**ADDENDUM – 2**

This refers to the Rate Contract No. DIT-2011/C.R.155/39 dated 08th May 2012 for ‘Rate Contract for Scanning and Digitization of Closed Files in Mantralaya’ and ‘Rate Contract for Scanning and Digitization of Closed Files outside Mantralaya’.

This Rate Contract shall be limited to Mantralaya (as defined in Addendum – 1 of the Rate Contract). The item no. 1 i.e. ‘Scanning and Digitization of Closed Files in Mantralaya’ remains valid.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item</th>
<th>Location</th>
<th>Cost Item</th>
<th>Cost per side (image in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>A4 / Legal or smaller size paper</td>
<td>A3 / A2</td>
</tr>
<tr>
<td>1</td>
<td>Scanning and Digitization of Closed File</td>
<td>Mantralaya</td>
<td>Price per side (image) of scanning</td>
<td>0.36</td>
</tr>
</tbody>
</table>

The item no. 2 i.e. ‘Rate Contract for Scanning and Digitization of Closed Files outside Mantralaya’ stands cancelled with immediate effect. Any work orders should not be issued to the empanelled agencies for this item. The empanelled agencies are also directed not to accept any work order outside Mantralaya for this item.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item</th>
<th>Location</th>
<th>Cost Item</th>
<th>Cost per side (image in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>A4 / Legal or smaller size paper</td>
<td>A3 / A2</td>
</tr>
<tr>
<td>2</td>
<td>Scanning and Digitization of Closed File</td>
<td>Other than Mantralaya</td>
<td>Price per side (image) of scanning</td>
<td>0.72</td>
</tr>
</tbody>
</table>

Regards

(S. H. Jadhav)
Director IT, GAD
Government of Maharashtra
ADDENDUM – 1

This refers to the Rate Contract No. DIT-2011/C.R.155/39 dated 08th May 2012 for 'Rate Contract for Scanning and Digitization of Closed Files in Mantralaya' and 'Rate Contract for Scanning and Digitization of Closed Files outside Mantralaya'.

For the purpose of the above Rate Contracts the 'Mantralaya' stands revised as 'Mantralaya, New Administrative Building, Barracks, and other offices where the staff from Mantralaya have shifted'.

M/s Datamatics Global Services Limited has been empanelled for 'Rate Contract for Scanning and Digitization of Closed Files in Mantralaya' and 'Rate Contract for Scanning and Digitization of Closed Files outside Mantralaya'. The empanelment stands revised as mentioned below:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Rate Contract</th>
<th>Empanelled Vendors</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rate Contract for Scanning and Digitization of</td>
<td>i. Sify Technologies Ltd.</td>
</tr>
<tr>
<td></td>
<td>Closed Files in Mantralaya</td>
<td>ii. Datamatics Global Services Limited</td>
</tr>
<tr>
<td>2</td>
<td>Rate Contract for Scanning and Digitization of</td>
<td>i. Sify Technologies Ltd.</td>
</tr>
<tr>
<td></td>
<td>Closed Files outside Mantralaya</td>
<td>ii. Datamatics Global Services Limited</td>
</tr>
</tbody>
</table>

The contact details of the M/s Datamatics Global Services Limited are as mentioned below:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name Representative of Office</th>
<th>Landline No.</th>
<th>Mobile No.</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Abhishek Ranjan</td>
<td>022-61025162</td>
<td>8652448899</td>
<td><a href="mailto:abhishek.ranjan@govt.in">abhishek.ranjan@govt.in</a></td>
</tr>
<tr>
<td>2</td>
<td>Swapn Shrivastava</td>
<td>022-61020108</td>
<td>9920900768</td>
<td><a href="mailto:swapn.shrivastava@govt.in">swapn.shrivastava@govt.in</a></td>
</tr>
<tr>
<td>3</td>
<td>Vaibhav Sakhare</td>
<td>022-61020108</td>
<td>9422066248</td>
<td><a href="mailto:vaibhav.sakhare@govt.in">vaibhav.sakhare@govt.in</a></td>
</tr>
</tbody>
</table>

The address for communication is Datamatics Global Services Limited, Unit 110, SDF IV, SEEPZ, Andheri (E), Mumbai 400 096, India

(S.H. Jadhav)
Director-IT
Directorate of Information Technology
Government of Maharashtra
Government of Maharashtra
Directorate of Information Technology
7th Floor, Mantralaya, Mumbai-400 032

"Rate Contract of Scanning and Digitization of closed files in Mantralaya and outside Mantralaya"

RC No.: DIT-2011/C.R. 155/39

Dated: 08/05/2012
Valid till: 07/05/2014

To,
Sify Technologies Ltd
7th Floor, Reliable Plaza Plot K 10,
Kalwa Industrial Area, Airoli,
Navi Mumbai-400 708

Contact Person(s):
1. Mr. Manoj Kumar Jha
   manojkumar.jha@sifycorp.com
   Mobile No.: +91 9819770514

2. Prashant Dhome
   prashant.dhome@sifycorp.com
   Mobile No.: +91 9619969441

3. Prashant kodape
   prashant.kodape@sifycorp.com
   Mobile No.: 9967010318


Subject - "Rate Contract of Scanning and Digitization of closed files in Mantralaya and Outside Mantralaya" valid from 08/05/2012 to 07/05/2014

Sir,

You are hereby informed that the rate quoted by you with reference to above said tender for Rate Contract of Scanning and Digitization of closed files in Mantralaya and Outside Mantralaya the details is specified in schedules annexed has been accepted for Maharashtra Government Rate contract valid till 07/05/2014.

The Rate contract and the Schedule annexed shall be sole repository of rate transaction.

Yours Sincerely,

(S. H. Jadhav)
Director IT
GAD, Govt. of Maharashtra

[Signature]
1. Applicability of the Rate Contract
   a. The closed files of A, B and C category only (as per Government of Maharashtra classification of files) with more than 2 year of life term remaining before destruction shall be scanned under this rate contract. D category files are not to be scanned.
   b. This rate contract is NOT applicable for documents requiring the specialized scanning and digitization effort like Land Records (7/12, etc.), Transport (Driving License, Vehicle Registration, etc.), Health (Medical Records, etc), etc.

2. Price, Payment Schedule, Performance Guarantee and SLA

   2.1. Price of Services
   The supplier should take care that rate mentioned below sufficiently cover the expenses that the supplier shall incur for scanning capture module, database licenses (if required), hardware for scanning, resource employed, other expenses, etc. for the project as mentioned in the scope of work. There should not be any additional cost associated with the project.

   The applicable rates for Scanning and Digitization of Closed Files in Mantralaya and Other than Mantralaya are mentioned below:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item</th>
<th>Location</th>
<th>Cost Item</th>
<th>Cost per side (image in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Scanning and Digitization of Closed File</td>
<td>Mantralaya</td>
<td>Price per side (image) of scanning</td>
<td>0.36 0.72 1.44</td>
</tr>
<tr>
<td>2</td>
<td>Scanning and Digitization of Closed File</td>
<td>Other than Mantralaya</td>
<td>Price per side (image) of scanning</td>
<td>0.72 1.44 2.88</td>
</tr>
</tbody>
</table>

   Note:
   i. The rates mentioned above are exclusive of VAT, Sales Tax, etc., duties and any other levy attracted to the item applicable
   ii. The pages that are blank on both the sides would be non-chargeable. However, pages that are not blank on min. one side will be chargeable for both sides. For example (i) A page has text on Side A and is blank on Side B - Chargeable for both sides. (ii) A page has text on Side A and Side B - Chargeable for both sides. (iii) A page is blank on both Side A & Side B - Not chargeable. In the prevailing filing practice within Govt. of Maharashtra, certain blank pages (known as courtesy pages) are present in file and also certain pages are diagonally crossed. Thus, the blank pages are defined as totally blank page, or having only page no., or diagonally crossed page.
2.2. Payment Terms & Schedule

A. Payment Calculation
The payment calculation would be as follows:
\[
\text{Payment} = \left[ \text{Number of images (pages) correctly scanned in a department/record room} \times \text{rate per image (page) as mentioned above} - \text{applicable penalty for the images scanned in that department/record room (as detailed below)} \right]
\]

The verification of the documents scanned and entered into the system shall be done by the nodal officer of that particular office. The documents would deem to have verified only upon signoff by the nodal officer concerned. Once the verification has done, the bidder may submit bill at the end of each month/quarter. Final approval for the payment against the invoices will be given only after the verification of digitized data on the centralized storage facility for each department by the nominated nodal person. Payment would be given post the approval.

B. Payment schedule
Payment to the bidder for the invoice raised for the work carried out would be based on the completion of the minimum defined scanning and indexing work.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Milestone</th>
<th>% of Amount Payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Minimum 50% completion of scanning and indexing of the total volume of the department</td>
<td>50% of Total Amount</td>
</tr>
<tr>
<td>2</td>
<td>Completion of the entire work and certificate issued by the concerned nodal officer</td>
<td>50% of Total Amount</td>
</tr>
</tbody>
</table>

2.3. SLA Definition, Measurement and Monitoring

2.3.1. SLA for scanning services
Images scanned shall be verified by the desk officer / record room in-charge concerned. The scanned image shall be compared with reference to the original document.

<table>
<thead>
<tr>
<th>Service</th>
<th>Penalty in case of default</th>
</tr>
</thead>
<tbody>
<tr>
<td>For every image improperly scanned (to be decided by the nodal officer)</td>
<td>75% of the per image cost</td>
</tr>
<tr>
<td>For any file if there is more than 5% of error identified by the Nodal officer</td>
<td>100% of the cost of the file</td>
</tr>
<tr>
<td>For every Image not scanned</td>
<td>75% of the per image cost</td>
</tr>
<tr>
<td>Start of work later than 4 weeks from date of issuance of work order</td>
<td>2% of order value per week of delay</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>Minimum number of pages per machine per day</td>
<td>25% of per page cost * (2500 - Actual No. of Pages Scanned)</td>
</tr>
</tbody>
</table>

Note: In above table image refers to a given side of a paper/page

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

There shall again be a comparison of such images by the authority concerned and nonconformance found would be levied to penalty as mentioned above and the rescanning would have to be done free of cost by the successful bidder.

**Start of Scanning service**

In case of Purchase order being issued to the bidder, the bidder shall start the work for the same PO within maximum of 4 weeks of issuance of PO. In case of failure to initiate the project in 4 weeks, penal provisions of 2% of the order value per week of delay shall be levied on the bidder and same shall be deductible from the vendor’s payment.

**Minimum pages per machine per day**

Each bidder should scan minimum of 2500 pages per machine/ scanner per day. If the volume of scanned pages is below 2500 pages a penalty of 25% of per page cost of (2500-X) where X is the actual number of pages/images scanned.

Concession will be given in cases where department identifies that the minimum quantity was not scanned because of parameters beyond the control of the bidder (e.g. Non availability of electricity for a prolonged duration, physical files not handed over to the bidder, etc)

2.3.2. Penalties

i. The Penalty shall be calculated and deducted from the immediate payment due.

ii. All above mentioned penalties are exclusive to each other

iii. The maximum penalty at any point of time and for any period should not exceed 25% of project cost as per the proposal submitted by the vendor. If the penalty exceeds this amount, DIT, GoM reserves the right to terminate the contract. The project cost for this purpose shall be the rate mentioned above multiplied by the estimated image volume mentioned in the work order.
Note:
1. The quality of scanning document shall be inspected by the Nodal Officer by random selection of scanned document. 1% of total scanned pages will be randomly selected and then verified by the Nodal Officer.
2. Penalties shall not be levied on the successful bidder in the following cases:
   - The non compliance to the SLA has been solely due to reasons beyond the control of the bidder
   - There is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder

2.4. Performance Bank Guarantee at Individual Department / Office
1. The vendor shall at his own expense deposit with Department / Office an unconditional and irrevocable PBG for 10% of project value payable on demand, for the due performance and fulfillment of the contract by the vendor. The format for PBG is given in Annexure F of the RFP.
2. The performance guarantee shall be denominated in the currency of the contract
3. This performance bank guarantee will be for an amount as mentioned above. All charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the vendor.
4. The performance bank guarantee shall be valid until the end of three months after the completion of the contract with the vendor.
5. The performance bank guarantee may be discharged / returned by Department / Office upon being satisfied that there has been due performance of the obligations of the vendor under the contract after furnishing indemnity bond. However, no interest shall be payable on the performance bank guarantee.
6. In the event of the vendor being unable to service the contract for whatever reason, by Department / Office would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of by Department / Office under the contract in the matter, the proceeds of the PBG shall be payable to by Department / Office as compensation for any loss resulting from the vendor’s failure to complete its obligations under the contract. by Department / Office shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.
7. Department / Office shall also be entitled to make recoveries from the vendor's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

3. High Level Process for Scanning and Digitization of Closed Files

The closed files described in previous section should be scanned under this Rate Contract. The high level process for Scanning and Digitization of closed files is as mentioned below:

A. Initial Setup

The offices where Scanning and Digitization is to be carried out, the Document Journey Management System (DJMS) will be installed (along with Open Source Database) by the Department.

The empanelled scanning vendor will assist office in estimating the storage required to store the scanned and digitized files (approximately, Number of Pages x 75 KB per page). The Nodal Office will take consent from DIT for procurement of storage. The Nodal Officer will initiate procurement of the storage device. The Nodal Officer will identify a Personal Computer where the storage device is to be connected. If the office does not have the required High-End Personal Computer, the same can be procured using Rate Contract. The procured storage device will be installed on the identified Personal Computer.

The office will be responsible for providing basic infrastructure to the scanning vendor (refer sub section 'Responsibilities of Department' under section 'Terms and Condition Governing the Contract' for details). The scanning vendor will deploy its infrastructure and integrate its capture with the DJMS System. The DJMS will have a provision to provide indexing attributes (based on attached barcode) through a secure web service with authentication. For auto insertion of metadata in the scanned document, the integration of capture module with DJMS web service will be required.

B. Preparation for Scanning and Digitization by Department

The details of documents/files to be scanned will be entered in DJMS. The Nodal Officer will generate the barcode from DJMS System and paste it on the file covers (on both front and rear side). This barcode should have the word 'DJMS' on it to differentiate it from other barcodes present on the file.

C. Preparation for Scanning and Digitization by Scanning Agency

Directorate of Information Technology, Government of Maharashtra
The scanning agency has to integrate its capture module with DJMS application for accessing indexing attributes (and uploading scanned document) from the DJMS application.

D. **Handling over documents/files**

The documents to be scanned will initially be in record rooms/offices. For scanning these documents would be provided to Scanning Vendor by the Nodal Office. After scanning, the documents would be returned these documents the Scanning Vendor will be required to return these documents. The process of the transfer of documents from Nodal Officer to Scanning Vendor and return is described below.

**From Nodal Officer to Scanning Vendor**

The Nodal Officer in the office will choose the files to be Scanned & Digitized. A list of chosen file will be generated from DJMS and moved to Scanning Vendor within DJMS. While generating the list from DJMS, the Nodal Officer will be required to provide details like Number of Pages in File, Date & Time of Handover, Name of the Scanning Vendor, Name of the Scanning Vendor Staff, etc.

In each of the files the pages should be serially numbered and re-arranged (if required) by Nodal Officer before the documents are handed over to the selected agency.

On due verification of documents being handed over, the representative of the scanning vendor will be required to sign on the list and accept these files within DJMS. As part of this verification, the representative of Selected Agency is advised to cross check the attributes present on the file & in DJMS, and presence of DJMS Barcode. In case of any discrepancy, it should be brought to the notice of Nodal Office.

**From Scanning Vendor to Nodal Officer**

While returning the file to the Nodal Officer, the representative of Scanning Vendor will mark the file in DJMS as returned. In DJMS, the Nodal Officer is required to verify the accessibility of scanned file, contents of scanned copy against physical document, and quality of scanned document.

The Nodal Officer will accept the documents in DJMS, and will provide details like Number of Pages in File, Date & Time of Handover, etc.

E. **Scanning and Digitization**
After receiving the document and before starting the scanning of document, the selected agency will be required to do pre-scanning preparation. The documents will then be scanned by the selected agency.

The selected agency and Nodal Officer are required to take due pre-caution that no page is scanned more than once.

**Note:** The concerned department would generally provide access to documents and office to execute the work during office hours. However, upon mutual consent of Scanning Agency and Department/Office, the scanning work may be allowed beyond office hours. However, in such a case the Nodal Officer must be present while scanning is going on.

**F. Storage of Digitized Documents**

After the completion of scanning the Selected Agency will store scanned documents on the storage provided by the office.

For scanning done outside Mantralaya, the Selected Agency will also take a copy of the scanned documents in the DVD. The selected agency will also be required to generate the Metadata file from DJMS for these documents. The selected agency will be responsible to upload the documents and metadata file on central DMS Server in State Data Centre.

The representative of the Scanning Agency should check the accessibility of the documents from DJMS, contents of scanned copy against physical document, and quality of scanned document. If satisfied, the document should then be returned to Nodal Officer (refer sub-section 'Handing over Documents / Files').

**4. Project Scope**

The objective of this project is to get the closed files from offices across the state scanned, stored and indexed. The broad level scope of work has been defined below:

4.1. Scanning

The scope pertaining to the scanning can be found below:

**A. Collection of physical documents from the record rooms and the individual departments**

The individual departments/record store rooms at any offices in the State of Maharashtra would present their documents to the selected agency. The agency would also have to make note of
the document details in their log register while collecting these documents. The log register should contain at-least following details:

1. Name of document collected
2. Number of pages in the document (A4/Legal, A3/A2, A1/A0)
3. Collected from (Government Official)
4. Collected by and signature (Vendor Representative)
5. Date of collection
6. Expected date of return
7. Returned to (Government Official) – Name & Signature
8. Returned by (Vendor Representative)
9. Actual Date of Return

After collection of the documents by the agency, it would be the responsibility of the agency to maintain and return the documents in their original form to the department concerned. Any damage to the documents collected shall make the agency directly responsible for the same.

B. Pre-scanning preparation

Pre-processing of document would be the activities that are to be performed on the documents collected before they can be scanned. It shall include (but is not restricted to)

- Removal of tags, pins, threads, rubber bands etc
- Sorting of pages in the document in the correct order
- Special preparation of documents that may not be in a good physical condition and may not be directly scanned. This may include pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned directly. Documents should be prepared such that normal scanner can scan it.

C. Scanning

i. The documents/pages shall be scanned on a min. 200 DPI resolution, black and white with digitized file size not exceeding 75Kb for one side of the page.

ii. The scanned documents shall be converted into PDF/A (ISO 19005-1:2005) files. All the pages of a single file have to be stitched together to generate an exact replica of the physical file. The stitched document should be represented in a PDF/A format.

iii. Page size of the physical file can vary across departments

iv. The agency shall perform the following Image Enhancement Activities:

- Agency should ensure that quality of scanned imaged are enhanced up to the optimum level and required image enhancement activities like De-skew (to make the images straight), contrast ratio setting etc. has been done on the documents.
The agency must be able to carry out cropping and cleaning of images like removing black noises around the text, and providing the equal margins all around the text.

In case the documents are not legible, it will be the bidder's responsibility to scan the documents on high resolution i.e. 600 dpi or higher.

In case the content of the documents are not visible then document scanning shall be done in Gray Scale. No extra payment shall be made for the same.

v. The generated PDF/A should be optimized for viewing over the internet i.e. pages should be viewable as soon as they are downloaded without waiting for complete file to be downloaded i.e. A multipage file is downloaded page-by-page and should be viewable as soon as a page is downloaded rather than having to wait for the entire file to download.

vi. No document shall be digitized more than once. The file numbering will be checked by the scanning agency and if there is any discrepancy in numbering, it should be sorted out with the departmental in charge before proceeding.

vii. No blank pages should be deleted if they are part of the file. The blank page in a file is a page that is entirely blank, or has only page number, or has only rubber stamp.

viii. The document scanning agency will use its own infrastructure. This shall include, but is not limited to Computers, UPS, Gensets etc. for document scanning. The space and furniture (table, chairs, etc.) for setting up the infrastructure as well as the raw power connections will be provided by respective offices of where scanning would be done.

ix. The document scanning agency would deploy its own human resource for all the aforementioned activities. The agency shall deploy adequately skilled manpower resources to complete the job within the specified time.

x. After scanning, the physical document would have to be pinned together/tagged in the same form as it was given for scanning by the individual departments.

xi. Two copies of the scanned data (and metadata) shall be provided in DVD. One copy should be provided to the department / office where scanning is performed. Another copy should be used by the vendor to upload the scanned files (and metadata file) in the centralized storage. In case of any problem in office desktop/storage, this copy should be used to reload the data on DJMS in office. No additional cost will be reimbursed by the department.

xii. Each page shall be serially arranged and shall be counted while giving the documents back.

D. Post Scanning
i. Following folder structure has to be followed while storing the digitized data in the local and central storage. Folder path should be [Cabinet\Desk Number\Authority\Year]
Rate Contract for Scanning and Digitization of Closed Files

- Cabinet [Dept. Name, E.g.: Dept. Finance]
- Desk Number [Actual Name, E.g.: Establishment, Seva]
- Authority [Actual Designation, E.g.: Assistant Director]
- Year [YYYYY]

ii. Nomenclature of the digitized file should be in accordance with the e-Gov standard

iii. Version Control mechanism should be allowed. Version control has to be done in case of addendum to the pre-existing digitized file. Bidder will have to make this facility available in the capture and indexing module.

Note:
- Government of Maharashtra will provide a centralized DMS solution to all the empanelled bidders.
- All empanelled bidders for Mantralaya Rate Contract will have to integrate with the DMS provided by the GoM and the data flow has to be seamless.

4.2. Storage and backup
i. Digitized data has to be stored in local server / high-end desktop identified by the office, and it has also to be written on the DVD and submitted to the client at regular interval (monthly/quarterly). However, in case of Mantralaya where high speed connectivity to Central Server is present, the digitized data has to be stored in the Central Server.

ii. Bidder shall be responsible for updating the centralized storage facility with the digitized data captured at least once every month. In case of Mantralaya, the central storage has to be updated online. Whereas, in all other cases the central storage facility has to be updated by physically writing the data (including metadata file) from each location on to a DVD and then copying the entire data of the DVD on to the central storage facility.

iii. Payment of the Bidder will be made based on the verification of the digitized data record in the central storage. MIS at the central storage facility would display all the records available in the storage.

iv. MIS should have facility to map the digitized file at the central location with local storage location with the use Office code.

v. Office code can be assigned to each of the department offices based on the MSEB Bill code or Post -code in the payroll mechanism. This attribute has to be entered in the digitized data for all the documents.

4.3. Reports
i. The successful bidder shall also provide tools for checking the scanning progress. This shall include the daily, weekly, monthly and overall progress (number of images/pages scanned, percentage scanned etc). The tool should also display department-wise and record room
wise progress. The tool should be able to provide reports on the status of scanning on a periodic basis. The tool has to be online for all the HoDs to review the progress of the scanning activity.

ii. The document scanning agency will maintain a register that will serve a purpose of evidence for the number of documents and pages entered by the agency on each day. The details of this register would have to be entered into the tool mentioned on a daily basis.

iii. The format, content, periodicity and other information related to reports shall be discussed and finalized with the successful bidder before the commencement of the project. Any open source online reporting tool may be utilized for this purpose. However, if any selected agency wishes to utilize a licensed tool then license should be brought by the bidder, at no extra cost to the department. The report formats should be decided in discussion with the selected agencies.

4.4 General

i. The agency shall add/replace poor quality scanned images/documents on its own, for which it shall not be entitled to get any extra payment.

ii. It is the absolute responsibility of the agency to ensure that the contents of the digitized documents shall be an exact replica of the original paper document maintained as part of the records in the books. This will be a mandatory condition for the agency.

iii. The files / documents will not be allowed to be removed from premises allocated to agency. Suitable hardware infrastructure/facilities have to be established onsite at the premises that shall be allocated to do the digitization work.

iv. Under no circumstances shall the documents be changed, mutilated, destroyed or replaced by some other documents.

4.5 End User Training

The DJMS will be provided by the Government of Maharashtra. However, the end user hands-on training is to be provided to office staff. The approximate number of staff that needs to be trained is as follows:

a. Below Taluka Office – Training to at least 2 Users
b. Taluka Office – Training to at least 5 Users
c. District Office – Training to at least 10 Users
d. Regional Office / Head Quarters – Training to at least 25 users

No additional cost will be incurred by Government of Maharashtra, Departments, or Offices.
5. Responsibilities of the Vendor and Department

5.1. Responsibilities of Vendor

i. The vendor will be severally responsible for terms and conditions of the contract

ii. The responsibility of the vendor under the contract will be adhered to the project scope and support thereafter.

iii. The vendor shall submit the support plan which will include details of contact and escalation matrix to whom the purchaser will contact for support. Support plan with escalation matrix shall be displayed on GoM website for indenter’s/buyer’s convenience.

iv. The vendor shall be responsible for installing only licensed software.

v. Prime vendor will be responsible for providing training to at least 5 officials per taluka office, at least 10 officials per district office and at least 25 officials for Regional Office / Head Quarter, and at least 2 officials in office location below Taluka level on operating the software, searching and other basic hands on training.

vi. A basic user manual operational activities needs to be prepared and distributed by the prime vendor across all the location where digitization is carried out.

vii. Integration of the data capturing module with DJMS and ensure proper functioning (availability of scanned files in DJMS) of the DJMS shall be carried out by the vendor.

viii. Vendor shall obtain client certificate for 1% verification of the digitized data with respect to physical file.

ix. The documents before commencement of scanning activity are to be collected from officials and handed over to officials after completion of scanning activity. However, the duration in which documents are with selected agency the entire responsibility, including but not limited to, the storage of these documents will be of the selected agency.

x. After the scanning activity is completed, the representative of scanning agency shall handover DVDs to Nodal Officer. The Departmental officer / Nodal Officer will be responsible for carrying DVDs to State Data Center. The scanning agency will be required to upload data on Central Server from DVD being carried by Nodal Officer.

For all the scanning activity carried out by the vendor a detailed activity timelines should be submitted to the concerned officer in charge before the start of the activity and a weekly progress report to be submitted to the client.
5.2. Responsibilities of Department

5.2.1. Any department which opts for undertake Scanning & Digitization of Closed Files should follow the following guidelines before beginning of the rollout:

i. Make available the raw power and infrastructure (Table, Chair, etc.) at all the offices where scanning is to be performed.

ii. Identify the availability of the network and IT hardware at all the offices where DJMS is to be rolled out.

iii. For District and Taluka Level Offices, the required infrastructure will be as follows:
   - Local Area Network
   - Local Storage facility/ NAS
   - Desktops and other required infrastructure for functioning, and installation of DJMS
   - Internet availability in case of future access to centralized storage

iv. For Remote Offices, the required infrastructure will be as follows
   - Dedicated desktop for installation of DJMS
   - A storage device (NAS) / Desktop for Backup & Retrieval
   - Internet availability

5.2.2. The department should ensure the following in its offices:

i. Installation of DJMS (and Open Source Database)

ii. Entry of all the closed files in DJMS and pasting of 2 (TWO) DJMS barcode on all the closed files. Pages in the file are properly numbered and arranged as per the numbering.

iii. Segregating the files which are to be scanned. Only those files that are to be scanned should be provided to selected agency.

iv. Identification or Procurement (as per Rate Contract) of High End Personal Computer

v. Procurement of Storage Device (if adequate space not available in existing storage)

vi. Generating the DJMS printout of closed files list before scanning and taking the signature of the scanning vendor representative on that list as part of handover exercise

vii. Availability of congenial working conditions in the space provided to empanelled vendor.

viii. Physical security (e.g. provide closed storage for files, etc.) of the documents while in possession of the empanelled vendor.

ix. The files should not be taken outside the office premises for scanning.

x. In each office, two Nodal Officers should be appointed to ensure that there is no loss of files, and quality of scanning is as per the specifications in RFP

xi. Ensure the availability, completeness and quality of files in the DJMS scanned by the scanning agency

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xii. Generating the DJMS printout of closed files list after scanning and signing the list as part of file handover exercise.

xiii. Concerned Nodal Officer shall be expected to complete Quality Check (QC) in 30 days of scanning and digitization. In case of delays in QC work, the bidder shall be given opportunity to raise the matter to Department Head or DIT.

xiv. After the scanning activity is completed, the representative of scanning agency shall handover DVDs to Nodal Officer. The Departmental officer / Nodal Officer will be responsible for carrying DVDs to State Data Center. The scanning agency will be required to upload data on Central Server from DVD being carried by Nodal Officer.

************************** End **************************