since the eligible technical score should be 70 &above, bidder 3 is rejected

STAGE 3: FINANCIAL BID EVALUATION

Bidder Details	Financial Bid Amount
Bidder 1	1,30,000
Bidder 2	1,20,000
Bidder 4	1,00,000

Stage 4: Conversion of financial bid amount to score

Bidder Details	Technical Score	Financial Score
Bidder 1	100	76.92

Bidder 2	90	83.33
Bidder 4	80	100

Stage 5: Combined Technical and Financial Score (CTFS)With Weightage 70:30

Bidder Details	**Applying weights for the Technical Score & Financial Score**	**CTFS**	**Rank of the Bidder**
Bidder 1	$100*(70/100) + 76.92*(30/100)$	**93.07** (70+23.7)	L1
Bidder 2	$90*(70/100) + 83.33*(30/100)$	**87.99** (63+24.99)	L2
Bidder 4	$80*(70/100) + 100*(30/100)$	**86** (56+30)	L3

(c) The bidder with the highest Evaluated Bid Score (B) among responsive bidders shall be termed the Successful Bidder. Upon the successful bidder's furnishing of performance bank guarantee/DD/Cash/Banker cheque, INSTITUTION will notify each unsuccessful bidder and return their Bid Security as per Rules.

1.24. Confidentiality:

Information relating to the examination, evaluation, comparison, and post-qualification of Proposals, and recommendation of Contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such processes until information on Contract award is communicated to the Qualifying Bidder.

1.25. Mobilization / Start Date:

The Bidder is expected to commence the work after signing of the agreement.

1.26. PMML's Right to Terminate the Bidding Process:

PMML makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by PMML.

1.27. Performance Security:

1.27.1. Within two weeks of the receipt of notification of award from PMML, the successful Bidder shall submit a Performance Security of 5% of the total contract value either

in the form of a bank draft or Bank Guarantee. Such Performance Security must be valid till the successful completion of the contract.

1.27.2. Failure of the successful Bidder to submit the Performance Security or sign the Contract/Agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD/Security. In that event, PMML may award the Contract to the next lowest evaluated Bidder whose offer is substantially responsive and is determined by the PMML to be qualified to perform the Contract/Agreement satisfactorily. In such cases, a request for extension of validity of Bids shall be sent out to all other qualified Bidders at the earliest in writing or through standard electronic mail, if so required.

1.28. Price Offer and Taxes:

1.28.1. Price shall be quoted in INR and will remain fixed throughout the period of contract.

1.28.2. The Bidder shall submit ONLY ONE Financial Bid. **Prices quoted must be firm and inclusive of all taxes,** and no change alternate/conditional price offers shall be allowed.

1.28.3. Any price escalation due to delays by the selected vendor shall be borne by the   bidder.

1.28.4. All rates and prices once agreed in the Contract shall be fixed for the entire duration of the Contract and no requests for enhancements or additions shall be entertained under any circumstances.

1.29. Refund of Earnest Money Deposit:

The EMD of all bidders except the selected one would be refunded within two weeks of signing of Contract with the Successful Bidder.

1.30. Right to Inspect:

PMML reserves the right to inspect and investigate thoroughly the establishment, facilities, equipment, business reputation, and other qualifications/ documents of the Bidder during the evaluation period, as well as throughout the duration of the project.

1.31. Force Majeure:

The selected bidder shall not be liable for any Penalty charges due to delay in execution work/service   resulting from any causes beyond the bidders reasonable control including but not limited to compliance with regulations, orders or instructions of Central/State or Municipal Govt. or Agency thereto, Acts of God, Acts of Civil and Military authorities, fires, floods, strikes, lockdowns, war risks, riots and civil corn motion's and the bidder will seek extension of delivery period within three weeks of the occurrence of any such event and clearly state the anticipated delay in execution on account of such events. On receipt of such a request from the bidder, the delivery period be extended up to the time requested for by the bidder, subject to the further condition that if the delivery period is likely to be extended by more than sixty days on account

of any event the PMML will be at liberty to cancel the un-executed portion of the Work order without assigning any reason and without payment of any compensation.

1.32. Negligence:

If the firm neglects to execute the work with due diligence and expedition or refuses or neglects to comply with any reasonable order given in writing by the PMML in connection with Work order or shall contravene the provisions of the Work order, the PMML may give 21 days' notice, in writing, to the firm to make good the failure, neglect or contravention complained of and should the firm fall to comply with the notice within reasonable time from the date of service thereof, in case of failure, neglect or contravention capable of being made good, within that time or otherwise within such time as may be reasonably necessary for making it good, then and in such cases, the PMML shall be at liberty to take the Contract wholly or partly out of the hands of the bidder and reconstruct at reasonable price with any other person or persons. In such an event it shall be lawful for the PMML to retain any such balance which may otherwise be due by him to the firm on any account including the security money and apply the same towards the execution of the whole or balance of the works so re-contracted, as aforesaid. If no such balance is due by the PMML to the firm or if due, is not sufficient to cover the amount thus recoverable from the firm, it shall be lawful for the PMML to recover the whole or balance of the amount from the firm by action of law.

1.33. Bankruptcy:

If the supplier shall commit any act of bankruptcy or being a Corporation, commence to be wound up except for reconstruction purposes, or carry on its business under a Receiver, the executors, successor or other representative in law of the estate of the supplier or any such Receiver, liquidator, or any person in whom the contract may become vested, shall forthwith give notice thereof in writing to the PMML and shall for one month during which the supplier shall take all reasonable steps to prevent stoppage of the work, have the option of carrying out the contract subject to the supplier providing such Guarantee as may be required by the PMML but not exceeding the value of the work for the time being remaining unexecuted. In the event of stoppage of the work the period of the option under this clause shall be fourteen days only. Provided that should the above option not be exercised, the contract may be terminated by the PMML by notice in writing to the supplier and the same power and provision reserved to the PMML in the last proceeding clause of taking the work out of the supplier's hands shall immediately become operative.

1.34. Arbitration:

If at any time, any question, dispute or difference whatsoever, shall arise, between the PMML and the bidder, upon or in relation to or in connection with the contract, the provisions of Indian Arbitration and Conciliation Act-1996 and of the Rules there-under and any Statutory Amendment/ Modification or re-enactment thereof for the time being in-force, shall be deemed to apply to and be incorporated in the contract.

1.35. Jurisdiction of Court:

In case of any dispute between the parties, the Courts at Delhi only shall have the jurisdiction to settle/ decide and adjudicate upon such matters. Before approaching the court of law, and dispute or difference arising in connection with the contract shall be referred by either party for arbitration in accordance with Clause- 1.35 above.

1.36. Minimum Technical Eligibility Criteria:

The following criteria is required to be eligible technically for further consideration in the bid process and non-compliance in any of the criteria mentioned below would disqualify the bidder from proceeding to the next stage of evaluation.

S. No.	Minimum Technical Eligibility Criteria
1.	**Annual Turnover:** The Bidder should have an annual turnover of a minimum average of 1 Crore each in the last three financial years. CA certified Audited Balance Sheets for last three years to be submitted (2021 - 2022, 2022 - 2023, 2023 - 2024)
2.	**Authorization -** Bidder should be atleast in the top two tiers of the registered service provider category of the base open source information management platform or partner with a technology provider with such credentials. The technology provider should issue RFP specific support letter to the bidder. Necessary documents confirming provider's Tier 2 or higher status since more than a year should be part of the bid response. Necessary documents substantiating claim of Tier-2 provider or higher status since more than a year for the proposed Information Management platform should be part of the documents submitted and it should be cross verifiable independently by the Bid Evaluation committee.
3.	**Technology Competence –** The bidder or its technology provider should have multi-dimensional contribution experience in the base platform (proposed version), which should be directly verifiable in the code repository on internet, contribution experience should cover development of multiple modules and managing end user experience through documentation, walkthrough videos, etc.
4.	**Credibility of proposed solution:** The proposed solution should be a regular product having a proven history and track record. It should not be a custom application developed on a platform or an ad-hoc retrieval solution. And if, Bidder has taken support from the technology provider,

	it should submit documentation (purchase orders or certificates showing the experience of implementing multiple versions of the proposed solution, including the latest version as specified in the Eligibility criteria.)
5.	**Experience:** The bidder or its technology provider must have completed or substantially (work in which at least 80% have been paid) completed of similar works during last 5 years (2018-2023) should be either of the following: -: Three similar completed works each for not less than 1 crore pages with different institutions of Central/State Government Institutions or autonomous bodies. OR Two similar completed works each for not less than 1.5 crore pages with different institutions of Central/State Government Institutions or autonomous bodies. OR One similar completed work for not less than 3 crore pages with different institutions of Central/State Government Institutions or autonomous bodies. Bidder/Technology provider should be able to substantiate delivery of above through work experience documents produced as a part of technical response along with submission of the live URL of reference site.
6.	**TECHNOLOGY STANDARD -**The proposed solution should be developed using Angular, Node, and modern Java spring boot technologies with completely independent front and backend applications. The institution would like the freedom to develop its custom applications using REST APIs of Knowledge Management System's backend application in the future.
7.	**Past Performance History –** Bidder and/or the technology provider should have a clean past performance history. Bidder and/or the technology provider should not have any blacklisting, poor performance, and/or project cancellation without completion history in capacity of bidder, or technology provider. All parties involved in the bid i.e., bidder and technology provider to provide an undertaking conforming to this requirement and that if Institution finds non-conformance of Bidder, or the technology provider towards this clause then the bid would be summarily rejected.

8.	Bidder can be a Business Entity which shall be a company incorporated under the Companies Act, 1956 or 2013, partnership firm registered under the Indian Partnership Act, 1932, or LLP registered under The Limited Liability Partnership Act, 2008
9.	Bidders should also submit relevant tax related documents and any other certifications. ITR returns for last three years to be submitted PAN & GST Certificates to be submitted.
10.	The prospective bidder should have a local office in Delhi NCR.

1.37. Presentation by the Bidder:

The bidder fulfilling the Minimum Technical Eligibility Criteria will be invited for a presentation in the premises of the PMML at a designated date and time. The vendor needs to present its company profile, capabilities, scope of work adherence and experience in a 20 minutes presentation in front of the Technical Evaluation Committee.

1.38. Score matrix to evaluate the technical bids. (Award of Marks):

S. No.	Technical Criteria	Maximum Marks
1	**Annual Turnover:** The Bidder should have an annual turnover of a minimum average of 1 Crore each in the last three financial years. CA certified Audited Balance Sheets for last three years to be submitted (2021 - 2022, 2022 - 2023, 2023 - 2024)	**5**
2	**Technology Standing:** Technology Provider's standing for the proposed knowledge management system Maximum Marks – **15 Marks** Tier 1 Provider – 15 Marks Tier 2 Provider – 10 Marks	**15**
3	**Technology Competence –** The bidder or its technology provider should have multi-dimensional contribution experience in the base platform (proposed version), which should be directly verifiable in the code repository on internet, contribution experience should cover development of multiple modules and managing end user experience through documentation, walkthrough videos, etc.	**10**

4	**Approach & Methodology** – The bidder should submit a document to substantiate his approach towards the project	**10**
5	**Experience:** The bidder or its technology provider must have completed or substantially (work in which at least 80% have been paid) completed of similar works during last 5 years (2018-2023) should be either of the following: -: Three similar completed works each for not less than 1 crore pages with different institutions of Central/State Government Institutions or autonomous bodies. OR Two similar completed works each for not less than 1.5 crore pages with different institutions of Central/State Government Institutions or autonomous bodies. OR One similar completed work for not less than 3 crore pages with different institutions of Central/State Government Institutions or autonomous bodies. Bidder/Technology provider should be able to substantiate delivery of above through work experience documents produced as a part of technical response along with potential live walkthrough of production site would be needed.	**10**
6	**Past Performance History** – Bidder and/or the technology provider should have a clean past performance history. Bidder and/or the technology provider should not have any blacklisting, poor performance, and/or project cancellation without completion history in capacity of bidder, or technology provider. All parties involved in the bid i.e., bidder and technology provider to provide an undertaking conforming to this requirement and that if Institution finds non-conformance of Bidder, or the technology provider towards this clause then the bid would be summarily rejected.	**5**

7	Bidder can be a Business Entity which shall be a company incorporated under the Companies Act, 1956 or 2013, partnership firm registered under the Indian Partnership Act, 1932, or LLP registered under The Limited Liability Partnership Act, 2008		**5**
8	Bidders should also submit relevant tax related documents and any other certifications. ITR returns for last three years to be submitted PAN & GST Certificates to be submitted.		**5**
9	The prospective bidder should have a local office in Delhi NCR.		**5**

10	The Presentation will be evaluated as per the following parameters:
	
	  i. Company Profile
	  ii. Capabilities
	  iii. Scope of work adherence
	  iv. Experience of similar works
			30

		TOTAL	**100**

Only Agency obtaining a total score of 70 (on a scale of maximum of 100) or more on the basis of criteria for evaluation given in this bid, would be declared technically qualified. Every technical bid shall be awarded an absolute technical score of 'T' marks out of a total of 100 marks.

1.39. **All the documents as mentioned in this Section along with the documents as mentioned in Section 2 of this document shall form part of the complete Technical Bid.**

The bidder must sign on each supporting statement, undertaking, document, certificate etc. uploaded by it, thereby owning the responsibility for their authenticity and correctness.

1.40. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the PMML on the basis of this RFP.

1.41. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by PMML. PMML may cancel this public procurement at any time prior to a formal written contract being executed.

1.42. **Abnormally Low Bids & Unresponsive Bids:**

1.42.1. If a firm quotes NIL charges/Consideration, the bid shall be treated as unresponsive and will not be considered.

1.42.2. Abnormally low financial bids will be handled as per the guidelines issued by the Ministry of Finance, Government of India and for predatory pricing and abnormally low bids evaluations.

1.42.3. The bidder with Lowest Service Charge will be awarded the tender.

1.42.4. Following may lead to declare a proposal non-responsive:

- If a proposal is not submitted as specified in the RFP document
- If it is found with suppression of details
- If it is submitted with conditional and partial offers
- If it is submitted without the documents requested in Section 1
- If it has non-compliance of any of the clauses stipulated in the RFP

1.43. Indemnity:

The bidder shall obtain necessary trade and other license/ permission as may be required to carry out the tendered job and at all times indemnify the PMML against all claims which may be made in respect of any right protected by patent, copyright, registration or Trade Mark and shall take all risk of accidents or damage which may cause a failure of the supply and the entire responsibility towards fulfilment of the Contract. In the event of any claim in respect of alleged breach being made against the PMML, the PMML shall notify the bidder of same, and the bidder shall be at liberty at his own expense, to settle any dispute or to conduct any litigation that may arise there from.

1.44. Termination of Contract for default:

1.44.1. The PMML without prejudice to any other remedy for breach of Contract, by a written notice of not less than 7 (Seven) days sent to the Successful Bidder may terminate the Contract/ blacklist in whole or in part for any of the following reasons:

- If the Successful Bidder fails to deliver and perform any or all the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; or
- If the Successful Bidder fails to bid or respond for three consecutive bid given by the OMML without assigning any satisfactory reason to PMML in writing or by email; or
- If the Successful Bidder fails to perform any other obligation(s) under the contract; or
- Laxity in adherence to standards laid down by the PMML; or
- Discrepancies/deviations in the agreed processes and/or Services; or
- Violations of terms and conditions stipulated in this RFP.

1.44.2. In the event the PMML terminates the Contract in whole or in part for the breaches attributable to the Successful Bidder, the PMML may procure, upon such terms and

in such manner as it deems appropriate, Services similar to those undelivered, and the Successful Bidder shall be liable to the PMML for any increase in cost for such similar Services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

1.44.3. If the contract is terminated under any termination clause, the Successful Bidder shall handover all documents/ executable/ Purchaser data or any other relevant information to the PMML in a timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the PMML.

1.44.4. The PMML's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as deemed fit.

1.44.5. In the event of failure of the Successful Bidder to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the PMML at its sole discretion may make alternate arrangements for getting the Services contracted with another vendor. In such a case, the PMML shall give prior notice to the existing Successful Bidder. The existing Successful Bidder shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Successful Bidder shall render all reasonable assistance to the new Service Provider within such period prescribed by the PMML, at no extra cost, for ensuring smooth switch over and continuity of services. If an existing Successful bidder is breach of this obligation, they shall be liable for paying a penalty as provided in the Penalty Section of this document, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period or by invocation of Performance Bank Guarantee. PMML or the "Successful Bidder" can terminate the contract in the event of default of terms and conditions of this RFP or the contract by the other party by giving 1 month written notice.

1.44.6. Upon termination of this Contract due to any reason whatsoever or upon expiration of this Contract, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth herein, (iii) and any right which a Party may have under the Applicable Law.

1.45. Penalty Clause:

1.45.1. After the award of work if the bidder fails to commence the work from the date as mentioned in the agreement, the PMML will levy penalty in the following manner:

1.45.1.1. 20% of cost of order/agreement per week, up to four weeks delays

1.45.1.2. After four weeks of delay, PMML may cancel the agreement and get this job carried out preferably by another agency from open market. The difference, if any, will be recovered from the defaulter-contractor and he shall also be blacklisted from participating in such type of a tender for a period of four years and his Performance Security may be forfeited, if so warranted.

1.45.2. If at any given point of time it is found that the bidder has made a statement which is factually incorrect or if the bidder doesn't fulfil any of the contractual obligations, the PMML may take a decision to cancel the contract with immediate effect. Further, performance security of the agency may also be forfeited if the performance of the agency is not satisfactory.

1.45.3. In case of late services / no services on a specific activity, in which the Agency fails to deliver the services thereof within the period fixed for such delivery in the schedule or at any time repudiates the contract, the firm shall be liable to pay a Liquidated Damages (LD). LD will be imposed @ 1% per week delay or part thereof, of the cost of contract value up to maximum of 10% of the contract value from the Agency. The timeline/schedule of deliverables will be decided as and when the requirement/ tasks /activities arise.

1.46. Payment:

Payment will be released after completing the following Milestones:

Software:

S. No.	Milestone	Time	% of Payment to be released
1.	System Study and Submission of SRS & FRS	T + 1 month	20%
2.	Customization and UAT	T + 4 months	30%
3.	Deployment Stage	T + 5 months	30%
4.	Go Live	T + 6 months	10%
5.	System running/ Training and Handing over	T + 7 months	10%

Hardware:

S. No.	Milestone	Time	% of Payment to be released
1.	Hardware procurement/ proof of procurement	T + 4 month	30%
2.	Delivery at PMML	T + 5 months	50%
3.	Hardware Deployment	T + 6 months	20%

Annual Maintenance Contract (AMC):

AMC Charges would be paid quarterly after completion of each quarter.

Section 2

2. Terms of Reference (ToR) & Scope of Work

Background

The Prime Ministers Museum and Library (PMML) has a pre-eminent position among the social science libraries in the country; it also houses a Sangrahalaya; the Oral History Division; the Manuscripts Divisions; the Research and Publications Division; the Reprography Division; the Centre for Contemporary Studies; and the Planetarium.

The library has been designed and developed as a specific research and reference centre on colonial and post-colonial India with its very rich and varied collection of books, journals, maps, stamps, Newspapers and E-Resources (i.e. CD-ROMs, DVDs, Microforms, E-Journals and Online Database).

The Manuscripts Section is one of the largest repositories in the country that has primary and non-official/ non-governmental archival material for historical research on modern and contemporary India. It has a reservoir of over 1200 collections of personal papers of eminent leaders, freedom fighters, politicians, educationists, scientists, jurists, and industrialist who contributed to the making of modern India and institutional records acquired from India and abroad. All these records are available under the archives and can be accessed through administrative provisions.

The Digital Library aims to support researchers in having a better understanding of Modern and Contemporary India, and thus enables the production of quality research reports.

Collection of Library, Manuscripts Section and Reprography Section

The PMML's library, manuscripts and reprography sections contain rare books, India House Collection, journals, photographs, newspapers, private & institutional papers, microfilms & microfiche etc.

Library: It has a collection of around 40,000 books in the India House Collection comprising of approximately 70,00,000 pages and is completely digitized.

Manuscripts Section: The PMML has an excellent collection of documents on India's nationalistic leaders. All these collections are archived with the following classification:
- Correspondence
- Subject Files
- Speeches, Writing, and Articles (written by the person)
- Speeches, Writing, and Articles (written by others regarding the person)
- Press Clippings
- Printed Materials
- Diaries/Notebooks
- Misc. Correspondence Files
- Other types of Documents

Although the total number of pages in the Manuscript Section amounts to around 6.5 cr., the PMML plans to digitize around 1.3 cr. which the PMML has identified as most important and in demand for research purposes. Currently, we have digitized around 68,00,000 pages of the total that is planned for digitization.

Reprography Section: The section holds around 30,000 microfilms and 57000 microfiche. After careful selection around 10,000 – 12,000 microfilms holding around 70,00,000 pages have been digitized and we are in process of selection of microfiches that will be digitized.

Similarly, there are some other materials like rare books, photographs, newspapers, oral history recordings that have been digitized. The following table provides a volumetric progress of digitization (as of 30th June 2024):

S. No.	Document Type	Pages Digitized
1	Private & Institutional Collections	68,00,000
2	India House Collection	70,00,000
3	Microfilm and Microfiche	70,00,000
4	Newspapers	4,00,000
5	Photographs	2,50,000
6	Rare Books	1,00,000
7	PMML Publications	1,50,000
	TOTAL (All Document Types)	**2,17,00,000**

In addition to the above document collections, PMML also has 6000 (Six Thousand) Hours of recordings of 'Oral History'. These audio recordings are stored either in WAV format or MP4 format.

The following list provides the digitization guidelines:
- All documents in Archival Collections, India House Collection, Newspapers, Rare Books and PMML Publications are scanned at 300 dpi.
- All documents in Microfilms and Microfiche are scanned at 400 dpi.
- All photographs are scanned at 600 dpi.
- All documents except Photographs are available as RAW TIFF, CLEAN TIFF, and PDF/A format.
- Photographs are available in RAW TIFF, CLEAN TIFF, and JPEG format.
- Metadata is available for each scanned document. The metadata is being prepared using Dublin Core Standards.
- All documents are scanned using high-end Face-Up Scanners & Microfilm to Digital Converter.
- A total of approximately 100 - 120 TB of data is expected (PDF only). This should cater to future works as well, if any.

Out of all the scanned documents, 18,00,000 pages of Archival Documents and all photographs are available on PMML Intranet through **DSpace** Document Management System (version 4.x). The current system specification for managing PMML Intranet:

- **Server:** HP Proliant ML350p Gen8/2xintel Xeon ES-2G09v2 (10M Cache, 2.50 Ghz. 6.40GT/s Intel QPI), 32 GB RAM/8SFF (2.5 inch), Hot Plug SAS/300GB, Gold HotPlug Power Supply, HP 1GB Ethernet 4-port 331i Adapter/Keyboard/Mouse/LCD Screen.
- **Storage:** SAN 10 TB Usable: HP MSA 1040 2-Port 1GbE iSCS I Dual Controller LFF Storage/8GB Cache /4x 1 Gbps iSCSI Ports/ Snapshot and Clone included/Support 512 LUNs with maximum LUN Size of 64T8). HP MSA4x4TB 6G SAS 7.2K rpm lFF (3 .5-inch) Midline.
- **Network:** D link DGS 1210-52 48 Port Gigabit Layer 2 Managed Ethernet Swicth+4SFPPorts.
- **Rack:** Rack 42U with PDU, APW President Smart Rack 42U 600W/100m MD Rack with front & back perforated door & PDU and side panels.
- **Tape:** LTO 6 based Tape Drive along with Backup Software.
- **UPS:** APC UPS 6KVAOnline with 45 Min Backup.

It is understood that most of the current infrastructure available at PMML is insufficient to support the set goals and they are either without warranty or AMC as on date. In fact, most of the components are End of Life (EoL).

Scope of Work

PMML is looking forward to creating an extensive, easy-to-search, and secured digital library environment over the internet consisting of all the digital resources currently available and for the material that will be digitized. It is envisaged that the researchers need to pay towards downloading the resources. The purpose of moving into internet is to reach out to a larger and wider research communities with an enriched, easy-to-access, and secured contents on Modern and Contemporary India.

Add-on components such as Authentication and Authorization, Personalization, Payment Gateway Integration, redesigned website cum portal, logs, Workflow Management System, Reporting, etc. may be developed opensource technologies leveraging available APls.

Objectives:

1. To completely let go of the legacy system and develop a new system using Open Source systems (latest versions).
2. To create a browser based system which is easy to access, browse, and download must be simple and intuitive.
3. The webpage content must be simple to understand and has the clarity.
4. The access, browse, and download are 'secured' at the level of network, content repository, and database.
5. The users and members data are 'privacy assured' through consent form/acceptance.
6. To provide 'read' access to a select set of documents under digital library for registered users.
7. To provide 'read' and 'download' access to documents under the digital library for research purposes through payment gateway integration.
8. Complete catalogue of digitized and non-digitized material should be available for researchers and users.
9. Viewing of digitized collection (all type of documents) will be as per policy of the PMML. Some pages may be blurred in a collection while the user is browsing the entire collection.

10. The dashboards and analytic reports are published for internal analysis and appropriate public communication.
11. The PS website shall be compliant to 'accessibility' guidelines of Govt. of India (especially, for visually impaired).

Factual information:

1. The documents in TIFF format stored in archive are the 'Cleaned Version'. The 'Raw Version' is a transient storage state to enable the conversion of the scanning 'as-is' to a cleaner version. The total storage requirements of 100 - 120 TB is estimated based on extrapolating the actual size of currently digitized documents across document types. The estimation is the upper side of the limit and is for PDF documents or access files.

2. Such important data over the internet is bound to encounter serious cyber-attacks, it is strongly recommended to go for comprehensive cyber security solution ensuring that portal is not down, content is not stolen, impacting system availability & stability.

3. The system will have 3 broad sets of users - External (Paid & Free), Internal and Admin. The paid users will be registered through a formal process to be defined for registration with relevant credentials, for online and/or offline mode or both through a workflow driven process suitably integrated with emailing system of the PMML. An online form will be provided to the users to ensure that it is filled in by the interested users and supporting documents uploaded, payments (if any) made, before it is processed by the designated PMML users as per the pre-defined workflow. The access to paid users will be unlimited (subject to other policy restrictions for download, print and view, if any imposed from time to time by PMML). The free users will be able to read certain content which is classified for use by the users in general and do not have any restrictions by virtue of content classification (based on confidentiality, paid content, policy limit on download, print, etc.).

4. Generic flow of the proposed system will be as follows:

S. No.	Functional Requirement
1	Public Access to Digital Library & archives catalogue
2	Online Registration of Users under different categories
3	To provide read access to a select set of documents in digital library for registered users for a valid period
4	To provide read and download access to documents under digital library to registered members for a valid period
5	Search on Keywords (metadata only) and retrieval of PDFs accordingly using appropriate viewer.
6	Upon successful payment, registered members can download partially or in full with or without approval as per policy.
7	Grievance Redressal
8	Capture of Audit logs for all download requests
9	Dashboard and Analytical Reporting for analysis

10	Webpage should be simple and easy to understand, access, browse and download
11	Access, browse and download is secured at network, content repository and database levels
12	Consent Form and Acceptance for users for privacy of their data.
13	Portal to be compliant to accessibility guidelines of Govt. of India
14	Personalization of the Portal for user-based interests, browsing, read and download history

5. Certain Technical Requirements are as follows:

S. No.	Technical Requirements
1	Development of New Portal with key features • Password based Authentication • Payment Gateway Integration • Personalization • Portal accessible by Internal and External Users securely
2	Creation of Content Repository
3	Monitor and manage system health
4	Manage cyber security
5	Role based access control for both internal and external users
6	Provisioning of On-premises appropriate storage box and server
7	Storage of content on-premises
8	Provisioning of On-Premises Switches, Firewall
9	Provisioning of Leased Line connectivity to Cloud Service Provider
10	Migration of data from on-premises storage to cloud

6. **Operations and Maintenance:**
   We require operational support and maintenance for a period of at least 2 years from the date of complete deployment of the system to support smooth use by users. The support team will resolve user issues with respect to functional and technical concerns faced by the users, if any. The team will also monitor system health, reports on actual utilization, increasing the cloud infrastructure as per the needs etc. and will be undertaken jointly with PMML.

7. A detailed document covering the above aspects which will form the blueprint of the delivery of the rest of the project in the form of a project plan needs to be submitted.

8. Product Demo/ testing: From time to time a product demo will be given and users will be allowed to test the integrated product. The user feedback will be captured and accordingly the future workflow will be planned.

9. User Acceptance Test: PMML will undertake extensive testing of the functionality based on accessibility, availability, and validation by the select users to be able to conclude that the entire

process is complete and proper. This will include system test cases and scenarios, which will be validated with testers and results will be shared with PMML for review and confirmation.

10. A document on Solution Architecture comprising the Functional Architecture, the Technical Architecture, Infrastructure Deployment on-Premises and on-Cloud and Security Architecture will be shared at the start of the project.

11. Functional Specifications for the Digital Archives:

S. No	Requirements	Compliance (Yes / No)	Bidder Remarks
	Architecture		
1.	The solution shall be fully web-based with no client component installation required on the user's workstation, mobiles, tablets, etc. via VPN or Internet. Solution stack should be built using Java Springboot, Angular, Node, Python, and graph technologies, no alternate technologies should be proposed.		
2.	Proposed solution should have headless Content Management System approach with all functionalities exposed through REST APIs to the front-end application. And the front-end module should be developed using the Angular technology.		
3.	The solution shall be platform Independent. It should support commonly used open-source and proprietary platforms (OS, DB, Web Server, App Server, monitoring platforms, etc.)		
4.	Solution stack should support leading Commercial and open-source databases (RDBMS & Graph DBs).		
5.	The source code of the base information management platform should be available on the open internet through a reputed code management platform for download by anyone. Hence, a solution with delivery of source code only to the Institution and not meeting above requirements shall not be considered an open-source system.		
6.	The solution shall support multiple languages such as English, Hindi, Arabic, French, etc (UNICODE format).		
7.	The solution should support multiple file formats i.e. PDF, MS Office, Audio/Video, etc.		

8.	The solution should treat various objects like Publications, People, Institutions, etc. as independent object types with separate profiles and facility to have relationship between them. Solution should be intelligent enough to automatically develop relationship amongst object types directly, if both are connected to a common object.		
9.	It should be possible to add metadata for individual attachment within an object for easy understanding of content and structure.		
10.	The proposed solutions' REST APIs should care for following at the minimum: • Managing user sessions • Item creation, update, and deletion by external applications • Integration with Capture workflow for metadata push and pull, seamless digitized data upload, and data update. • Content search by external applications. • Storage structure management by external applications. Live API links complying with above should be submitted in the compliance with sample API documentation.		
11.	The solution should have distributed storage architecture and should be smart enough to determine backend storage location based on the ruleset. Multiple storage types like SAN, FTP, AWS S3, etc. should be supported.		
12.	Should store metadata in RDBMS and electronic content on the file system (SAN/NAS) in encrypted form.		
13.	Should provide a single unified platform for both paper & electronic records.		
14.	Should have data backup and restore provision for regular backup of data.		
15.	The proposed solution should have an approval mechanism before publishing any content for access by the larger set of users.		
16.	The system shall be secure enough from hacking and other sort of attacks. Vulnerability Assessment and Penetration Testing (VAPT) test need to be carried out at regular intervals as mutually agreed upon.		

17.	The solution has the provision of adding knowledge in the repository with metadata only and it should be possible to add attachments files like PDFs, documents, images, etc. at a later stage.		
18.	Should have the provision of caching for faster search results.		
19.	Software should be mobile friendly and should have a ready interface for mobile devices		
20.	The proposed solution should be delivered with open Restful APIs to enable integration with other applications using standard practices.		
21.	Proposed solution version should be cloud native and proposer or solution OEM should have experience of hosting the solution in the cloud environment. Share reference links for the verification.		
	Front end Module		
1.	The frontend of the proposed solution should be developed using the Angular technology (version 11 or above.)		
2.	The proposed solution should be developed using mobile-first philosophy and should have a dedicated User interface for small screen mobile devices.		
3.	The solution should have an informative User interface that allows the following		
	Multi-level storage hierarchical display		
	Card showing every hierarchy level should have provided a summarized view of information within and the user's response towards that section.		
4.	Solution should have dynamic citations generation in various styles. Example: IEEE, APA, MLA, etc. these citations should be generated automatically based on content's metadata.		
5.	It should be possible to download such citations in various formats like EndNote, Refman, CSV, etc.		
6.	Solution should allow users to add content to favorites for frequent access.		
7.	It should be possible for users to rate content, should be available with provision of average rating calculation, rating count break up		

	based on various ratings available in the system, and anti-spamming provisions for misusing the feature.		
8.	There should be collaboration provision for users to collaborate on a topic by means of leaving comments, there should be anti-spamming, and moderation provisions to prevent misuse of the feature.		
9.	Solution should have provision for highlighting selected collections, and it should be possible to do so through the user interface.		
10.	Institution will provide inputs on integrating the payment gateway for users to get on-demand prints of artifacts, and potentially subscribing content for a limited period. Hence, the knowledge management platform should have provision to integrate the payment gateway.		
11.	The primary level of storage hierarchy to have the provision of creating multiple sub-levels for creating multi-level taxonomy. Preview card for the first level to have the following features: • Card-based design preview • Display logo/picture uploaded for the section • Collection name • Clickable option for the user to enter in the section. The button should be large enough for easy click using a small screen mobile device • Key details about section i.e., i) Subsections/sub communities within it, ii) Count of folders, contents, iii) files added in the space		
12.	For enhanced user experience, a preview card of every content stored in the solution should show key information like • Content type like Article, News Paper clip, etc. • Title • Other primary details like Author, Collection, etc. • Should there be multiple values for Authors, preview should show all values without compromising on space consumed • Key details about content like, i) whether content has attachments and how many, quantitative analytics details like		

	view count, attachments view/download count, Average user rating, number of user comments, etc. • Intelligent use of tooltips for displaying longer information like title without compromising optimal usage of space and creating ease of understanding • All figures to be updated on a real-time basis		
13.	The solution should have provision of profiling various objects based on its nature. Example: Publications, People, Institutions, etc.		
14.	It should be possible to develop relationship among various objects.		
15.	Software should be intelligent enough to develop relationship among object types if they are connected to a common object. However, not connected with each other directly.		
	Search		
1.	The search engine should be deployed as an independent component in the proposed solution, like backend and frontend applications. It should not be embedded within the application. Please explain the compliance to the requirement with necessary details.		
2.	Provide searching facilities based upon Any metadata field (content, author, source, keywords, etc.).		
3.	Provide search based on the actual content of the Document & Records		
4.	Ability to integrate thesaurus generated in the industry standard form for purpose of providing intelligent search.		
5.	Complex and multiple criteria-based Boolean searches.		
6.	Should have the provision of sorting the results based on relevance, submission date, etc.		
7.	Should have the provision of defining several search results required on the page by any end-user.		
8.	Should have a full-text search facility on industry-standard engines like 'solr', lucen, etc.		
9.	It should be possible for the user to search a record in a combination of full-text search and metadata.		
10.	Software should have a faceted search mechanism, which breaks up search results into multiple categories, typically showing counts		

	for each, and allows the user to "drill down" or further restrict their search results based on those facets.		
11.	For making the solution more user-friendly and easier to use, the proposed software should have the feature of predictive search i.e. software should provide suggestions when users start keying the alphabets in certain fields for search.		
12.	Software should provide advance search options like Date Range Search, Proximity Search, Fuzzy Text search		
13.	*Period based search:* Proposed software should have the facility of picking start date and end date using the drop-down calendar for searching on a defined period		
14.	For ease of use, the proposed solution should highlight searched terms in metadata in search results. It should highlight the PDF file in searched knowledge where the searched term occurs. Followed by it, when the user opens PDF files from the searched knowledge, searched term should get highlighted in the text of the PDF file automatically.		
15.	Advanced Search Filter allowing users to select a specific search parameter and entering partial value and search operator selection like (Contains, Not Contains, Equals, and Not Equals).		
16.	Filters should be available at all levels of the storage hierarchy of the proposed solution. i.e., Home Page, cabinet, sub-cabinet, and folder.		
	Metadata		
1.	Integrated Document Management Solution should have no limitation on defining custom metadata fields.		
2.	Should have extensive meta-data creation using comprehensive data entry templates.		
3.	Integrated Document Management Solution supports associating metadata both to records and folders.		
4.	Metadata should support Dublin Core, MARC21 standards.		
5.	Server allowing harvesting of Metadata through OAI-PMH (Open archives initiative protocol for metadata)		
6.	It should be possible to integrate ontologies in metadata fields for a unified metadata creation and semantics management.		

	Furthermore, users should get the option of entering keywords from the predefined vocabulary.		
	Security & Access Control		
1.	The proposed solution should provide option of storing Open access and restricted contents from single interface.		
2.	User and user groups creation.		
3.	Provision for multi-level security access for different access categories.		
4.	Supports the movement of users between organizational units whereby their job roles and/or their access rights may change. The System has within it the concepts of job roles, and staff occupying those posts. In addition, the proposed solution must allow the definition of user roles and must allow one or more users to be associated with each role.		
5.	Provide Access Control based secure access providing View Document & Records, View Metadata, Update Document & Records, Update Record Metadata, Modify Record Access, and Destroy Record should be configurable by the administrator.		
6.	Software should have LDAP based authentication method.		
7.	User creation should be possible in self-service mode and by the proposed solution administrator.		
8.	Provision to delegate administrative activities at Cabinet, sub-cabinet, folders, and knowledge level.		
9.	It should be possible to define rights like add, read metadata, read attachments, modify cabinets or assets uploaded, delete items, etc. (necessary screenshots to be submitted)		
10.	It should be possible to provide access rights to users on knowledge's Metadata, both metadata & attachment, and restricting access of the full object i.e. neither metadata nor attachments should be searchable or visible to unauthorized users.		
11.	There should be the provision of putting documents access request copy by users not having access rights on digitized files of a particular file. And authorized users should be able to grant or deny such access requests.		
12.	Solution provider will ensure acceptance of code of any standard feature developed for the institution in the master code of the base		

	platform, which happens after code acceptance by community testers.		
	Content Viewing		
1.	Proposed solution to have an inbuilt viewer for viewing the PDF files using browsers on multiple platforms i.e. laptop / mobile / tablet etc. The viewer should support multiple rendering technologies i.e. flash and HTML5 for easy display of contents on new and old browsers.		
2.	It should be possible for users to make a full-text search on OCRed documents in the viewer		
3.	The proposed solution should have basic accessibility features like zoom in / out, go to page, etc. functionality		
4.	The solution should be capable of displaying documents without providing an option of downloading the document on multiple platforms like Windows, Linux, Android, Apple, etc.		
5.	The proposed solution will act as a central content repository for past and future content. In the future, Department may also receive some content in Audio / Visual form. Hence it proposed solution should also support server-based viewing and streaming of Rich media content. The solution to support the following specifications		
6.	Support video formats like HLS, MP4, WebM, and OGG		
7.	Should be deployable on multiple server platforms like RHEL, Ubuntu, Windows Server, etc.		
8.	Compatible with multiple devices like Laptops, Tablets, Mobile, etc.		
	Annotations		
	Proposed solution should have tightly integrated secured annotations mechanism covering following features:		
1.	Solution should have following annotations • Text highlight • Text underline • Adding shapes like Square, rectangle, Circle, Oval, line, etc. with transparencies. • Adding markers at any place in page with arrows.		

	• Ability to use Apple Pencil, Microsoft surface pen, other stylus, and fingers to create freehand annotations on touch screen devices. • Adding external images as stamps. • Text boxes with ability to add text and format with colors. • Provision of capturing a particular part of document as screenshot and saving it independently on the local desktop/laptop/tablet. Ability to define colors like background and outlines.		
2.	Provision to erase above annotations fully or partially using the onscreen eraser. It should be possible to use the eraser like a freehand tool like the eraser available in the MS Paint.		
3.	Ability to undo & redo annotations.		
4.	There should be provision within PDF viewer to have list of annotations created and it should be possible for users to add custom notes with each annotation for future reference.		
5.	Considering multiple annotations in each file, there should be feature of highlighting annotation, whenever user clicks an annotation/comment in the list required in above specification. Contrary, if user clicks an annotation on the page, then comments attached to the annotation should pop-up automatically.		
6.	Since annotations are sensitive in institution's working, there should be provision of assigning access rights to each annotation created on the document. They should be secured annotations. Annotation creator define users to access annotations by means of selecting them for each annotation, while default access rights of an annotation should be with the annotation creator. If other users are given access rights to annotation, then they should be able to view them on the corresponding PDFs within the solution viewer.		
7.	It should be possible for users to download offline PDF copy with annotations, subject to the rights to do so.		
8.	It should be possible for users to download offline annotations copy independent of corresponding PDFs, subject to the rights to do so.		
9.	For future migration from the current solution to any other application, it should be possible to export all annotations.		
	Batch data upload tool		

1.	It should be possible to upload metadata and digitized files using a batch data uploading mechanism. The desktop-based client should be compatible with Windows, Mac, and Linux environments.		
2.	The module should be seamlessly integrated with the core proposed solution.		
3.	Considering the fact that the metadata structure generated by external applications might vary from proposed solutions' metadata structure, the bulk uploader should have provision to map external metadata fields with target metadata element of the proposed solutions' schema. It should be a user interface-based activity manageable by non-technical staff and should not require any programmatical efforts.		
4.	The proposed module should have an easy process for batch uploading of data i.e. it should be possible to attach metadata and corresponding digitized file as a single file in the module and the rest of the activities should be performed automatically by the software.		
5.	The proposed module should have the provision of validating the data structure before initiating upload in the repository.		
6.	The proposed module should be intelligent enough to determine whether content getting uploaded in a particular section should go in quality control workflow or should get published directly for public access.		
	Reporting solution		
1.	It should be an enterprise grade reporting solution allowing users create custom visualizations and enhance its capabilities.		
2.	The platform should have provision to run SQL queries to investigate the data.		
3.	Integrated SQL IDE to prepare the data for visualization, including a rich metadata browser.		
4.	An integrated visualization builder or our state-of-the-art SQL IDE to quickly integrate and analyze the data.		
5.	It is a lightweight and scalable data ingestion solution that works with your existing data infrastructure without needing a separate ingestion layer.		

6.	A lightweight semantic layer which empowers data analysts to quickly define custom dimensions and metrics.		
7.	An intuitive interface for visualizing datasets and crafting interactive dashboards.		
8.	The solution should have integrated data visualization library, minimally including following visualizations: • Focused Number count • Focused number with trends • Calendar chart • Heatmap • Bullet chart • Bubble chart • Geolocation chart • Area chart • Bar chart • Pie chart • Sun-burst • Histogram • Pivot tables • Gauge chart • Line chart, etc.		
9.	Ability to connect with most SQL databases.		
10.	For the faster response, in-memory asynchronous caching and queries.		
11.	An extensible security model that allows configuration of very intricate rules on who can access which features and datasets.		
12.	Integration with major authentication backends (database, OpenID, LDAP, OAuth, REMOTE_USER, etc)		
13.	The ability to add custom visualization plugins.		
14.	An API for programmatic customization		
15.	A cloud-native architecture designed from the ground up for scale.		
16.	Ability to create multiple charts using various databases plugged in the reporting solution and provision to use these charts across various dashboards.		
17.	Ability to develop multiple dashboards using existing charts.		
18.	Provision of integrating dashboards developed in the reporting solution into the core knowledge management system and at various places as desired by the institution.		
19.	Metrics information of events in the core solution should be managed by a separate application to keep the core application		

	efficient and should be presented using the integrated reporting solution.		
20.	Should be developed on the technology stacks like react, python, postgresql, etc.		
21.	It should be possible to transfer knowledge to institution's users to develop reports independently. While following reports are expected to be developed by bidder.		
22.	Ability to download snapshot of the report		
23.	Ability to download report data in PDF, Excel and CSV format.		
24.	Possibility to download data from a portion of report in the CSV/Excel format.		
25.	Automated report distribution to defined users as per defined schedule.		
26.	Institution may want to generate reports for other applications in future using the module. In such a situation, it should be able to link them with the module using standard functionalities required above.		
	Productivity Report		
1.	It should be possible for authorized users to track productivity in the solution • Based on date range / day / month • Based on storage area i.e. single or multiple storage cabinets • The report should be comprehensive and should provide information like • Date for content submission • Cabinet, Sub Cabinet, and Folder where contents are stored • Title of content uploaded • Number of pages in a particular file • Name of user-uploaded content in the system		
2.	The report should also provide a graphical representation of the volume of contents by date for showing trends.		
3.	It should be possible for authorized users to export this report in form of Excel, PDF, or CSV.		
4.	For ease of use, it should be possible for the user to search on any given term within the populated report.		

5.	Internet URL of Production instance to be submitted showing above reports in the production environment.		
	Audit Report		
1.	The system shall support extensive Audit-trails at the document, Folder and for the highest levels for each action done by a particular user with the user name, date, and time.		
2.	Audit log should record and produce events like document view, add, edit, delete, search, user logins and the same can be filtered using multiple criteria to produce results specific to the user's needs.		
3.	It should be possible for authorized users to export these results in spreadsheet form to perform ad-hoc analysis.		
	Performance Report		
1.	Solution should provide report to understand knowledge management system's performance on various criteria as listed below: • Collections • Author • Geographical locations • Subject • Language, etc.		
2.	Report on each of above facet should provide information at the various levels such as: • Listing by most views • Most viewed item within each content listed under the selected category • Geolocation based breakup of listed data. • View and download trend of selected data		
3.	It should be possible to filter the report using date range, collection, language, etc.		
4.	Should institution need change in above parameters, same should be manageable without going through code change process using the specifications provided in above part of specifications.		
	Production documents capture workflow solution		

	Document capture workflow is a key component of the framework required by the institution and should have following functionalities:		
1.	Proposed solution should be developed on the enterprise architecture to variety of needs.		
2.	Proposed solution should be developed on scalable server-side technologies like node.js, java, PostgreSQL RDBMS, etc.		
3.	Proposed solution should have browser-based modules for activities that do not need fat client environment to perform activities efficiently.		
4.	Solution should address entire lifecycle of the knowledge digitization that starts with the physical records receipt till uploading in the system. Below are high level details: - Physical records inventory creation by institution staff for various type of records - Inventory intake by digitization team - Barcode generation - Inventory report - Batch document scanning through production scanners - Image quality control - Metadata creation / Metadata pull (as applicable for the flow type) - Documents classification using centrally managed taxonomy - Multi-level quality control for all aspects of records - Quality control by institution staff - Integrated OCRing - Direct data upload into the solution - MIS to track work progress and measuring work on other key indicators - Administration module to manage user rights, user management, knowledge management, tracking individual knowledge etc.		
5.	Proposed solution should be deployable on the Ubuntu server.		
6.	The scanning solution should support distributed approach, where documents can be scanned remotely, however it can be indexed & saved centrally.		

7.	System should support categorization of scanned images based on the document type taxonomy managed in the central solution. Users should be able to access this taxonomy in the capture workflow to classify images.		
8.	System should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution should be from same OEM to provide an integrated solution right from capture to archival of documents		
9.	To be efficient and maintaining uniformity, capture workflow should show metadata fields maintained in the central solution for metadata entry and classification.		
10.	Template definition for document capture through scanning that contains General information, Data class and fields, Folder, and Document information to enable standard scanning across distributed location.		
11.	Solution shall support Bulk Import of image and electronic documents		
12.	The capture flow must support TWAIN scanners. It should be independent of the specific scanner make and model.		
13.	System should have the capability of all the standard Image Operations such as a. Correcting format/ compression not proper b. Skew / De-skew c. de-speckle d. Rotate e. Black border f. Delete area g. Zoom-in/ Zoom-out h. Halftones and intrusive background colors i. Fix lines and shapes in scanned images j. Carry out cropping and cleaning of images like removing overall noises around the text, removing punch hole mark etc.		
14.	The scanning software should automatically detect white pages and remove them during scanning.		

15.	The scanning solution should support all types of paper document (uptoA3), color, size, weight etc. It should also allow importing of the pre-scanned images including the image pdf formats.		
16.	Solution must provide recognition capabilities through OCR (Optical Character Recognition)		
17.	Solution must provide recognition capabilities through OCR (Optical Character Recognition) for Bilingual (English & Hindi).		
18.	The Scanning product should have inbuilt capability to do a full page OCR and also convert the images to searchable forms like Searchable PDF. (English and Hindi)		
19.	System should have the ability to provide Compression of scanned image files in TIFF and PDF-A Format.		
20.	Scanning system should have the functionality of saving scanned images in the Content Repository platform.		
21.	There should be provision to scan the documents offline and store onto thick client and whenever user machine is connected to server all scanned data shall be synced with server.		
22.	Facility to scan multiple pages into batches for auto/manual processing		
23.	Delete, re-scan, append pages and insert pages into document before committing to server		
24.	There shall be a feature in solution to enhance image quality for better accuracy; Quick data transmission with automatic image compression, cropping and auto blank images removal. Image enhancement techniques for improving the quality of scanned images.		
25.	Image Enhancements, Extractions, Indexing shall be done at user level; there shall not be any to-and-fro communication with Content Repository server for each process.		
26.	Produce PDF, PDF/A file apart from TIFF file format		
27.	Capture workflow will work in synchronization with existing applications of the Institution, where data push and pull will happen between these applications at multiple stages using web services.		
28.	It is up to Institution to decide number of clients machine on which capture solution needs to be used.		

29.	Solution should have its own users management module where administrator can create, manage, and assign roles to various users.		
30.	Solution should have dedicated MIS module to address following requirements: - Productivity report showing progress by various stages during the case records' digitization lifecycle - Reports based on the quality control parameters to understand improvement areas.		
	Semantics and AI module of OAIS framework		
1.	The proposed solution should have the provision of creating a knowledge graph with the following specifications:		
2.	Solution should be developed using Angular frontend.		
3.	It should be possible to perform multilingual, collaborative development for managing OWL, SKOS(/XL), Ontolex-lemon lexicons, and generic RDF standards-based knowledge graphs.		
4.	Required knowledge graph to be developed on SKOS and SKOS-XL standards. Hence solution should support these standards in addition to the conventional OWL standard.		
5.	The solution should enable the development of multilingual knowledge graphs and the same should be done following W3C standards like Ontolex.		
6.	It should be possible to define lexical terms of a concept into the knowledge graph for addressing multi-lingual situations.		
7.	It should be possible to develop relationships amongst various concepts on SKOS standards into the knowledge graphs.		
8.	The solution should have a dedicated Role-based access control mechanism with standard user roles and provision of creating custom user roles.		
9.	It should be possible for several users to collaborate to generate ontology having millions of concepts.		
10.	The solution should provide various roles for the users involved in creating knowledge graphs, some of them to be list are: • Administrator • Knowledge Graph/Ontology Manager		

	• Ontology editors (allowed to make changes at the axiomatic level) • Thesaurus editors (allowed to work on thesauri without OWL/SKOS editing actions), • Terminologists/lexicographers (allowed to edit lexicalizations. Further should be possible to limit role to few languages.), • Mappers (allowed to perform terms alignments only), • Verifier (allowed to verify others' actions) • Consumer/Reader, that can consume the contents in a read-only mode		
11.	The solution to having an integrated workflow for managing resources addition/deletion into the knowledge graph. These should be added to the ontology only after going through the verification workflow.		
12.	It should be possible to create a knowledge graph for testing purposes in an in-memory state while production-grade knowledge graphs with millions of concepts to be created on the enterprise-scale Graph databases in the system.		
13.	It should be possible to import knowledge graphs in the system from various industry-standard sources as listed below: • External CSV, RDF/XML, N-Triples, N-quads, Turtle, RDF/JSON, etc. • Online hosted ontologies • Dataset Catalog		
14.	The solution should have the provision of resolving gaps in the concept from the source if imported from external sources.		
15.	The solution should have a built-in SPARQL query builder for performing changes/custom outputs through SPARQL queries.		
16.	It should be possible to store SPARQL queries for a later stage to re-use within a specific knowledge graph project or across multiple knowledge graphs/ontology projects. By other users else than one who built the query Periodical execution of the query		
17.	The solution should have the provision of creating metadata of the knowledge graph/ontology. This metadata should be created using		

	Dublin Core parameters for keeping the output as per industry standards.		
18.	The solution should have advanced search for searching concepts across the knowledge graphs having millions of concepts.		
19.	It should be possible to search concepts using base terms as well as various parameters like relationship, lexical, metadata, etc.		
20.	There should be visualization provision to understand the relationship among various terms with relationship types defined.		
21.	The solution should have a provision to export knowledge graphs into industry-standard graph formats.		
22.	The solution should have the provision of classifying contents pushed into the solution based on domain-specific terms.		
23.	The solution should be capable of using a combination of multiple AI algorithms for performing natural language processing and generating quality output. Name of multiple AI algorithms used to be listed in compliance along with method using which best results will be produced.		
24.	It should be possible to train various algorithm models into the solution as per the needs of the project.		
25.	The solution should be developed on enterprise-scale technologies like Java, Python, and enterprise-scale graph databases like Arangodb/ontotext/dgraph.		
26.	It should be possible to have uniform domain-specific insight extraction from documents received in multiple languages.		
27.	The solution should be tightly interwoven with the core proposed solution so users can get benefitted from a single UI.		
28.	Only specialized users work on knowledge graph management and should be kept separate from the mass user base.		
	Solution framework considerations		
1.	All components of solution should have proven integration with each other.		
2.	Entire solution framework (knowledge management system, dark archive, semantics management) to be deployed in the failover cluster mode.		

3.	All solution components should have open source code base accessible to all users.		

- Bidder to provide screenshot of functionality in the compliance or web page link on the website of the proposed solution showing compliance to the specification. Vague compliance towards the specifications will be liable for rejection of the bid without any explanation.

- For open community access without restriction, base solution components that have established code based on open internet code repositories like Bitbucket, Github, etc., will be considered an open-source application. Bidder's offer to deliver the source code of the proposed solution does not substantiate proposed solutions as open-source applications.

12. **Other major responsibilities of the bidder**

- The bidder will submit documents such as Software Requirements Specifications (SRS), Functional Requirement Specifications (FRS) and User Acceptance Testing Reports during the course of the project. SRS will form the basis for implementation of Digital Archive System.

- The Security of the data is the essence of the system. Hence the Bidder must implement all the security features in the system as per the requirement of the Legal System Intranet set up/Internal server/ Proxy server.

- The Access Portal/REST API will also be customized for multilingual search & retrieval as per the requirement.

- After successful implementation and User Acceptance testing (UAT), if any functional/development/integration bug/error is found at any particular time, the bidder shall have to resolve the issue and give free support as applicable to be offered for a period of 1 year.

- Bidder will also do the required configuration with cron jobs for all required REST API endpoints and the demo of each will be illustrated by the bidder to registry technical staff.

- The vendor should configure multiple instances for Digital Archives in failover mechanisms/disaster recovery mode with load balancing, high availability, high performance.

- Vendor should handover a certificate in the name of "institution", issued by the "Technology Provider" (on their official letter head) certifying that "Technology Provider" themselves performed all the "Tasks" mentioned in "Scope of Work" for the institution. Technology provider should be same as proposed in the RFP response by the bidder.

- The bidder will quote for Comprehensive Annual Maintenance Contract (AMC) of the Software and Hardware being implemented under the project for 2 years. Although the hardware comes with standard warranty of 3 or 5 years but it will be the responsibility of the bidder to ensure that hardware installed works as per system requirements. For any issues with hardware the bidder will be responsible for contacting the OEM for repairs and replacement. As for Software, bidder will ensure that the Digital Archive System works as per the Functional Requirements document of this tender.

13. **Specifications for the IT & Non-IT infrastructure required.**

Item Name	Bid Specifications	Compliances (Yes/No)
Server **Qty: 02**	2 x Intel Xeon Silver 4314 2.4G, 16C/32T, 10.4GT/s, 24M Cache, Turbo, HT (135W) DDR4-2666,CK 16 DIMMS 4 x32GB RDIMM 3.5" Chassis with up to 8 Hard Drives 2 x 480gb SSD SATA Hot-plug Hard Drive, 2x1Gbe LOM, Dual port 10G Copper ,PERC H755 Controller Single , Hot-plug, RPS (1+1), 800, Mixed Mode iDRAC9,Enterprise 3YR Pro Support Next Business Day Warranty: 3 Years Brand – HP/Dell/Similar	
Storage **Qty: 01**	Architecture: Single Controller, SATA 3.5" 7200 RPM 22TB Enterprise HDD, Intel® Xeon® D-1622 4-core processor, burst up to 3.2 GHz, 32 GB UDIMM DDR4 ECC (2 x 16GB), redundant power supply: Yes, Supported Software: vmware, Hyper-V, Citrix, Veeam, Qty: 9 Warranty: 5 Years Brand – HP/Dell/QNAP/Similar	
Firewall **Qty: 01**	Generation-7 NGFW - 8 x 1 GbE Ethernet, 2 x 10 GbE SFP/SFP+, 2 x USB 3.0, 5 Gbps of Firewall Throughput, 3 Gbps of IPS & Application Inspection Throughput, 2.1 Gbps of VPN Throughput, , 2.5 Gbps of Anti Malware & Threat Prevention Throughput, 1,500,000 Connection Handling Capacity with 25,000 New Session / Second, Multi-Engine Sandboxing - Ransom ware Protection, RTDMI Technology, DNS Security, Gateway Anti-Virus, Anti-Spyware, Intrusion Detection & Prevention, Web & URL Filtering, Application Control, Anti-Spam, Network Visibility, Interface: 8x1GbE, 2x10G SFP+, 2 USB 3.0, 1 Console, Single Sign-On (SSO) Users: 200 Users, TLS/SSL inspection and decryption throughput (DPI SSL)2: 800 Mbps, Site-to-site VPN tunnels: 250, IP address assignment: Static (DHCP, PPPoE, L2TP and	

	PPTP client), Internal DHCP server, DHCP relay, Redundant power supply: Yes 24x7 Supports. Warranty: 3 Years Brand – Fortinet/ SonicWall/Similar	
Network Switch Qty:01	Ports: 12 RJ-45 100/1000/10GBASE-T ports, 4 SFP+ 10GbE ports, Memory and processor: Single Core ARMv7 Cortex-A9 @2Ghz, Throughput: 238 Mpps, Switching capacity: 320 Gbps, Stacking capabilities: 4H height, Warranty: 3 Years Brand – Cisco/Aruba/Netgear/ similar	
Desktop Computer Qty: 15	Processor Make: Intel/AMD Processor Generation: 13th or Higher Processor Descriptions: Intel Core i5 Chipset Series: B Series or higher Processor Base Frequency: 3.1 or Higher, Cabinet Form Factor: SFF/Tower, RAM: 8 GB Storage: 256 GB SSD and 1 TB HDD or Higher, Display Size: 21.5" or Higher Monitor Technology: IPS Operating System: Windows 11 Professional Keyboard and Mouse: Wired Warranty: 3 Years or Higher Installation and Commissioning: Yes Brand – HP/Dell/Similar	
Network Switch for Computer connectivity Qty: 01	I/O ports and slots: 24 RJ-45 autosensing 10/100/1000 ports (IEEE 802.3 Type 10BASE-T, IEEE 802.3u Type 100BASETX, IEEE 802.3ab Type 1000BASE-T); Duplex: 10BASE-T/100BASE-TX: half or full; 1000BASE-T: full only 4 SFP+ 1/10GbE ports, Processor and memory: ARM Cortex-A9 @ 800 MHz, 512 MB SDRAM, 256 MB flash; packet buffer: 1.5 MB, Throughput (Mpps): 95.23 Mpps, Switching capacity: 128 Gbps, Idle power: 9.3 W Warranty: 3 Years Brand – Cisco/Aruba/Netgear/ similar	
Network Rack Qty: 01	42U Network Rack with PDU and Accessories Warranty: 3 Years	

UPS **Qty: 01**	Power Factor: 10KVA=10KW, Nominal Output Voltage: 220-230V(Configurable for 220 voltage), Efficiency at Full Load: 94% or more, Output Voltage Distortion: Less than 5%, Output Frequency: 50/60Hz+/-3Hz, Wave form Type: Sine Wave, Efficiency at half load: 90%ormore, Nominal Input Voltage: 220-230V, Battery Type: Single battery bank, Deep discharge protection, cold start, Maintenance-free sealed Lead-Acid battery with suspended Electrolyte :leak proof, Input Total Harmonic Distortion: Lessthan5%forfullload, Protection: Over Load, Over Temp, Short Circuit ,Back feed ,Input high/low, DCLow, Warranty: 3 Years	
UPS Battery **Qty: 16**	Battery Type: Single battery bank, Deep discharge protection, cold start, Maintenance-free sealed Lead-Acid battery with suspended Electrolyte :leak proof, 12AHx 16, Warranty: 3 Years	

Section 3

3. Checklist of Annexures to be submitted along with other relevant documents:

Note: All Forms / Formats given in the Tender Document MUST be duly filled in and submitted as part of Bidders Proposal. Failure to submit even a single Form or submitting any incomplete form will lead to automatic disqualification of the entire bid.

S. No	Description	Submission List	Attached with no deviation (Y/N)
1	Covering Letter	Annexure 1	
2	EMD of Rs. ..../- (refundable)	Mention Details	
3	Company Details	Annexure 2	
4	Power of Attorney	Annexure 3	
5	Experience of undertaking similar assignments	Annexure 4	
6	Format of Bank Guarantee	Annexure 5	N/A
7	Financial Bid Format	Annexure 6	

Annexure 1: Covering Letter

To,
The Director,
Prime Ministers Museum and Library,
Teen Murti House, New Delhi 110011.

Date:

Dear Sir

We, the undersigned, offer to provide the Services for **"DEVELOPING DIGITAL ARCHIVES FOR PMML"** in accordance with your Tender Document. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed under a separate envelope.

a) We hereby declare that we have fully read, understood and unconditionally accepted the entire scope of work and all terms and conditions of this document. We also declare that we will abide by the details provided to PMML at this stage.

b) We hereby declare that all the information provided and statements made in this Proposal are true and accept that any misleading information contained in it would lead to our disqualification.

c) We confirm that all personnel named in the tender will be available to undertake the services. If due to any unforeseen situation such personnel are not available, we shall make available personnel of similar or better credentials which only when approved by PMML, shall be deployed for the project.

d) If our Bid is accepted, we commit to providing a Performance Security as specified in Section 1 for the due performance of the Contract;

e) We undertake that we shall not subcontract any part or component of work assigned in this contract to any individual, firm or entity.

f) Breach of any of the above clauses will entitle PMML to immediately terminate this contract and make us liable for any civil and criminal proceedings.

g) We understand and accept PMML is entitled to accept or reject any proposal without assigning any reason(s).

Yours sincerely,

Authorized Signatory
Seal
Title
Name of the Company
Date

Annexure 2: Company Details -

1. Name of the Bidder:

2. Address of the Bidder:

3. Contact details of the Bidder:

4. Registration details of the Bidder (attach document):

5. Turnover details (last three years) of the Bidder (attach documents):

6. Submission of CA Certified Balance Sheets:

7. Submission of Proof of IT Returns (last three years), PAN & GST details:

8. Details of Earnest Money Deposit:

This is certified that the above facts are complete and correct to the best of my knowledge and belief. This is also certified that this agency is not black listed/ debarred by any Govt. Department and no criminal/consumer case is registered/pending against the agency/tendering firms/company or its owner anywhere in the India. It is declared that the company has not failed in completing any previous agreements.

Authorized Signatory
Seal
Title
Name of the Company
Date

Annexure 3: POWER OF ATTORNEY

TO BE ISSUED BY THE BIDDER IN CASE OF BIDDER AUTHORISING ITS EMPLOYEE TO SIGN DOCUMENTS AND PARTI CIPATE IN THE BID

To,
The Director,
Prime Ministers Museum and Library,
Teen Murti House, New Delhi 110011.

Date:

Sir/ Madam,

Know all men by these presents, we _____(name and address of the bidder) do hereby constitute, appoint and authorize Mr. / Ms. _____R/o _____(name and address of residence) who is presently employed with us and holding the position of _____, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with the bid for **DEVELOPING DIGITAL ARCHIVES FOR PMML**, including signing and submission of all documents and providing information / responses to PMML, representing us in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things done by our said attorney pursuant to this Power of Attorney and agree that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Thanking you,

Authorized Signatory

Representative Signature

Signature attested

Bidder Stamp

> **Note: A recently issued power of Attorney by the bidder can also be used for bidding in this tender.**

Annexure 4: Experience of Similar Assignments

Following documents are to be attached in this annexure:

1. List of similar works undertaken in various Central/ State Government or PSU bodies.
2. Copies of works orders to be attached.
3. Copies of Completion certificates.

Note :

Please note that, the above documents would be referred for the evaluation criteria of the vendor.

Annexure 5: FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY

<p align="center">(To be stamped in accordance with Stamps Act of India)</p>

1. THIS DEED of Guarantee made on this day of between _____ (Name of the Bank) (hereinafter called the "Bank") of one part and Prime Ministers Museum & Library (hereinafter called the "PMML") of the other part.

2. WHEREAS PMML has awarded the contract for **DEVELOPING DIGITAL ARCHIVES FOR PMML** for Rs._____(Rupees in figures and words) (herein after called the "contract") to M/s (Name of the Service Provider) (hereinafter called the "Service Provider").

3. AND WHEREAS the Service Provider is bound by the said Contract to submit to PMML a Performance Security for a total amount of Rs._____.

4. NOW we, the undersigned (Name and designation of the signatory) being fully authorized to sign and to incur obligations for and on behalf of and in the name of (Full name of the Bank), hereby declare that the said Bank will guarantee the PMML the full amount of Rs. _____as stated above.

5. After the Service Provider has signed the aforementioned contract with the PMML, the Bank is engaged to pay the PMML, any amount up to and inclusive of the aforementioned full amount upon written order from the Director, PMML to indemnify the PMML for any liability or damage resulting from any defects or shortcomings of the Service Provider or the debts he may have incurred to any party involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected, the Bank will deliver the money required by the PMML immediately on demand without delay without reference to the Service Provider and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Service Provide.

6. The Bank shall pay to the PMML any money so demanded notwithstanding any dispute/disputes raised by the Service Provider in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.

7. THIS GUARANTEE is valid for a period of eighteen months from the date of signing.

8. At any time during the period in which this Guarantee is still valid, if the Director, PMML agrees to grant a time of extension to the Service Provider or if the Service Provider fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Director, PMML and at the cost of the Service Provider.

9. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Service Provider.

10. The neglect or forbearance of the PMML in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the given time by the PMML for the payment hereof shall in no way relieve the Bank of their liability under this deed.

11. The expressions "the PMML", "the Bank" and "the Service Provider" hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____day of (Month)_____ (year) being herewith duly authorized.

For and on behalf of the Bank.
Signature of authorized Bank official
Name_____

Designation_____ I.D. No._
Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:

Witness-1.

Signature_____ Name_____
Address_____

Witness-2.

Signature_____ Name_____
Address_____

Annexure 6: Financial Bid

To,
The Director,
Prime Ministers Museum and Library,
Teen Murti House, New Delhi 110011.

Date:

Dear Sir,

We, the undersigned on behalf of (name of the firm), offer to respond to (title of project) in accordance with your Tender document dated (insert Date). Our Financial Bid against the Scope for work in Section – 2 as well as details defined in the tender document is as mentioned below:-

S. No.	Description	Amount (Rs.)
1.	**SITC of Open Source Content Management System, the Digital Archives as mentioned in Section 2 of this document**	
2.	**SITC of Hardware as specified in this document**	
3.	**Comprehensive AMC (Support & Maintenance) for 2 years**	

The rates are exclusive of taxes and include 2 years Support and Maintenance.

Our bid shall be binding upon us up to period of validity of 180 days. We understand you are not bound to accept any bid you receive.

Yours sincerely,

Authorized Signatory [In full and initials]

Name and Title of Signatory

Name and address of the firm

Date

Service Level Agreement

Software Supports Services

Scope:

This Service Level Agreement has the following scope:

1. Software: This includes all the software components to be deployed by the Service Provider as indicated in the Technical as well as the Financial bid.
2. Hardware: This includes all the hardware components to be deployed by the Service Provider as indicated in the Technical as well as the Financial bid.
3. Integrating of Hardware and Software Components for smooth operations.

The following services are available to the PMML as part of the delivery management:

1. **Service introduction:** An overview of Support services, including an explanation of how to select and plan proactive services and a demonstration of how to log assisted reactive support requests and utilize available tools.

2. **Service Delivery Plan (SDP):** The basis of the Support services that includes a customized service plan created in collaboration with PMML's team to determine how and when services are to be applied. Service Provider to monitor and adjust their SDP based on PMML's needs throughout the term.

3. **Service reviews:** On an ongoing basis, Service Provider must review the past period's services, report to the PMML on what has been delivered and improved, review PMML's feedback, and discuss any actions or adjustments, which may be required. These reviews may consist of standard status reports and virtual or onsite status meetings. If PMML has online services, their service reviews will include status of service requests and service incidents, as well as, uptime information.

4. **Critical security support advice:** Notification of critical Software Security Bulletins. If PMML has a Designated or Dedicated Service Delivery Manager (SDM), their SDM will help assess the effect of this information on PMML's IT infrastructure.

5. **Incident management:** Oversight by Service Provider's service delivery team of support incidents to drive timely resolution and a high quality of support delivery. This may include the development of incident response plans, identification of a primary contact for status updates during incidents and facilitating root cause analysis after an incident has occurred. If PMML has online services, this may include a summary of the cause of the incident and the Service Level Agreement (SLA).

6. **Crisis management:** Around-the-clock issue ownership and communication to the PMML from their service delivery team and Critical Situation Managers during situations in which PMML experiences critical business impacts.

7. **Information services:** Delivery of newsletters, websites and resources focused on products and services relevant to PMML's environment. May include support and operational information about Software technologies, troubleshooting tools and references to knowledge base articles.

8. **Service subscription management:** For customers with online services, their SDM may assist with the escalation of issues that relate to their online service subscriptions and provide answers to billing, account provisioning and SLA credit questions.

PMML's Obligations

1. Necessary work permits to access PMMLs' premises are to be provided by the PMML.

2. The Officer-In-Charge nominated by PMML organization shall look after and promptly indicate the functional and non-functional parameters in the system.

3. PMML is responsible for outlining the business impact to the organisation and accordingly assign the appropriate severity levels. PMML can request a change in severity level during the term of an incident should the business impact require a change.

Service Provider's Obligations

1. The successful Service Provider, as per need and requirement of the Department, shall ensure timely and appropriate deployment of the resources.

2. The Service Provider is required to use the latest technology.

3. The Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and necessary details.

4. The Service Provider has to oblige the requirement of number of services which may be mentioned in the contract.

Standard Terms and Conditions

1. Service Provider must have prior experience in providing support services for the specific software in the bid.

2. The Service Provider shall maintain staffing levels and continuity of personnel consistent with its obligation to perform the Services.

3. The service provider shall remain fully liable for the acts and omissions of its representatives. In the event that any of the Representatives performing Services is unacceptable to PMML for any reason, PMML reserves the right to notify the service provider in which case the service provider shall immediately remove such representative from performing services hereunder and make all efforts to provide qualified replacement at the earliest, ordinarily in about 15 days from the date of such notice. Service Provider shall ensure that such representative is capable of performing the Services in accordance with the contract.

4. A quarterly usage report from the firm/ service provider should be submitted to the PMML without fail.

5. The Service Provider shall at all times ensure that the services being provided under this Contract/Agreement are performed strictly in accordance with all applicable laws, orders, bye-laws, regulations, rules, standards, recommended practices etc, and no liability in this regard will be attached to the PMML.

Hardware Security Module

Scope:

1. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments. The AMC Service Provider shall carry out three preventive maintenance Services (PMS) per year as per requirement of contract. Parts/ Equipment so replaced should be new and genuine OEM parts or as prescribed by OEM in their Service Manual.

2. A separate logbook should be maintained to record the preventive maintenance carried out for equipment. The Service Provider must submit the preventive maintenance report along with satisfactory service report from the user to designated authority of PMML for record and SLA compliance. The scope of Annual Comprehensive Maintenance Service covers upkeep & smooth working of the equipment within the premises of user department as per laid down SLA and other provisions contained in the agreement document.

3. Service provider should deploy trained, experienced and competent service engineer for carrying out necessary maintenance services for the equipment as per benchmarked maintenance practices / OEM manuals and to provide efficient engineering services in the user premises. Continuous efforts should be made by Service Provider to minimise the down time of the equipment as a part of the duties of the service provider agency.

The Service Provider shall ensure that all equipment are maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried by the Service Providers and for this all the necessary & adequate tools / instruments will be provided by the service provider itself to the engineers responsible for upkeep of equipment at user's premises.

PMML Obligations

1. PMML shall ensure that the Service Provider gets the required access to location/ operational areas/ rooms for providing the services as per installation of equipment.

Service Provider Obligations

1. The Service Provider would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed/located. If there is shifting of the equipment/s under the AMC, it shall be with prior permission of the PMML and the Service Provider will have to make changes in record accordingly. Designated Officer in charge (IT Systems) would assist the firm in this task and ensure this to be done under his supervision.

2. Service Provider should deploy technically competent service engineer / engineers at users premises as per deployment details intended in bid document to ensure proper upkeep of equipment and quick resolution of fault during the AMC period.

3. Complaint can be registered either telephonically or by e-mail as per contractual requirement. Proper record of the complaints should be maintained by the Service Provider /Support Engineer.

4. The Service Provider should use suitable instruments / tools to examine and repair the equipment. If required, service provider should also do the update / maintenance of operating system, software installation provided by user, installation of patches, configuration of applications (clients side) and updating of drivers etc.

5. The Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details.

6. The Service Provider must fulfil the requirement of number of preventive maintenance services.

7. The Service Provider will maintain the confidentiality of data stored in the systems. The contractor will be required to take appropriate actions in respect of his personnel to ensure the obligations of non-use and non-disclosure of confidential information.

Special Terms and Conditions

1. The comprehensive maintenance may include preventive maintenance necessary for keeping the listed equipment active and free from any defects/disturbance and any unscheduled call for corrective and maintenance services.

2. The PMML shall indicate preferably the brief problem of Machine (if any), Make & Model to enable the service provider to plan the maintenance work more effectively.

3. All the consumable articles / parts such as material required for cleaning of equipment and machinery, repairs and maintenance will be provided by the service provider at no extra charge to the PMML.

4. Immediately on award of the service order, the service provider would give a report regarding taking over of the equipment in their charge for AMC purpose during the contract period. It shall be the responsibility of the service provider to make the equipment work satisfactorily throughout the contract period. In case any equipment got damaged due to mishandling by the Service Provider, a new equipment of same specifications shall be provided by the Service Provider at no cost basis.

5. In case of delay in attending to faults, breakdown of systems due to improper handling by service provider personnel etc. suitable penalties for violation of service level agreements shall be levied as indicated in the Penalty Clauses.

6. The annual maintenance shall be carried out at the premises as specified in the work order, during office hours or some time beyond if situation demand. In case, the Service Provider feels that the equipment cannot be repaired at site, they may carry to their repairing centre and deliver the equipment back at their own cost and risk after repairing.

7. In case the Service Provider fails in adhering to the maintenance requirements causing user to make an alternative arrangements for the servicing/maintenance, then Service Provider would reimburse the cost of such arrangements.

8. The Service Provider, as per need and requirement of the Department, shall ensure appropriate deployment of the manpower.

9. The parts/components/sub-assemblies used for repair/replacement by the service provider will be of the preferably of same make and with functional capability as originally available in the system or as per OEM guideline / OEM Maintenance Manual only. The Service Provider will make sure that all the hardware assets are in working conditions in users' premises.

Response Time

1. May be as per user requirement specified in bid document. Ordinarily a complaint must be attended within 4 hours when no change of spare part is involved, however, in case of requirement of change of spare part, the complaint should be resolved within 48 hours of its receipt. Majority of faults should be rectified in the first response itself. However, maximum period allowed for defect rectification shall be 48 hours.

2. In case the system/device is not repaired, or an alternative system not supplied within the period of 48 hours from the time of failure reported, then the PMML may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the service provider.

System Uptime

The Service Provider shall ensure minimum 99% uptime to be calculated in the following manner:

Downtime per year	Downtime per quarter	Downtime per month	Downtime per week	Downtime per day (24 hrs.)
3.65 days	21.9 hours	7.31 hours	1.68 hours	14.40 minutes

Any lapses or less than 99% uptime would result in penalties in proportion to the penalty clause.

Penalty Clause:

1. If the Service Provider fails to commission the equipment within the stipulated time or leaves the work incomplete or refuses to complete the work or takes more time than the schedule fixed, then the Service Provider will be liable to be penalised @ 0.1% per day of the value of total cost of the contract for which the Service Provider has been selected. This penalty would be levied up to a maximum value of 10% of the value of the contract concerned after which, the Director, PMML, reserves the right to terminate the offer given in the Letter of Intent without any advance notice and the manufacturer/ Dealer/ Firm concerned will be blacklisted.

2. For delays in maintenance which cause non-operation of the software with limited capability for 2 or more days within any 7 days would result in LD of 0.5% per day of the AMC cost or ₹ 50,000 per day, whichever is more, for each such day of non-operation or operation with limited capabilities.

3. PMML would be the final authority for allowing exceptional waiver on penalty for reasons beyond control of Service Provider.

4. If the Service Provider fails to rectify the defect within a stipulated time period and is rectified beyond the pre-decided time frame, PMML would request for clarification from the vendor regarding the delay in rectification of the defect and would give a notice period of 30 days to issue clarification before starting penalty proceedings.