



पूर्वोत्तर क्षेत्रीय जल और भूमि प्रबंधन संस्थान  
NORTH EASTERN REGIONAL INSTITUTE OF WATER AND LAND  
MANAGEMENT

(जल संसाधन, नदी विकास और गंगा कायाकल्प विभाग, जल शक्ति मंत्रालय, भारत सरकार के अधीन एक संस्थान)  
(An Institute under the Department of Water Resources, River Development and Ganga Rejuvenation,  
Ministry of Jal Shakti, Govt. of India)

No. NRW/COMP/79/2023-24/2869

Date: 14.09.2023

**NOTICE INVITING BIDS THROUGH GeM**

Tenders (Technical and Financial) are invited by the Director, NERIWALM, Dolabari, Tezpur-784027 (Assam) from appropriate registered firms, contractors, individuals having experience in similar nature of work as given below. The tenders will be opened in the conference hall of the institute in the presence of the tenderers or their authorized representatives, if any.

The tender along with the terms and conditions may be viewed and downloaded from the institute's website <https://neriwalm.gov.in/> Interested bidders may participate **ONLINE** in **GeM Portal** of Govt. of India.

Sl. No.	Name of work / service	Approximate projected value of work	Earnest Money (Lump-sum)	Last day of submission of e-Tender (Technical & Financial)	Date and time of opening of tender
1.	Scanning and digitizing of physical files and documents for eOffice, up to a period of last 10 years including minor works before scanning such as dusting, stapling, page numbering, ironing.	Rs. 2,65,500.00 (approx.) for 20,000 pages initially	As per GeM portal EMD is payable in the form of DD in favour of "NERIWALM REVENUE A/C", NERIWALM, Tezpur (Assam) from a scheduled bank payable at Tezpur, Assam	As per GeM Portal (not within 21 days of issue of the notice)	As per GeM Portal

The price offers of only of the qualifying parties in the first stage shall be opened at the same day OR date to be notified / informed separately. Director, NERIWALM reserves the right to accept or reject any or all the tenders without assigning any reason.

Deputy Director (Admin)  
NERIWALM

**Copy to:**

1. PS to Director for favour of Director's kind information
2. Chief Vigilance Officer (CVO), NERIWALM
3. Assistant Director (Civil), NERIWALM
4. Accounts Officer, NERIWALM
5. Assistant Engineer (Civil), NERIWALM
6. Notice Board, NERIWALM for wide circulation
7. NERIWALM website: <https://neriwalm.gov.in/> for publishing in website
8. Online GeM Portal for publishing and tendering



**TENDER DOCUMENT**

**NOTICE INVITING TENDER**

**Name of work:** Scanning and digitizing of physical files and documents for eOffice, up to a period of last 10 years including minor works before scanning such as dusting, stapling, page numbering, ironing.

Invited by



**NORTH EASTERN REGIONAL INSTITUTE OF WATER AND LAND MANAGEMENT  
(NERIWALM)**

**उत्तर पूर्वी क्षेत्रीय जल एवं भूमि प्रबंधन संस्थान (नेरीवाल्म)**

(An Institute under the Department of Water Resources, River Development and Ganga Rejuvenation)

Ministry of Jal Shakti, Govt. of India

(Registered under the Societies Registration Act, 1860)

Dolabari, P.O Koliabhomora

Tezpur-784027, Assam (India)

Website: <https://neriwalm.gov.in/>

Phone: 03712-291069

**Contents of the Tender Documents:**

- i. Technical Details / Bid Submission Form : (Annexure-I)
- ii. Instruction to the Bidders : (Annexure-II)
- iii. Terms and conditions of the work : (Annexure-III)
- iv. Undertaking : (Annexure-IV)
- v. Bill of Quantities (Price bid Schedule for quoting Rates) : (Annexure-V)



**TECHNICAL DETAILS / BID SUBMISSION FORM****(Annexure-I)**

To

The Director,  
North Eastern Regional Institute of Water and Land Management (NERIWALM)  
Dolabari, P.O.: Koliabhomora  
Tezpur— 784027 (Assam)

Sir,

In response to your Tender Notice for the work as mentioned below, I/We hereby submit our PARTICULARS/OFFER for necessary consideration:

1.	<b>Tender Notice No &amp; Date</b>	<b>NIT No. NRW/COMP/79/2023-24/</b>
2.	Name of the Work:	<b>Scanning and digitizing of physical files and documents for eOffice, up to a period of last 10 years including minor works before scanning such as dusting, stapling, page numbering, ironing etc.</b>
3.	Bidder's Name:	
4.	E-Mail Address:	
5.	Actual Address of the Bidder as per record:	
6.	Postal Address:	
7.	Contact No:	
8.	PAN No :	
9.	GST Reg No:	
	Name as per document:	
10.	Labour Licence No:	
	Name of Issuing authority:	
	Validity up to:	
	Nos. of Labours:	
11.	<b>Particular of EMD(Copy to be submitted with Technical Bid also)</b>	
	Amount (Rs.)	

DD / BC / PO No. &amp; Date:

Bank:



12.	<b>Particular of Tender Fee (Copy to be submitted with Technical Bid also)</b>			
	Amount (Rs.)			
	DD / BC / PO No. & Date:			
	Bank:			
13.	<b>Details of the Bank Accounts for release of EMD / Performance Security / Bill etc.</b>			
	Bank A/C No.			
	Name of the Bank:			
	Name of the Branch:			
	IFSC Code:			
	Name of the Bank Account Holder (as per record in the Bank Account):			
14.	<b>Particulars of Registration of Contractor / Firm / Company</b>			
	<b>Class / Category of Registration</b>	<b>Issuing Authority</b>	<b>Nature &amp; type of works / business authorized for execution</b>	<b>Valid up to</b>
15.	<b>Particulars of MSME / NSIC Registration (if any)</b>			
	<b>Class / Category of Registration</b>	<b>Issuing Authority</b>	<b>Nature &amp; type of works / business authorized for execution</b>	<b>Valid up to</b>

### DECLARATION

- I / We have read and understood the terms & conditions of the above mentioned tender and comply with all Terms & Conditions of Tender.  
(In case of any deviation the Bidder must attach a separate sheet clearly mentioning the Clause No. of the Tender and Deviation thereto)



2. I / We certify that the information mentioned above are true and correct to best of my/our knowledge.
3. In case of receipt of order, we confirm that payment shall be received through e-Banking / Electronics Transfer
4. This offer contains ..... No. of pages including all Annexures and Enclosures.

Signature of the bidder: .....

Name of the Signatory (In block letters): .....

Name of the bidder: .....

Address with Contact No: .....

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Date: .....

**Eligibility criteria & instructions to the bidders:**

**(Annexure-II)**

1. Govt. Registered Firm/Company/Contractor/Individuals having valid Registration Certificate, PAN, Labour License and experience in similar nature of work may submit their bids.
2. The Bidder should not have been barred/ black listed by any PSU/Govt. Dept. in doing business with them (Please submit undertaking as per attached sheet).
3. Self-attested up-to-date Contractor's Registration Certificate, Labour License, PAN Card, GST Registration, Experience Certificate should be submitted along with tender documents. (Self-attested copies are to be attached with the Tender)
4. The rates should be legibly written both in figure and in words. Any correction should be properly authenticated with proper initials. The quoted rates should be inclusive of all charges, GST, taxes etc.
5. No request for change of rates will be entertained after opening the tender.
6. The Tender must accompany with Earnest Money Deposit (EMD)) as mentioned in the Tender Notice in the form of **Bank Draft/ Banker's Cheque** from a scheduled Bank payable at Tezpur (Assam) in favour of "**NERIWALM REVENUE ACCOUNT, NERIWALM, Tezpur**. Tenders received without EMD or inadequate EMD) shall be summarily rejected. Firm/companies having valid MSME / NSIC registration are exempted from submission of EMD. Bidder should submit the EMD in sealed envelope addressed to the Director, NERIWALM, Dolabari, P.O: Koliabhomora, Tezpur-784027, Assam. The sealed Tenders should either be submitted by **Registered Post** or by dropping in the **Tender Box** kept in the lounge of the Administrative Building of NERIWALM
7. The following will be part of the Tender Documents which are to be duly filled where necessary & must be signed by the bidder and submitted **ONLINE in GeM Portal in Technical Bid**.



- (a) Technical details / Bid submission Form: **(Annexure I)**  
 (b) Instruction to the bidders: **(Annexure II)**  
 (c) Terms and conditions of the work: **(Annexure III)**  
 (d) Undertaking: **(Annexure IV)**  
 (e) Bill of Quantities & Abstract: **(Annexure V)**
- (f) Earnest Money Deposit by Demand Draft / Banker's Cheque from any scheduled Bank in favour of the "NERIWALM REVENUE ACCOUNT", NERIWALM, Tezpur.  
 (g) Tender fee (non-refundable) by Demand Draft / Banker's Cheque from any scheduled Bank in favour of the "NERIWALM REVENUE ACCOUNT", NERIWALM, Tezpur.
8. Any other clause not above, not covered above, the contractor will be liable to abide by the directions / instructions of the Director, NERIWALM in the interest of the work.  
 9. The Director, NERIWALM reserves the right to accept / reject any of all the tenders without assigning reasons thereof and there is no binding on the director to accept the lowest rate.

Signature of the bidder: .....

Name of the Signatory (in block letters): .....

Name of the bidder:

Address with Contact No. :

Date: .....



## Terms & Conditions

(Annexure III)

### **(a) General conditions:**

1. The selected bidder / party has to scan and digitize the record using the state of the art equipment at the North Eastern Regional Institute of Water & Land Management (NERIWALM), Dolabari, Tezpur, Assam in the space made available to the bidder / party for the purpose of scanning and digitization.
2. The bidder / party must own Scanning / Digitising, indexing, storing and retrieval facility setup.
3. The concerned bidder / party must have adequate experience of having Scanned, digitised, indexed, stored and provide retrieval facility for documents and must provide proof for the same at the time of GeM bid.
4. The selected bidder / party must carry out the scanning / digitisation work only during working hours and days (i.e 09:30 am to 06:00 pm from Monday to Friday) of the Institute under the supervision of the concerned / selected personnel from the Institute for the work.
5. The scanning / digitisation work must be completed within 45 working days from the day of start of the work.
6. The Institute will not be responsible for making arrangements, for the stay of the concerned scanning / digitisation team during the period of the work, however they can be given the option / choice to stay at the NERIWALM Training Hostel on payment basis for the concerned team. However, the Institute will not be liable for the availability of the rooms during the period of the work.
7. The bidder should have a valid registration of Goods and Service Tax (GST), PAN Cards, Labour License and concerned Trade Licenses. Same must be produced when asked during the process.
8. The selected bidder / party should have its own full-fledged experienced team required for scanning and digitization purpose. The Institute will not be liable for providing any additional staff or workforce for the same.
9. The Files and the documents should be properly returned to the concerned department or section after completion of the digitization purpose. The damage to the official files may lead to the cancellation of the contract during the working period itself.
10. The concerned team must follow the protocol of confidentiality in order to avoid the leakage of sensitive information while scanning confidential files.
11. The concerned team must handover the scanned / digitised document / files in the appropriate electronic media to the NERIWALM.
12. The software and methodology adopted by the concerned technical team should ensure seamless integration with the existing workflow system of the NERIWALM.
13. The bidders must submit undertaking that they are not blacklisted by any organization.
14. No person engaged by the selected bidder shall claim any right of employment, contractual or otherwise, with the NERIWALM Tezpur.
15. The bidder must comply with all Acts / or Rules and Regulations framed by Government of India relating to the work and employees and Director, NERIWALM will not be answerable for the terms and conditions of employment of the staff engaged or the work undertaken by the bidder.
16. The bidder must ensure that the technical team engaged in the digitisation is disciplined and maintains full decorum of the Institute.
17. The selected bidder / concerned team shall make arrangements for daily check up of the Scanners and related equipment at his / her own cost and shall keep all the necessary equipment in perfect working condition during the working period, so as to ensure smooth running of work. In case of failure of any scanner, the bidder / concerned team shall have to make alternative arrangement immediately in order to avoid any sort of delay.
18. The concerned personnel from NERIWALM will provide the files to the authorized representatives of the bidder, supervising the Scanning/digitising work, on day to day basis

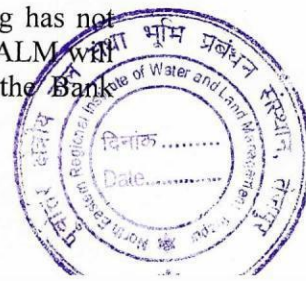


under proper receipt and it will be the responsibility of the bidder to accomplish the task of scanning/digitisation after following all the processes, namely Unbundling, Rebinding, Super Indexing, Ironing, Scanning/digitizing, Splitting and Merger, Page numbering, Storing, Retrieval, etc.

19. No person from the scanning or the selected bidder is allowed to take any information from the documents / files in any format out of the institute premises.

**(b) Bid specific conditions**

1. The institute reserves the right to increase the document or the files needed to be scanned apart from the fixed numbers provided during the GeM bid.
2. The bidders participating in the bidding process, must not be under liquidation, court receivership or similar proceedings or must not be bankrupt. Bidders must upload undertaking to this effect with bid.
3. Bidder's offer is liable to be rejected, if they don't upload any of the certificates, documents, corrigendum or undertakings as asked to produce during the process.
4. Duration of the work or the working period may be adjusted or extended beyond the initial contract duration depending on the scanning time, workload etc. with the prior approval of the Director, NERIWALM.
5. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:
  - (a) Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
  - (b) Execution certificate by client with order value.
  - (c) Any other document in support of order execution like third party inspection release note etc. may be provided.
6. Bidder must have dedicated toll free telephone number for service support.
7. An office to the service provider must be located in the state of the consignee. Documentary evidence to be submitted for pre-qualification criteria.
8. The selected bidder / technical team will be responsible for providing training on digitization to the concerned personnel of the institute for the better management of the digitized data in the future.
9. The selected bidder or the party will be responsible for providing maintenance and support for the management and upkeep of the digitized data including emergency on-site visit within 48 hours (if required) up to a period of 03 years from the date of completion of the work.
10. The Scanned / digitised record will be the property of the NERIWALM, Tezpur. The Vendor shall have no right, title or interest in it and shall not use it in any manner.
11. It will be the duty of the bidder to have the licensed software updated from time to time and provide all possible assistance/help during the scanning/digitization work.
12. The database created by the bidder shall be retrievable in searchable Portable Document Format (PDF) by the user. Necessary training for the retrieval of the database for the Scanning/digitizing storing, organizing and retrieval is to be imparted to the concerned staff of the NERIWALM, Tezpur, Assam.
13. In case, the scanning team finds any original document, which is in a dilapidated condition, it will make its best efforts to take out better print (either by typing on a separate sheet of paper or taking out a better photocopy thereof) and then by putting the said data in the relevant database. The original papers shall however be retained in the main file.
14. All Scanned/digitized files will be stamped by the user indicating that the "FILE IS SCANNED/DIGITISED AND DULY RECONSTRUCTED" and the scanning team or the bidder will be fully responsible for any loss / damage of any document.
15. If it is found at any time that the Scanning/digitising, indexing, storing or retrieving has not been done in accordance with the agreed terms and conditions, the Director, NERIWALM, Tezpur, Assam will have the authority to withhold further payment of the Vendor and forfeiture of the Bank Guarantee.





16. On the completion of the work, the bidder shall hand over the latest licensed updated software and also the database to this Director, NERIWALM which will become the property of the NERIWALM, Tezpur, Assam for all intents and purposes.
17. The software module must have multiple access with security features, with facility for upgradation of information in near future etc.
18. The minimum average annual financial turnover of the bidder during the last three years, ending on 31<sup>st</sup> March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

(c) **Scanning & Digitisation Guidelines** (as per guidelines for scanning in the File Management System of eOffice NIC-EOF-EFILE-GDL-001 and scanning guidelines of eOffice Digitisation Framework NIC-EOF-DF-GDL-001)

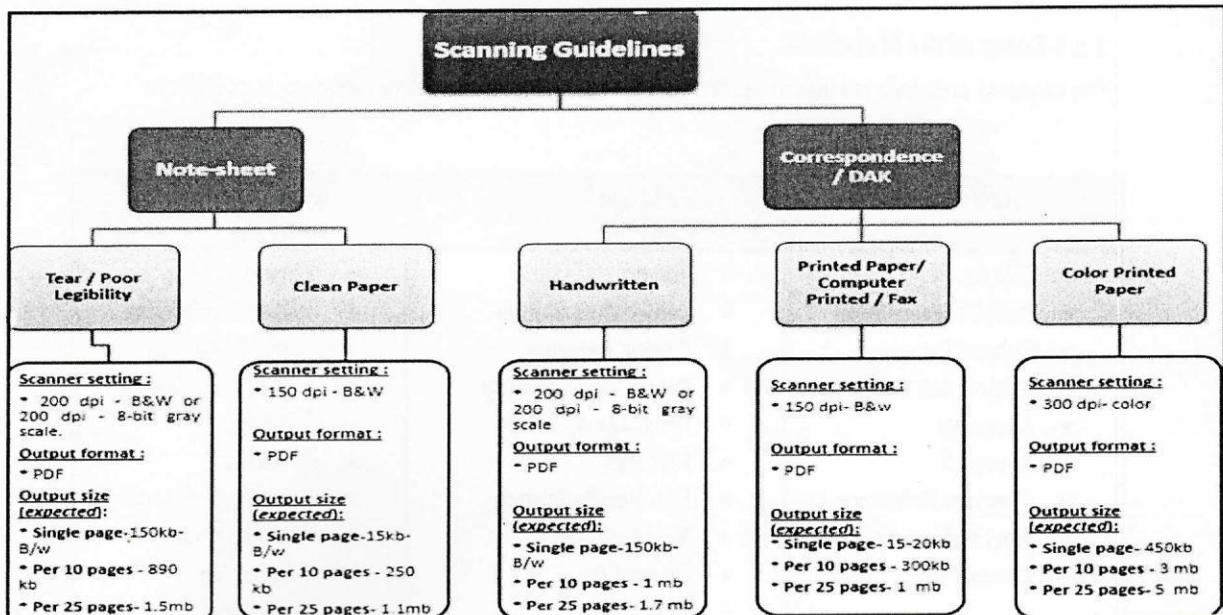
1. Preparation of Documents

- (a) Documents must be carefully separated. If stapled, pins need to be carefully extracted. Page separators, or post-it notes can be placed for separating the categories.
- (b) Any external annexure like photographs is to be fixed carefully and neatly, if required with glue.
- (c) Proper dusting of the document must be done, as the dust may affect quality of the image.
- (d) Ironing and smoothening of the document must be done specially for the documents folded at the edges.
- (e) Each page on the document shall be numbered at the corner as it helps in maintaining the count and also in avoiding any misplaced sheets of any document during the course of file movement.

2. Scanning Guidelines (as per eOffice Guidelines of scanning given in File Management System)



**Scanning Guidelines**



3. Scanning specifications and format (as per scanning guidelines of eOffice Digitisation Framework)



3.1.3 Scanning Specifications & Format

Document Type/ Condition	Color & DPI
Regular text	100 dpi B/W
Text with images	300 dpi Grayscale
Very damaged /Tarnished/Clouded	450 dpi B/W-
Seriously damaged / Tarnished/ Clouded	600 dpi B/W-
Documents with Photograph	600 dpi Grayscale/Color

- Guidelines for the entry of Metadata (as per scanning guidelines of eOffice Digitisation Framework)
- Scanning / Digitizing specifications and rate:

Sl. No.	Specifications	Values
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3.1.4 Entry of the Metadata

The required metadata is entered against each document. The indicative metadata is as follows:

Active Files	Closed Files	Recorded files
<ul style="list-style-type: none"> <li>File no.</li> <li>Subject Description</li> <li>Subject Category</li> <li>Subject Sub Category</li> <li>Language</li> <li>Remarks</li> <li>Previous Reference</li> <li>Next Reference</li> <li>Created On</li> </ul>	<ul style="list-style-type: none"> <li>File no.</li> <li>Subject Description</li> <li>Subject Category</li> <li>Subject Sub Category</li> <li>Language</li> <li>Remarks</li> <li>Previous Reference</li> <li>Next Reference</li> <li>Created On</li> <li>Closed by</li> <li>Closed On</li> <li>Closing Remarks</li> </ul>	<ul style="list-style-type: none"> <li>File no.</li> <li>Subject Description</li> <li>Subject Category</li> <li>Subject Sub Category</li> <li>Language</li> <li>Remarks</li> <li>Previous Reference</li> <li>Next Reference</li> <li>Created On</li> <li>Closed by</li> <li>Closed On</li> <li>Closing Remarks</li> <li>Recorded By</li> </ul>



1. Scanning resolution (dpi) As per eOffice guidelines
2. Document size A5, A4, A3, A2, A1, A0 and Legal
3. Age of Document to be scanned / digitized Up to last 10 years
4. Metadata Field (per image / page) As per eOffice guidelines
5. Colour type True Colour
6. Speed of scanning / no. of pages per day (min.) 3000
7. Min. nos. of pages to be scanned 20,000 + 1000 (initially)
8. Rate allotted for scanning per page (including dusting, ironing, smoothening, clamping, numbering, retrieving etc.) .

- (i) Scanning, Digitization of A3, A4, Legal and A3 documents, image processing, OCR and creation of searchable pdf
- (ii) Scanning, Digitization of A2, A1 and A0 documents, image processing, OCR and creation of searchable pdf



**As per Annexure-V**

**Signature of the bidder:** .....

**Name of the Signatory (in block letters):** .....

.....

**Name of the bidder:** .....

.....

**Address with Contact No. :** .....

.....

**Date:** .....



(Annexure-IV)

**UNDERTAKING**

**Name of the Work:** Scanning and digitizing of physical files and documents for eOffice, up to a period of last 10 years including minor works before scanning such as dusting, stapling, page numbering, ironing etc.

To,

The Director,  
NERIWALM,  
Dolabari, Tezpur,  
Assam (Pin-784027)

I / We do hereby declare that I / We have not been barred / black listed by the by any PSU / Government Department in doing business with them. I / We have submitted the information / documents to the best of my / our knowledge.

**Signature of the bidder:** .....

**Name of the Signatory (in block letters):** .....

.....

**Name of the bidder:**

.....

.....

**Address with Contact No. :**

.....

.....

**Date:** .....



**BILL OF QUANTITIES****(Financial Bid for quoting rates by the Bidders)**

**Name of the work:** Scanning and digitizing of physical files and documents for eOffice, up to a period of last 10 years including minor works before scanning such as dusting, stapling, page numbering, ironing etc.

<b>Rates to be quoted for all the items ( Nos of Items : 02)</b>					
<b>Sl. No.</b>	<b>Description</b>	<b>Unit</b>	<b>Qty. of pages</b>	<b>Rate per page to be quoted in figure &amp; words (Including GST, all other charges, etc) (in Rs.)</b>	<b>Amount (Including GST, all other charges, etc) (in Rs.)</b>
01	Scanning, Digitization of A3, A4, Legal and A3 documents, image processing, OCR and creation of searchable pdf.	Per page	20,000		
02	Scanning, Digitization of A2, A1 and A0 documents, image processing, OCR and creation of searchable pdf.	Per page	1000		
<b>Total( Including GST, all other charges, etc):</b>					
<b>say, (Rs) :</b>					

(Rupees.....) only

**Signature of the bidder:** .....

**Name of the Signatory (in block letters):** .....

**Name of the bidder:** .....

**Address with Contact No. :** .....

**Date:** .....

(END OF TENDER DOCUMENTS)

