

**Expression of Interest
for
Digital Solution of Secure Archival and
Retrieval Services of Documents**

EOI No PSEB/PUB/EOI/SPL/2025/01



Punjab School Education Board

**Vidya Bhawan, Phase-8,
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TABLE OF CONTENTS

SR. No.	SECTION	TITLE	PAGE NO.
1.	I	Document Control Sheet	3
2.	II	Notice for inviting EOI	4
3.	III	Scope of Work	5-9
4.	IV	Pre & Technical Qualifying criteria	10-14
5.	V	Term & Condition	15-17
6.	VI	Undertaking on a Stamp paper of Rs. 100/-	18
7.	VII	Technical Bid	19
8.	VIII	Financial Bid	20
9.		Check List	21
10		Annexure	22-26

DISCLAIMER

This Expression of Interest (EOI) is for the Selection of Digital Solution of Secure Archival and Retrieval Services of Documents, Punjab and is issued by Punjab School Education Board (referred in the document as PSEB).

Whilst the information in this EOI has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither PSEB, nor its employees, nor any of their advisors nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the EOI, or for any errors, omissions or misstatements, negligence or otherwise, relating to the proposed Project/ Product Name, or makes any representation or warranty, express or implied, with respect to the information contained in this EOI or on which this EOI is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this EOI is selective and is subject to update, expansion, revision and amendment at the sole discretion of PSEB. It does not purport to contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this EOI, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project/ Product Name, the regulatory regime which applies thereto and by and all matters pertinent to this Product and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project. PSEB shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the EOI in any manner whatsoever.

This EOI includes certain statements, Project/Product Name, etc. with respect to the Project/Product Name. Such statements, Project/Product Name, etc. reflect various assumptions made by the management, officers, employees, consultants, and experts of PSEB which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of assumptions on which they may be based and nothing in this EOI is or should be relied on as a promise, representation or warranty.

PSEB shall be the sole and final authority with respect to qualifying a proposer through this EOI. The decision of PSEB in selecting the 'Service Provider' (SP) who qualifies through this EOI shall be final and PSEB reserves the right to reject any or all the proposals without assigning any reason thereof.

PSEB may terminate the EOI process at any time without assigning any reason and upon such termination, PSEB shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

Section-I

DOCUMENT CONTROL SHEET

1.	Name of Organization	Punjab School Education Board
2.	Description of work	As per scope of work
3.	Tender Type	OPEN
4.	Tender Category	Services
5.	Tender fee (non-refundable)	5000/- (Rupees Five thousand only)
6.	Earnest money deposited (EMD)	16,00,000/- (Rupees Sixteen Lakh only)
7.	Bid Document Download Date	08-09-2025 11 :00 AM
8.	Bid Submission Start Date	08-09-2025 11:00 AM
9.	Last date and time for submission of Bids	29-09-2025 01 : 00 PM
10.	Date and time of opening Technical Bids	29-09-2025 03:00 PM
11.	Tender should be addressed to	Secretary, Punjab School Education Board Vidya Bhavan Phase VIII, SAS NAGAR (Mohali)
12.	Bid Validity	180 Days from date of opening the Technical Bid.
13.	Validity of contract	Initially for One Year which can be extended Further for three years on yearly basis on satisfactory services of the firm.

Section-II

Invitation to Bid

PSEB invites sealed proposals from eligible bidders for Selection of Digital Solution of Secure Archival and Retrieval Services of Documents for PSEB, PUNJAB.

General Information

1.	EOI Inviting Authority Designation and Address	Secretary, Punjab School Education Board, Vidya Bhavan Phase VIII, SAS NAGAR (Mohali) https://www.pseb.ac.in/
2.	Name of the Work/ Project	Selection of Service Provider for the Expression of Interest (EOI) for Digital Solution of Secure Archival and Retrieval Services of Documents
3.	EOI reference	
4.	Starting date of EOI	DATE 08-09-2025 from 11 :00 AM onwards.
5.	Last date and time for submission of proposals	DATE 29- 09- 2025 by 01:00 PM.
6.	Date and Time of opening technical proposals.	DATE 29-09-2025 at 03:00 PM
7.	Date and Time of opening financial proposals and the Venue	Will be intimated later. Venue: Punjab School Education Board, Vidya Bhavan Phase VIII, SAS NAGAR (Mohali)
8.	Validity of Financial Proposals	Financial Proposals must remain valid for a period of 180 days after the opening of Financial Proposals.
9.	Method of Selection	QCBS (70:30)

Note: SECRETARY, PSEB reserves the right to change any schedule of the EOI proposal process. In case a Central/ State Holiday is declared on any day/ date as specified above, the event shall be held on the next working day at the same time and same venue.

Address for correspondence: Secretary, Punjab School Education Board, Vidya Bhavan Phase VIII, SAS NAGAR (Mohali) <https://www.pseb.ac.in/>

Email -----and -----

EOI Document Fee & e-Service Fee

The payment for EOI Document Fee and e-Service Fee shall be made by eligible bidders online directly through e-Procurement portal <https://etender.punjabgovt.gov.in>. Interested bidders will be mandatorily required to online sign-up (create user account) on the website to be eligible to participate in the e-Tender procurement portal <https://etender.punjabgovt.gov.in>. The interested bidders must remit the funds at-least T+2 working day (Transaction day + Two working Days) in advance.

Important Note:

The Applicants/Bidders must complete Application/Bid Preparation & Submission stage on scheduled time as mentioned above. If any Applicant/Bidder failed to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her Application/Bid status will be considered as Application/Bid not submitted.

Applicant/Bidder must confirm & check his/her Application/Bid status after completion of his/her all activities for e-bidding.

Applicant/Bidder can rework on his/her bids even after completion of Application/Bid Preparation & submission stage (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.

In the first instance, the online payment details of EOI document fee + e-Service & Technical Envelope shall be opened. Henceforth financial bid quoted against each of the items by the shortlisted bidder/agency wherever required shall be opened online in the presence of such bidders/agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/important dates above.

2 Expression of Interest

Punjab School Education Board (PSEB) invites proposals for the Expression of Interest (EOI) is for the Selection of Digital Solution of Secure Archival and Retrieval Services of Documents, Selection of System Partner for EOI No. PSEB/PUB/EOI/SPL/2025/01 from Companies/Agencies.

Proposal Preparation Costs

The proposer will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposals, providing any additional information required by PSEB to facilitate the evaluation process and all such activities related to the EOI process. This EOI does not bind PSEB to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of an award.

PSEB's Right to Extend the Proposal Deadlines and Terminate the Process

PSEB may, at its discretion, reserve the right to postpone or cancel, extend the deadline for submission of the proposal.

PSEB may terminate the proposal process at any time without assigning any reason.

PSEB makes no commitments, express or implied, that this process will result in a

business transaction with anyone.
This EOI does not constitute an offer by PSEB.

Period of Validity of Offer

The offer should remain valid for 180 days after the date of opening of financial proposals.

PROCEDURE FOR SUBMISSION OF PROPOSALS

Proposals to be submitted as per the “Important Information” table.

The price would be strictly as per the **Annexure provided in this EOI**. The proposals not conforming to the format shall be rejected.

The prices quoted shall be in INDIAN RUPEES (INR) only. The EOI proposal is liable for rejection if the price proposal contains conditional offers.

The bidder must submit the Commercial Proposal only in the format provided in the **Annexures** of this document via online mode only. The details of Cost Components shall be submitted in the format provided in the **Annexures** of this document.

The Financial Proposal should only indicate prices without any condition and should include all taxes, duties, fees, levies and other charges levied by Central & State as may be applicable in relation to activities proposed to be carried out. All the taxes shall be quoted separately under the relevant sections.

NOTICE INVITING EOI

The Punjab School Education Board, Vidya Bhavan Phase VIII, SAS NAGAR (Mohali) invites tender under two bid systems (Technical & Financial) from the reputed Firms/Service for Providers for undertaking the **Proposal for Digital Solution of Secure Archival and Retrieval Services of Documents** by means of advanced imaging techniques or equivalent high-resolution data acquisition methods, ensuring systematic indexing, secure storage, and retrieval as per requirement. Interested and qualified agencies are required to submit their bids in the prescribed format. The tender document available on the Board's official website <https://www.pseb.ac.in/> and at <http://etender.punjabgovt.gov.in> as per schedule given in CRITICAL DATES below: Interested agencies may download the tender document from Board's Website www.pseb.ac.in (for perusal /reference only):

Critical Dates

Subject	Date and Time
Bid Document Download Date	08-09-2025 11:00 AM
Bid Submission Start Date	08-09-2025 11:00 AM
Bid Submission End Date & Time	29-09-2025 01:00 PM
Technical Bid Opening Date & Time	29-09-2025 03:00 PM

Any amendment/correction in the Tender Document will be done by the Board Authority through <http://etender.punjabgovt.gov.in>. Prospective bidders are requested to regular visit/check the Board's website. The cost of bid document is Rs. 5,000 /- (Rupees Five Thousand only) (Non- refundable) and Earnest Money Deposit of Rs 16,00,000 /- (Rupees Sixteen Lakh only) be submitted online on e-tender portal and the proof of deposited slip should be enclosed /uploaded with the tender document.

Bids submitted through offline mode or in incomplete shape or beyond the stipulated period shall be summarily rejected. The Secretary of the Board reserves the right to accept or reject any or all Bids without assigning any reason thereof. Conditional Bid will not be accepted. The Technical Bids/ Financial Bids shall be opened by the authorized committee in the Board's Committee Room in presence of the bidder who wish to remain present. Financial bids will be opened only of those bidders who will qualify in Technical Bid.

For any query/clarification/difficulty regarding tendering process flow, please contact us on:

Address:

Punjab School Education Board, Vidya Bhavan Phase VIII, SAS NAGAR (Mohali)

<https://www.pseb.ac.in>

Secretary

Section-III

3.1 Scope of Work

The Agency selected under this tender shall be entrusted with the following responsibilities, hereinafter referred to as the “Scope of Work”:

- Establish a comprehensive digital capture system for the archival of documents, employing advanced imaging technologies to ensure the highest fidelity and resolution of captured data.
- Ensure the precise and unaltered reproduction of all content within the documents, with no distortion, omission, or modification of the original information.
- Organize and structure the digitized records methodically, incorporating a robust indexing framework based on candidate-specific details such as roll number, subject, examination date, and other relevant parameters to facilitate efficient record retrieval.
- Implement secure, redundant, and scalable data storage solutions for the digitized records.
- Establish secure and authenticated retrieval mechanisms to ensure that only duly authorized personnel may access the digitized records.
- Maintain the confidentiality and security of all digitized records in strict adherence to applicable data protection laws, regulations, and Board policies.
- Ensure long-term preservation of all digitized records, with optimization measures to prevent data degradation and enable continuous and reliable storage over extended periods.
- Maintain a detailed audit trail, including access logs and activity reports, to monitor and verify all retrieval, modification, or access events related to the digitized records.
- Provide a comprehensive disaster recovery plan, including off-site backup arrangements and procedures to ensure rapid restoration of data in the event of system failures, natural disasters, or other unforeseen disruptions.
- Cooperate fully with designated Board officials by providing regular status updates, progress reports, and validation checks on digitized data to ensure its accuracy and completeness.
- Assist in the integration of digitized data with the Board’s internal Document Management System (DMS) or other relevant software platforms, ensuring seamless interoperability and efficient data flow.
- Adhere strictly to the timelines, quality standards, and service benchmarks as prescribed in the contract to ensure timely and satisfactory delivery of all assigned services.

Approximate Volume- 50 lac Images

3.2 Approach and Methodology

3.2.1 Setting up the Scanning and Digitization Centre

The Service Provider shall establish a dedicated and secure Scanning and Digitization Centre that meets the following minimum requirements:

Hardware Infrastructure:

High-speed ADF (Automatic Document Feeder), flatbed scanners and sheet fed scanners capable of handling A0, A1, A2, A3, A4 and legal-size documents.
Adequate number of secure workstations with necessary processing power and memory.
Backup systems, UPS, and secure external storage for temporary backups.

Software and Tools:

Licensed scanning, image processing, and OCR software.

Digital Signature integration and metadata tagging tools.

Document Management System (DMS) compatible with open standards (e.g., PDF/A).

All software must comply with data security standards and ensure file format longevity.

Network and Security Setup:

Encrypted storage (AES-256 or higher).

Secure file transfer (TLS/SSL protocols).

Firewall-protected network.

Role-based access controls (RBAC).

CCTV surveillance, biometric or RFID access control to scanning zones.

PSEB will provide the required physical space, power connections, and basic furniture (tables, chairs, etc.) for the setup.

3.2.2 Pre-Scanning Activities

Before scanning, the Service Provider must carry out the following:

Document Collection:

Collect documents securely from PSEB's record room in batches.

Use tamper-proof boxes with unique IDs for transporting.

Maintain a chain-of-custody record for each batch.

Physical Cleaning and Preparation:

Gently remove dust, dirt, and debris.

Remove all physical fasteners (staples, threads, pins, bindings, covers etc.).

Apply basic curative techniques to damaged or biologically infected documents.

Unfold and flatten creased or wrinkled documents.

Sorting and Numbering:

Organize pages in proper sequence.

Number pages clearly (if not already done), ensuring each document is complete.

Joint Verification and Acknowledgement:

Verify number of files and pages in presence of PSEB representative.

Sign a physical and digital acknowledgment receipt for:

Number of documents

Number of pages per document

Type/size of each document

3.2.3 Log Register Maintenance

Maintain a detailed **log register** at the point of document collection containing the following fields:

Description of the document (e.g., document batch ID or file no.)

Page size classification (A0, A1, A2, A3, A4 and Legal etc.) and no. of documents.

Total number of pages per document

Name/designation of Official handing over

Name of Service Provider representative collecting

Date and time of collection

Expected return date

Final return confirmation with signature of PSEB representative

The log shall be maintained in both **physical (hard copy)** and **digital (secure database)** formats for audit and tracking.

3.2.4 Scanning and Digitization of Document (PSEB)

Resolution and File Size:

Each mark sheet page shall be scanned at a **minimum resolution of 400 DPI in grayscale or color**, depending on the document's nature. The size of each image for A4/Legal-sized A0, A1, A2, A3 pages should not exceed **150 KB**, ensuring optimal balance between clarity and storage efficiency.

End-to-End Workflow Automation:

The Service Provider must deploy a digitization tool that supports the **entire production workflow** – from scanning through image enhancement, metadata tagging, and up to **second-level quality check (QC2)**.

Database Design and Maintenance:

A well-structured and secure **database schema** shall be designed by the Service Provider, in consultation with and subject to approval by **Punjab School Education Board (PSEB)**. The schema must be consistently used across all stages of processing and while uploading data into the Document Management System (DMS).

Daily Scanning Targets:

The Service Provider must achieve a throughput of at least 25,000 scanned images per day to meet project timelines.

Image Compression:

Scanned images must be compressed using **lossless compression techniques** to reduce file size while preserving legibility and archival quality.

File Format and Stitching:

Scanned documents must be converted to **archival-friendly formats** such as **PDF/A, TIFF, JPEG, or PNG**, as required by PSEB. Pages from the same document must be **stitched into a single digital file** that replicates the original physical document in structure and order.

Compression Standards:

For **black and white** images: Use **Group IV lossless compression** or a superior technique.

For **grayscale/color** images: Use **LZW lossless compression** or better.

Optimized Viewable PDFs:

The final compressed PDF files (for online retrieval or printing) should achieve **50-80% compression** compared to baseline TIFF/JPEG formats, without compromising **search ability, clarity, or print output**.

Quality Assurance (QA):

The Service Provider shall implement comprehensive QA processes, ensuring that all scanned documents are **complete, readable, and properly indexed**. This includes checking for alignment, missing pages, image clarity, and proper metadata assignment.

Quality Control (QC) Staff:

Trained staff must perform **multi-level quality control** to verify each document. Logs of all QA/QC activities must be maintained and made available for audit by PSEB.

3.2.5. Indexing and Cataloguing of documents

The Service Provider shall create and apply **metadata fields** required for indexing the documents, as per the **specifications provided by PSEB**. These may include fields such as :

Student Name

Roll Number

Year of Examination

Class/Grade

Subject

School/Institution Name

Certificate Type

and more as decided by PSEB

The Service Provider shall utilize **reliable and proven technology platforms** for automated and manual indexing and cataloguing, enabling **efficient metadata tagging** and search capabilities.

Indexing will be performed by attaching the defined metadata to each digital document, ensuring that documents are uniquely identifiable and easily retrievable through the DMS (Document Management System).

A **robust quality control procedure** shall be implemented to ensure the **accuracy of metadata indexing**, including manual verification, correction of errors, and logging of any inconsistencies identified.

Once documents pass the Service Provider's internal **Quality Check Level 1 (QC1)**, a **sample-based Quality Check Level 2 (QC2)** will be conducted by **PSEB-appointed officials**. Only the approved images and metadata will be migrated to the **final archival storage** medium in the format preferred by PSEB.

The **original physical documents** will be returned in **their original condition** to the designated official of PSEB upon completion of scanning and verification.

The Service Provider must implement a **standardized file naming convention** and **folder structure** for storing the scanned files, adhering to **PSEB's policy guidelines**. File names must be in **bilingual format (English and Punjabi)** to support universal accessibility.

3.2.6. Post-Scanning of Documents

After the scanning process, the **physical documents** shall be **reassembled and secured (pinned/tagged)** in the **exact original order and format** in which they were received from PSEB. All documents must be **safely returned** to the designated PSEB official without any damage or alteration.

Each page of the physical documents shall be **serially arranged, counted, and verified** at the time of return. A formal **handover report** will be prepared and signed by both the Service Provider and PSEB representative.

A **Version Control mechanism** must be implemented in the digitization system to **manage any future updates or additions** (addendum) to existing digitized records. This facility must be integrated into the **capture and indexing module** to ensure document history and audit trail are maintained.

The Service Provider shall deploy its own **Management Information System (MIS) tool** to generate **daily or fortnightly progress reports**. These reports shall include:

Number of documents scanned

Number of files indexed

Total images processed

Quality control status

Pending files (if any)

Submission of these reports is mandatory and will be **linked to the release of payments** as per the agreement with PSEB.

The Scanned documents to be handed over to the Branch or cell for verification. Images will be verified by them and if any discrepancy will be there, they will be returned back for scanning.

3.2.7 Storage Sizing and User Creation

The service provider has to perform hardware sizing for the DMS and Storage requirements. The provider shall also be responsible for the sizing of storage space for archival of data.

3.2.8 Quality Checking of Scanned documents and Metadata Entries

Quality assurance after scanning and metadata entry is crucial to ensure the integrity and accuracy of the documents. The Service Provider is responsible for performing **Quality Check (QC1)**, which will then be verified by PSEB at the **QC2 level**. Documents QC2 will be submitted to PSEB for final acceptance.

Quality Checking for Scanned Documents:

100% On-Screen Validation: The Service Provider will perform **100% on-screen validation** of scanned documents in collaboration with **PSEB officials**. A log report of the **QC activities** performed will be submitted to PSEB for documentation.

No Duplicate Scanning: The Service Provider must ensure that no page is scanned more than once. If any duplicate pages are identified, the vendor will not be compensated for those extra scans.

Image Quality Verification: The Service Provider will check scanned document for:

Correct **DPI (Resolution)**

Image quality (clarity, no distortion)

Correct **format** (TIFF/PDF)

Noise removal (no background noise or artifacts)

Detailed Image Quality Criteria:

The scanned image should not be **too dark or too light**.

The image should not be captured under **improper lighting** conditions.

The image must not be **cropped** on any side.

The **orientation** of the image should be correct (no upside down or sideways images).

The image should be in **true color mode** if applicable.

Consistency of color should be maintained across all pages (no patches or inconsistency).

The image should not be **skewed** or **blurred**.

The image should not contain **excessive noise** or distortion.

There should be **no data loss** due to folds or creases in the document.

The document should not suffer **data loss** due to **tight binding** or **bulges at the center**.

The edges of the image should not have **extra darkness** or **unnecessary shadows**.

Quality Checking for Metadata Entry:

Metadata Accuracy: The Service Provider will check:

Whether **all required metadata fields** (such as document ID, student name, roll number, year, etc.) have been accurately captured.

Whether the **metadata entered** is correct and corresponds to the scanned document.

Verification of Document Completeness: The Service Provider will verify that **all** documents from PSEB have been scanned and indexed. No document should be missing or excluded from the process.

Mismatch Reporting: A detailed report will be generated to identify any **discrepancies** between the number of documents submitted by PSEB for scanning and the number of documents actually scanned and processed.

Additional Quality Assurance and Responsibilities:

Optional Quality Plan: The Service Provider may propose additional **quality control procedures** over and above those outlined in this section. The templates and processes for these will be decided in collaboration with PSEB prior to the commencement of the project.

QC Module for Quality Check: The Service Provider will implement a **quality control (QC) module** within the application tool they will use for scanning, indexing, and metadata entry. This module will assist in maintaining the overall quality throughout the digitization process.

Installation of QC Tools at PSEB: The Service Provider will install the required instances of the QC application tool on **PSEB's computers** to facilitate real-time quality checks at no additional cost to PSEB.

Qualified QC Personnel: The Service Provider will ensure that **skilled and qualified personnel** are appointed for quality checking. QC activities should not be conducted by the operators who performed the scanning or metadata entry.

Re-scanning of Unacceptable Records: Any records that are found to be **unacceptable by PSEB** (due to issues like improper images, missing metadata, or incorrect metadata) will have to be **re-scanned** by the Service Provider. No additional payment will be made for re-scanned documents.

Final QC by PSEB (QC2): After the **100% QC1** by the Service Provider, **PSEB officials** will conduct **100% quality checking (QC2)** on the scanned documents and metadata. Any documents failing QC2 will be returned to the Service Provider for corrective action.

3.2.9 Storage of Digitized Documents

Temporary Storage: The scanned documents will be tagged and stored on the **local server** under a **staging environment** until sufficient space or location is provided by the **PSEB's Server Data Center (SDC)**. The selected bidder will be responsible for transferring the **security-audited Document Management System (DMS)**, including all scanned images, from the **staging environment** to the **SDC** once the space is made available by PSEB.

Data Transfer to SDC: After **QC2 verification** of the scanned and digitized documents, the Service Provider will transfer the digitized data to the **SDC**. Access to the digitized data will be provided to **PSEB** as per the agreed-upon protocols.

Folder Structure: A **standard folder structure** must be followed while storing the digitized documents and related data in the storage system. This structure must align with **PSEB's requirements** and industry best practices for efficient data retrieval.

File Naming Conventions: The **nomenclature** of the digitized document files should adhere to **e-Governance standards** and **PSEB's file naming conventions**, ensuring that files are easy to identify, retrieve, and manage in the long term.

Data Backup: The bidder is required to create and maintain **incremental data backups** at the end of each day. These backups will ensure that no data is lost during the digitization process and that the integrity of the documents is preserved throughout the storage and transfer stages.

3.2.10 Reporting Requirements

Progress Tracking Tool: The bidder shall provide **reporting tools** for monitoring the scanning progress. **PSEB** should be able to track the overall progress of the digitization process, including details such as the **number of documents /pages scanned, percentage scanned, number of metadata entries completed**, etc., on a **daily, weekly, and monthly** basis.

QA/QC Report: The tool should also display **QA/QC reports** to track the quality assurance and quality control processes for scanned documents and metadata entries.

Daily Register Maintenance: The bidder will maintain a **register** as evidence of the number of documents and pages entered by the bidder each day. The details of this register will need to be entered into the reporting tool on a **daily basis**. The daily register shall be **verified** by an officer or staff member deputed by **PSEB** to ensure accuracy and compliance.

Report Format and Frequency: The **format, content, periodicity**, and other report-related details shall be discussed and finalized between the bidder and **PSEB** before the commencement of the project. This ensures that the reporting meets the needs of both parties.

No Extra Cost for Reporting Tools: The bidder must provide the required **reporting tools** at **no additional cost** to **PSEB**.

3.2.11 Upload Scanned Data to DMS

Indexing and Tagging: All scanned document pages need to be indexed and tagged by the selected bidder to ensure safe and secure storage. These files should be easily accessible in the **Document Management System (DMS)** for authorized users as and when required.

Responsibility for Uploading: The selected bidder shall be fully responsible for the entire process of uploading scanned data into the **DMS** system, ensuring a seamless migration of the digitized files.

Data Integrity: The selected bidder must ensure there is **no data loss** during the uploading process, especially for existing data already available in the **DMS**. Care must be taken to maintain the integrity of all records.

Folder and Database Structure: The selected bidder will also be responsible for the **creation of folders, subfolders, and database structures** in the **DMS** to facilitate synchronized and organized digital record-keeping.

3.2.12 Physical Record Keeping

Current Record Storage: The physical records/files (documents) are currently stored in

the **secure record room** at the PSEB office in an **unorganized manner**. The bidder, with prior approval from **PSEB**, may visit the site in the presence of a **PSEB-nominated custodian** at their own cost.

Organizing Documents: The selected bidder will be responsible for organizing the physical documents as directed by **PSEB**, ensuring that the records are systematically arranged for easy retrieval.

Binding of Records: The bidder will need to bind the physical records into separate files as instructed by **PSEB**, with the presence of the **PSEB-nominated custodian** to ensure proper documentation and facilitate future access.

Cost of Binding/Unbinding: The bidder should quote the **file binding/unbinding rates** as per the guidelines mentioned.

3.2.13 Manpower

Project Team: The **successful bidder** must provide a dedicated team of **project managers, quality control experts, hardware and database management specialists**, and an adequate number of **scanning station operators** and **file handler teams** to ensure the timely completion of the project.

Scalability of Manpower: The bidder must be prepared to **increase manpower** based on the project requirements to ensure the **completion of the project within the stipulated timeframe**, addressing any additional workload as needed.

3.2.14 Other General Requirements

Replacement of Poor Quality Scans: The bidder shall be responsible for adding or replacing poor-quality scanned images or documents at their own expense. The bidder will not be entitled to any extra payment for these replacements.

Premises and Infrastructure: The files/documents must remain on-site at the premises allocated to the bidder. The bidder is required to establish suitable hardware infrastructure and facilities on-site at the designated premises for digitization work.

Accuracy of Digitized Documents: It is the bidder's absolute responsibility to ensure that the digitized documents are an exact replica of the original paper records. This includes maintaining the integrity of all documents and ensuring the content matches the physical documents.

Protection of Documents: Under no circumstances shall the documents be altered, mutilated, destroyed, or replaced with other documents during the scanning and digitization process.

Quality Checks by PSEB: PSEB or any PSEB-authorized agency or person may conduct periodic quality checks to ensure the quality of the scanning and metadata entry services.

Performance Evaluation: Once the project commences, the PSEB will evaluate the vendor's performance based on the outputs provided. The PSEB reserves the right to request the vendor to replace any equipment with either similar equipment in better condition or superior equipment if the outputs do not meet the required standards.

Confidentiality and Secrecy: The bidder is required to maintain complete secrecy and confidentiality of both physical and digitized records. These records must be kept secure and not disclosed to unauthorized persons.

Ownership of Scanned Records: The scanned and digitized documents and records will remain the property of PSEB. The successful bidder will have no right, title, or interest in these records and will not use them elsewhere or for any other purpose.

Deployment of Human Resources: The service provider will deploy its own human

resources for all tasks related to scanning, digitization, indexing, and quality control. The bidder is required to ensure that the deployed staff are adequately skilled to complete the tasks within the specified time and at the required quality level.

Timeline for complete development work

The Development work completion duration is 1 year.

Payment Terms

S.No.	Project Milestones	Software cost	Hardware cost	Implementation Cost
1	Delivery of Hardware, Software & Other infrastructure components (after due inspection)	50%	50%	NIL
2	Installation of Hardware, Software & Other infrastructure components	10%	10%	NIL
3	Business requirement - Identifying the data to be archived and developing a data archival plan submission	NIL	NIL	20%
4	Data transfer for DC, DR & Security implementation	10%	10%	30%
5	Reports alignment with archived data	10%	10%	30%
8	Archived data - UAT & Go live and it's sign-off	10%	10%	10%
9	3 Months after final sign-off	10%	10%	10%
10	OTS (Onsite Technical Support) Cost	Quarterly in Arrears		
11	AMC/ATS Cost	Quarterly in Arrears		
	TOTAL	100%	100%	100%

Penalty Terms

Delay in Deliverables

If the progress of the assignment is found to be non-satisfactory or delayed at any point of time, PSEB reserves the right to impose a penalty of 1% for each default. The sum total amount of all unpaid and paid penalties shall not exceed 5% of the total assignment fee. PSEB reserves the right to recover any dues payable by the selected bidder/penalties from any amount outstanding to the credit of the selected bidder, including the pending bills and/or revoking the bank guarantee under this contract. Penalty will not be applicable if the delay is not attributable to the agency.

Instruction to Bidders

Availability of Tender Document

The tender document can be downloaded from Punjab e-Procurement Portal (<https://etender.punjabgovt.gov.in>).

The Bidder shall bear all costs associated with the preparation and submission of the Bid. PSEB shall, in no case, be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

Language of Bid/Contract

The language of the bid shall be in English and all correspondence in this regard shall be in English language only

Validity of Bids

The bids shall be valid for a period of 180 days from the date of financial opening of the bids.

Number of Bids

A bidder is eligible to submit only one bid against this EOI.

Completeness of Bids

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

The bidders must include all documentation and comply with all requirements as specified in the EOI. Failure to comply with the requirements of this EOI may lead to rejection of the bid.

Preparation of Bids

Proposal shall be typed and signed by the authorized signatory of the bidder who shall initial each page. All the alterations, omissions, additions, or any other amendments made to the proposal shall be initialed by the person(s) signing the proposal. The proposals must be properly signed by a duly authorized person of the bidder.

A copy of the Power of Attorney certified under the hands of a director of the bidder or a notary public on the specified form shall accompany the proposal.

Other Conditions

The following terms are applicable to this EOI and the bidder's bid.

PSEB reserves the right to cancel the work order assigned to the company/agency at any time without assigning any reason for the same. In case the work order is cancelled then the costs incurred will be borne by the selected bidder and under no circumstances the System Integrator shall be eligible for any payment or damages from PSEB.

Any customization work done, whether acceptable or unacceptable, developed or customized under a contract awarded as a result of this EOI shall be the sole property of the PSEB unless stated otherwise.

Timing and sequence of events resulting from this EOI shall ultimately be determined by PSEB.

No oral conversations or agreements with any official, agent or employee of PSEB shall affect or modify any terms of this EOI and any alleged oral agreement or arrangement made by a bidder with department, agency, official or employee of PSEB shall not supersede those results from this EOI process. Oral communications by PSEB to bidders shall not be considered binding on PSEB nor shall any written material provided by any person other than PSEB.

Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this EOI.

By responding, the bidder shall be deemed to have represented and warranted: that its bid is not made in connection with any competing bidder submitting a separate response to this EOI and is in all respects fair and without collusion or fraud; that the bidder did not participate in the EOI development process and had no knowledge of the specific contents of the EOI prior to its issuance; and that no employee or official of PSEB participated directly or indirectly in the bidder's bid preparation.

Statutory audit will be conducted any time before Go-Live or after start of O&M phase by PSEB. The auditing party would be decided by PSEB. Manpower provided by bidder would be required to support the audit exercise as part of the project execution

Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against PSEB or any of its respective officials, agents, or employees arising out of or relating to this EOI or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

Post the release of the EOI and until contract award, bidders shall not, directly or indirectly, solicit any employee of PSEB to leave PSEB or any other officials involved in this EOI process in order to accept employment with the bidder, its affiliates or any person acting in concert with the bidder without prior written approval of PSEB. The same will apply to PSEB also

PSEB reserves the right to terminate full Bank Guarantee or any part of it furnished by the System Integrator with or without termination of contract, in case PSEB or its nominated agency at any time during the tenure of the project observed that the bidder failed to comply with its obligations under the Contract.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of PSEB. Any notification of best evaluated/ preferred bidder status by PSEB shall not give rise to any enforceable rights by the bidder.

Section-IV

Pre-Qualification/Eligibility Criteria: -

Following table describe the pre-qualification criteria. A bidder participating in the bidding process shall possess the following minimum pre-qualification/eligibility criteria. Any bidder failing to meet the stated criteria shall be summarily rejected and will not be considered for Technical Evaluation.

Pre-Qualification Evaluation Criteria			
S.No.	PQ Criteria	Description of the Criteria	Documents to be Submitted
1	Legal Entity	The bidder must be incorporated/registered in India from last 05 years, under the Companies Act 1956/2013 or an LLP registered under the LLP Act 2008 or The Partnership Act 1932. Note: - Consortium is allowed. There can be two bidders. One Lead Partner and other secondary partner. Lead partner will be responsible for Whole Scanning Part and secondary partner will be responsible for Blockchain Part.	Copy of Certificate of Incorporation/ Partnership Deed or equivalent.
2	Turnover	The average annual turnover of the Primary Bidder should have minimum INR 20 Crores during the last 3 financial years (i.e. 2022-23, 2023-24, 2024-2025). Lead Partner have minimum 15 crore.	Audited Balance Sheets/CA Certificate
3	Net Worth	The bidder must have positive net worth in last three financial years ending on 31st March 2025.	Certificate from CA
4 (A)	Technical Capability -I	The Bidder must be in the business in Development and maintenance of an Enterprise software Solution (like Asset Management/Digitization/Translation for Records) in field for minimum 03 Years having minimum 100 full time technical resources on his pay roll In India.	Copies of the relevant documents.
(B)	Technical Capability -II	The Bidder must have expertise in Deployment and maintenance of an enterprise software Solution, Work-related to deployment /ERP commissioning of Scanner/storage management solution/ AI based Translation/scanning Solution, for at least 5000000 pages for government organization with project value of 08 Cr.	Copies of the relevant documents. This certification should have the list of firms and clearly indicating the number of hours of the digitization work.
(C)	Technical Capability - III	The Bidder must have experience in development & implementation of projects having Data Migration, API Integration and data retrieval from Other Applications.	Copies of the relevant documents
(D)	Technical Capability - IV	The Bidder must have experience of Implementing large Digitization/ERP project in any State/ Central Government Departments/ Large enterprises/PSU for Images, Paper & Documents Files with project value of 10 Cr.	Copies of the relevant documents

(D)	Technical Capability - V	The Bidder must supply a Document Management System (DMS), including the source code, for the management of digitized records. The DMS provided should not be a Commercial Off-The-Shelf (COTS) solution, but rather a custom-built system designed to meet the specific requirements of this project.	Source Code
5	Quality Certification	The Bidder must have valid Certificates for ISO 9001- 2015, ISO 27001:2013, ISO 20000-1:2018, CMMi Level-3 OR Cert-IN	Copies of the valid certificates.
6	Blacklisting	The Bidder should not be currently under a declaration of Ineligibility for corrupt and fraudulent practices issued by any Government Centra or State Govt/Nodal agencies /PSU in India.	Self- declaration
7	Fee & EMD	Tender Fee 5000/- (Five thousand only) (Non-refundable) & EMD Rs.16,00,000/- (Sixteen Lakh only) to be deposited through E-tender portal. Both Amount deposited slips should be enclosed/uploaded with Technical Bid. The EMD of successful Bidder is liable to be forfeited if the Bidder revokes any terms of the tender within the validity period. EMDs given by unsuccessful Bidders will be refunded after placing of work order to the successful Bidder. Bidder should upload the scan copy of the DD/BG online and submit the original DD/BG at office on or before the Opening of Pre-Qualification Bid.	Demand Draft (DD)

Technical Evaluation Criteria

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids which do not secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

Technical Evaluation Marks (Total Marks = 100)			
S. No.	Description of the Parameters	Max Score	Supporting Documents
1.	Technical Compliance to all Software Solution as asked in this EOI.	10	Compliance Sheet.
2.	The Bidder must have expertise in Deployment and maintenance of an enterprise software Solution, Work-related to deployment, commissioning of Scanner/storage management solution/ AI based Translation/scanning Solution for at least 8000000 pages for government organization/ State departments/	25	Work orders/ completion Certificate (wherever available) in the name of the bidder or, Certified Auditor or Company Secretary certifying the claim of the bidder of have undertaken the said digitization/restoration on work.

	<p>PSU/ Large scale enterprises as per the EOI with project value 08 cr done in last 5 years ending on 31st March 2025.</p> <p>5000000 to 6000000 pages. - 10 Marks</p> <p>6000000 to 7000000 Pages. - 15 Marks</p> <p>7000000 to 8000000 Pages. - 20 Marks</p> <p>>8000000 Pages - 25 Marks</p>		
3.	<p>The Bidder should have completed the Deployment and maintenance of an enterprise software Solution, Work-related to deployment, commissioning of Scanner/storage management solution/ AI based Translation/scanning Solution, in India Digitization and Archiving Project for any State/Central departments/PSU/ large Enterprise in India in last 5 years ending with 31st March 2025.</p> <p>05 Marks/project up to 2 projects minimum value of INR 04 crore each project</p>	10	Work Order/Completion Certificate
4.	<p>Presentation on the proposed solution capturing the major features: -</p> <p>Understanding of the project (how the solution proposed is relevant to the requirement.</p> <p>Proposed technical solution with detailed architecture, work flow and methodology.</p> <p>Implementation, Operation & Maintenance Support plan with team structure.</p> <p>Demonstration of previously executed projects i.e., Enterprise Archival Solution for evaluation of the Bidder's capability on proposed solution.</p>	25	Presentation before the committee members.
5.	<p>Experience of Implementing Blockchain in Govt. Organisations/large Enterprise.</p> <p>Two Projects -10 marks</p> <p>Four Projects - 10 marks</p>	20	Work Order/Completion Certificate

6	The Bidder must have valid Certificates for ISO 9001- 2015- 2 Marks ISO 20000-1:2018- 2 Marks ISO 27001:2013- 2 Marks CMMi Level-3 - 2 Marks CERT-IN Empanelment - 2 Marks	10	Certification copies
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Note: - All the bidders who secure a minimum Technical Score of 70 marks out of total 100 marks i.e. 70% of total marks or more will be declared as technically qualified and are eligible for financial bid opening.

Evaluation & Tabulation of Technical Bid

The Technical evaluation committee will evaluate the technical response submitted by the Bidder. The Technical bid response includes the below details:-

The Technical Bid response will be initiated with the Technical Bid Cover letter in specified format as mentioned.

Detailed Compliance Sheet of the Technical Specification asked in the EOI duly signed in Company Letter Head.

In case of deviation while evaluating the Technical Bid response based upon the criteria, the bid will be subjected for rejection.

All supporting documents as mentioned in EOI.

Technical evaluation

The technical bid documentation furnished by the bidder shall be examined in detail in order to determine whether they are substantially responsive to the requirements set forth in this document. In order to reach such a determination, PSEB will examine the information supplied by the bidders, and shall evaluate the same as per the evaluation criteria specified in this EOI . This evaluation will also involve scoring each component of the technical bid as per guidelines described in this EOI so that each technical bid will be assigned an overall score. The bidders will be required to make presentation on technical and operations aspect of the bid as per Data Sheet of this EOI. The Bidder is requested to take note of the following:

Bidder are required to submit their technical bids strictly as per the technical bid format defined in the Annexure section of this document.

Technical proposal should not contain any financial information. Technical bids containing financial information will be summarily rejected.

A proposal shall be rejected at this stage if it does not respond to important aspects of the EOI and particularly the Scope of Work or if it fails to comply with the technical requirements.

The overall technical score cutoff is 70 marks. As one of the criteria, the bidder will require to attain the overall cutoff marks or more during the evaluation, for their commercial bids to be considered.

Only the bidders who score a total technical score of 70 marks or more will qualify for the evaluation of their commercial bids.

After the technical evaluation is completed and approved, PSEB shall pen the Commercial Proposals of only those bidders who complied with the technical criterion specified in the EOI.

Commercial evaluation

Based on the results of the technical evaluation, the committee will then proceed to open and evaluate the commercial bids of only those bidders who are able to qualify the technical evaluation. The commercial evaluation will take into account the information supplied by the bidders in the Commercial Bid, and the same shall be evaluated in accordance with the evaluation criteria specified in this document.

The bidders are requested to take note of the following:

Bidders intending for commercial bid should necessarily give the financial details in the format given in Annexure. All the financial details should be given in the prescribed format only and in accordance to the details mentioned in the EOI. Assignment of marks to the financial bids will be done as follows: Once all the financial bids (of eligible bidders as mentioned above) have been opened, marks will be assigned to each financial bid as per the formula below:

Marks assigned to financial bid = $100 * [F1 / \text{Total Financial Bid under consideration}]$
Where Total Financial Bid is the total bid amount of the bid being evaluated as per Annexure, and F1 = the lowest financial bid of all the bids opened.

The commercial bid should not be conditional and no technical information should be provided along with the commercial bid. In such cases, the bids would be summarily rejected.

The bid should be comprehensive and inclusive for all the services to be provided by the bidder as per scope of his work. The payments would be made to selected bidder as per the finalized rate. No separate payment shall be made for services that are to be delivered by the System Partner as part of his scope of work for this project.

The prices quoted shall be inclusive of all taxes, duties and statutory payments incident upon the bidder and it shall be a fixed price bid. Once the prices have been submitted as part of Commercial bid to PSEB, no change /modification will be entertained for any cause whatsoever. The prices once provided by the bidder will be valid for the entire period of validity of the bid (till completion of project for the selected bidder as System Partner/ Implementation Partner).

Any increase/decrease in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid/project will be to the account of PSEB. Financial evaluation shall be done separately for Section A and Section B on the basis of price quoted for each section.

Proposals not containing cost for any of the cost components shall be straightway rejected without any further consideration.

The System Partner shall be responsible for the costs towards travel/stay, daily allowance or any other allowances with respect to their staff deployed for the execution of this project before or after the award of the contract.

Agency/System Partner would be responsible for making the solution perform on a turnkey basis. In case the Agency/System Partner does not consider any specific hardware/software/system/service in the commercial bid, which would hamper the performance of the solution, PSEB would not be held responsible. In such a case, the System Partner has to provide additional equipment/services, without any additional cost to PSEB.

Quality and Cost Based Selection

The method employed for the final selection of the System Partner and award of the contract will be QCBS i.e. Quality and Cost Based Selection method, which would ensure the quality of the solution as well as the cost effectiveness of the same. Each bidder would be assigned a Technical Score (TS) and a Financial Score (FS) based on the technical and financial evaluation of the bid respectively. These scores would then be combined with pre-assigned weights (0.7 for technical score and 0.3 for financial score) and the bidders would be ranked as per this combined score. Bidder with the highest final composite score (Final Composite Score = $TS \times 0.70 + FS \times 0.30$) shall be declared as “Best Evaluated Bidder” and shall be entitled for the award of the contract.

The Bidders are requested to take note of the following:

The weights assigned for each item is for the purpose of evaluation of this bid only and does not necessarily reflect the actual transactions/ quantities that would be undertaken for the period of contract.

In case of a tie in the final composite score, the bidder having highest technical score will be considered eligible for leading to the award of the contract.

PSEB may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any bidder.

General Terms & Conditions

Indemnity

The Selected bidder shall indemnify PSEB for any direct loss or damage that is caused due to the bidder's fraud, willful misconduct, and gross negligence, breach of confidentiality or breach of third-party intellectual property right or in the performance of services.

Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising PSEB in relation to or matters arising out of or concerning the selection process. PSEB will treat all information submitted as part of the proposal, in confidence and will require all those who have access to such material to treat the same in confidence. PSEB may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or PSEB.

Corrupt & Fraudulent Activities

PSEB shall reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. PSEB shall deem a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time it determines that the bidder has engaged in corrupt and fraudulent practices in competing for or in executing a contract.

Force Majeure

Definition

For the purposes of this assignment, “Force Majeure” means an event which is beyond the reasonable control of a party and which makes a party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances and includes but is not limited to war, riots, civil disorder, epidemic, pandemic, quarantine restrictions, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the party invoking

Force Majeure to prevent), confiscation or any other action by Government agencies.

Force Majeure shall not include

(i) any event which is caused by the negligence or intentional action of a Party or agents employees thereof, nor

(ii) any event which a diligent party could reasonably have been expected to both (A) take into account at the time of the conclusion of the Agreement and

(B) avoid or overcome in the carrying out of its obligations hereunder.

Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

Measures to be Taken

A party affected by an event of Force Majeure shall take all reasonable measures to remove such party's inability to fulfill its obligations hereunder with a minimum of delay.

A party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event and shall similarly give notice of the restoration of normal conditions as soon as possible.

The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

During the period of its inability to perform the Services as a result of an event of Force Majeure, the Implementation Partner shall be entitled to be reimbursed for additional costs reasonably and necessarily incurred by it during such period for the purposes of the services and in reactivating the services after the end of such period. Such expenses will be approved by PSEB. The Consultant will have to provide proper justification and certificate from their auditors for such expenses on the format as may be decided by PSEB. The decision of PSEB regarding such payments will be final.

Breach of Contract

Material breach of Contract shall mean not submitting any deliverable as mentioned in 'Payment - Milestones' section of this document and not rectifying the default within 30 days of being notified about the default.

The failure of a Party to fulfill any of its obligations shall not be considered to be a breach of or default under the Contract insofar as such inability arises from an event of Force Majeure, provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of the Agreement.

Conflict of Interest

The selected bidder shall not receive any remuneration in connection with the assignment except as provided in the contract. The team deployed by the Implementation Partner shall not engage in activities that conflict with the interest of PSEB under this contract and shall be excluded from downstream supply of goods or construction of works or purchase of any asset or provision of any other service related to the assignment other than a continuation of the Services under the ongoing contract. The team engaged for this assignment should not be deployed in similar nature of assignment of any other state. It should be the requirement of the assigned works that the Implementation Partner should provide professional, objective and impartial advice and at all times hold PSEB's interest paramount and that in providing advice they avoid conflicts with other assignments and

their own corporate interests.

Limitation of Liability

In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including lost profits). The selected bidder shall not be liable to the other hereunder or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.

Dispute Resolution

Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 15 days from the date of receipt of written notice, the matter will be referred to PSEB, which shall take decision within 30 days after such reference. If the dispute is still not resolved the matter will be referred for **Arbitration**.

Arbitration

In case the dispute is not resolved, any party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act 1996 or latest. The arbitral proceedings shall be conducted by a sole arbitrator that may be appointed with the consent of parties to such dispute. If there is no agreement among the parties to the identity or appointment of such sole arbitrator within 30 days of issue of notice of reference, then the arbitral proceedings will be conducted by a panel of three arbitrators, one arbitrator to be appointed by PSEB and other appointed by the vendor and the third arbitrator to be mutually appointed by the other two arbitrators in accordance with provisions of Arbitration and Conciliation Act, 1996. Arbitration proceedings shall be/conducted in and the award shall be made in English language. Arbitration proceedings shall be conducted at PUNJAB.

Termination of Contract

Termination of Contract by PSEB

It shall be lawful for PSEB to terminate the Agreement signed with the selected bidder for this EOI, at any time without assigning any reason and without being liable for loss or damage which the vendor may suffer by reason of such termination, by giving the contractor thirty [30] days' notice in writing by PSEB for such termination. Any such termination shall be without prejudice to any other right of PSEB under the Contract.

Termination of Contract by the vendor

If the vendor decides to terminate the Contract before the end of contract period, the vendor shall give an advance notice of at least ninety [90] days. If the vendor terminates the contract/Agreement without prior notice of ninety [90] days, then the entire Performance Security shall be forfeited to PSEB.

Miscellaneous

The Selection Process shall be governed by, and construed in accordance with the laws of

India and the Courts at Punjab shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

PSEB, in its sole discretion and without incurring any obligation or liability, reserves the right at any time to:

Suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto.

Consult with any Bidder in order to receive clarification or further information.

Retain any information and/or evidence submitted to PSEB by or on behalf of and/or in relation to any Bidder; and/or

Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any bidder.

It shall be deemed that by submitting the proposal, the bidder agrees and releases PSEB, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future. It is clarified that compensation shall be binding to both the parties under the Arbitration & Reconciliation Act, 1996 or latest.

Technically qualify of the proposal will be given weightage of 70% and financial proposal weightage will be given to 30%. The price proposal of only those agencies who qualify technically that is who score minimum 70 out of 100 marks will be opened.

Normalized Technical Score of the firm $(T_n) = (T_f / T_h) * 100$ T_f : Technical score of the firm. T_h : Highest Technical score

Normalized Financial Score of the firm $(F_n) = (Q_i / Q_f) * 100$ Q_f : Quoted price of the firm

Q_i : Lowest Quoted price

Total normalized score $St = T_n * 0.7 + F_n * 0.3$

Correction of Arithmetic Errors in Financial Bids

The Proposal evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Proposal Evaluation Committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.

If there is an error in a total corresponding to the addition or subtraction of Subtotals, the subtotals shall prevail, and the total shall be corrected; and

If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

Exclusion of Bids / Disqualification

A procuring entity shall exclude/ disqualify a Bid, if: -

The information submitted, concerning the qualifications of the bidder, was false or

constituted a misrepresentation; or

The information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and

The bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;

The Bid materially departs from the requirements specified in the bidding document or it contains false information;

the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;

a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.

Bid shall be excluded/ disqualified as soon as the cause for its exclusion / disqualification is discovered.

Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -

communicated to the concerned bidder in writing;

Published on the State Public Procurement Portal, if applicable.

Lack of Competition

A situation may arise where, if after evaluation of Bids, the proposal evaluation committee may end-up with one responsive Bid only. In such situation, the Proposal Evaluation Committee would check as to whether while floating the Bid all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the tender would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -

the Bid is technically qualified;

the price quoted by the bidder is assessed to be reasonable;

the Bid is unconditional and complete in all respects;

there are no obvious indicators of cartelization amongst bidders; and

the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document;

The Evaluation Committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the account's member as per Punjab Transparency in Public Procurement Act-2019.

In case of dissent by any member of Proposal Evaluation Committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re- invite Bids after recording reasons.

Acceptance of the successful Bid and award of Project

Award Criteria

Board will award the project to the successful bidder whose proposal will be determined to be substantially responsive and the bid most responsive as per the process outlined in preceding paras.

Notification of Award

Prior to the expiry of the validity period, Board will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, Board may like to request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, Board will notify each unsuccessful bidder.

Issuance of Purchase Order

The Board shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project, as per the guidance provided by CVC. On this basis the Purchase order would be issued.

Section-V

Terms & Conditions.

Firm can undertake software solution related job and associated services related to the archival and management of Documents, as outlined in the **Scope of Work**.

The firm should possess the following hardware:

At least four **high-resolution imaging devices** or equivalent, capable of capturing and recording detailed content from handwritten or printed documents in digital format.

Devices capable of **capturing data at high-speed**, ensuring the efficient processing of large volumes of documents with minimal delay.

Imaging devices that can deliver **high-fidelity capture**, ensuring clarity and accuracy of the content, with a resolution of **600 dpi** or higher.

Data transfer interfaces that support **USB 2.0 or higher** or equivalent technologies, ensuring seamless integration with storage and processing systems.

At least **four workstations or computers**, equipped with the latest configurations, sufficient for processing and managing large datasets without compromising performance.

A **certificate** confirming compliance with the above hardware requirements and confirming the capability to meet the technical specifications detailed in Section VI of the tender document.

The firm will provide service with quality to satisfaction of the Board.

The firm will not sublet the work to any other firm.

The firm should install the required hardware at the premises of the Board's office at their own expenses like computer/scanner/Any other Image Capturing Device/UPS or any other requirement as per need of service delivery.

Bidders are liable for meeting the security standards or desired security aspects of all the ICT (Information and Communication Technology) resources as per IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy may be shared with successful bidder. Bidders should ensure Data Security and protection of facilities/application managed by them.

The firm shall maintain record on daily basis in a database and this database will be

property of department.

The firm will be responsible for maintaining the hardware in working condition and replace the faulty hardware at once.

The firm will be the principal employer of the manpower deployed to perform the above-mentioned tasks and liable for all legal requirements. Board will not bear any financial/legal responsibility.

The firm will not leak any data/information, if found so, the EMD will be forfeited, all payment will be withheld, firm will be blacklisted and appropriate legal action will be taken against the firm.

Firm is required to give Certificate that it possesses the required hardware in advance and abide all the terms and conditions given in the documents with proper signature and stamp and will start the project within 20 (Twenty) days from the date of issuance of work order.

The contract period will be initially of one year which can be extended further three years on basis of satisfactory completion of work after approval of the appropriate authority.

Within 10 (Ten) days after receiving notification of award, firm have to submit an Agreement as per contract form on Non-Judicial Stamp Paper of Rs.100/- duly attested by Notary along with 10% Performance Security/Bank Guarantee of the total value of the tender failing which a penalty of rupees 1000/- per day will be imposed for five days. Thereafter EMD may be forfeited and firm may be blacklisted as deemed fit by the Secretary.

The Secretary, Punjab School Education Board reserves the right to reject any or all bids without assigning any reason at any stage/time what so ever.

Negotiation of rates can be held as per Punjab Transparency in Public Procurement Act-2019.

Arbitrator clause: All disputes or differences arising between the parties out of or relating to meaning and operation of effect of the contract or breach thereof shall be settled by arbitration in accordance with the rules and regulation of arbitrator. The sole arbitrator shall be appointed on mutual concurrence of both parties. However, it is the discretion of the Chairman to accept or not decision of the Arbitrator. The courts at Mohali only will have the legal jurisdiction in case of any dispute.

During contract period, if the firm found delays the job unnecessarily for any unjustified reason, Secretary will have the power to impose any penalty as he deems fit. It may extent to forfeiture of EMD & Performance Security.

Terms of Payment:

S.No.	Project Milestones	Software cost	Hardware cost	Implementation Cost
1	Delivery of Hardware, Software & Other infrastructure components (after due inspection)	50%	50%	NIL
2	Installation of Hardware, Software & Other infrastructure components	10%	10%	NIL

3	Business requirement - Identifying the data to be archived and developing a data archival plan submission	NIL	NIL	20%
4	Data transfer for DC, DR & Security implementation	10%	10%	30%
5	Reports alignment with archived data	10%	10%	30%
8	Archived data - UAT & Go live and it's sign-off	10%	10%	10%
9	3 Months after final sign-off	10%	10%	10%
10	OTS (Onsite Technical Support) Cost	Quarterly in Arrears		
11	AMC/ATS Cost	Quarterly in Arrears		
	TOTAL	100%	100%	100%

Penalty Provisions: -

For delay in start of work Rs. 5000/- per day.

For delay in completion of work @ Rs.5000/- per day.

For not providing the complete scanned data on required SSD Storage. All payment may be withheld, forfeited of EMD & Performance Security and firm may be blacklisted.

Any other issue as and when noticed, penalty may be imposed as deemed by the Secretary.

The bidder must submit an undertaking on a stamp paper of Rs 100/- as per the Section-VI.

At any time prior to the deadline for submission of Bids, the Board may amend the Bidding Documents by issuing an addendum/corrigendum on the website only. No addendum/corrigendum will be published in the newspapers.

The Bidder shall complete and submit the Bid Submission form and Price schedule by using the form furnished in Section Online. These forms must be completed without any alterations to its format or any cutting/overwriting and no substitutes shall be accepted. All blank spaces must be filled in with the required information.

The Bidder shall indicate on the Bid submission form and Price Schedule, inclusive of cost of all jobs, related services and all other taxes etc., which their firm proposes to perform works under the contract. No Extra payment will be made for any job-related service/Tax/octroi.

Bid Prices will not be adjusted for any unconditional or conditional discount offered by the Bidder and such bids are liable to be rejected for which the firm will be responsible and the Board will not entertain any correspondence on this issue.

In case of bidders whose tenders are not considered for placing the work/service order, the earnest money deposit (EMD) will be refunded normally within one month of issuance of work order. In case of selected bidder, the earnest money deposit will be adjusted against performance security and will be retained till the completion of work and all

liabilities & obligations of the firm. The EMD deposited will not earn any interest & Board will not pay any interest on EMD to the bidder.

The successful Bidder's Earnest Money will be discharged after completion of job work and final payment of the firm.

Technical and financial Bids are to be submitted online only.

For any point if not covered under the provisions of the tender, the Secretary of the Board shall be the supreme competent authority, whose orders in any of such issues at all stages shall be final for one and all as a matter of binding in all respects.

If the Bidder gives a false statement on any of the above information, the firm/supplier will not be considered and their quotation/tender shall be deemed to be rejected and the security deposited will stand forfeited.

Notices

Any notice given by one party to the other pursuant to this contract shall be sent by E-mail to other party in writing and confirmed in writing to the other Party's address specified for the purpose in the notification of award/contract. The notice will be effective when delivered. In case the other party refuses to accept the notice, the notice shall be deemed to have become effective one week after the date of dispatch through registered post.

28. Taxes and duties

The firm shall be entirely responsible for all taxes, duties, road permits etc.

**SECTION-VI
UNDERTAKING**

(ON A STAMP PAPER OF Rs. 100/-)

Tender No. Dated:

To
The Secretary
Punjab School Education Board,
Vidya Bhavan Phase VIII, SAS NAGAR (Mohali)

(Name of the Firm/Agency/Company) Name of the tender

Due Date of Tender Dear Sir,

Having read the conditions of contract and services to be provided, the receipt of which is hereby duly acknowledged, we, undersigned, offer to provide the required Services for the work with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.

We undertake to enter into agreement as early as possible or being called upon to do so and bear all expenses including charges for stamps etc. and agreement will be binding on us.

If our Bid is accepted, we will give a Bank Draft of 10% of the contract sum for the due performance of the Contract.

We agree to abide by this Bid for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of this period.

Until an agreement is signed and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent Replacement.

We understand that you are not bound to accept the lowest or any bid, you may receive.

I/ We undertake that our firm is not blacklisted/debarred from Central Govt./State Govt./ any Board/University/PSU etc.

Dated thisDay of 2025.

Signature of in capacity of

Duly authorized to sign the bid for and on behalf of.....

Witness

Address Signature

Section-VII

TECHNICAL BID

(To be filled by the bidder and signed in Company Letter Head)

To

The Secretary,
Punjab School Education Board,
Vidya Bhavan Phase VIII, SAS NAGAR (Mohali)

Subject: Technical Proposal for Selection of Agency for Digital Solution of Secure Archival and Retrieval Services for Documents, EOI Ref. No-

Sr/Madam,

We, the undersigned, offer to provide our services against your EOI enquiry no.

<insert EOI no> dated <insert date>. We are hereby submitting our Proposal, which includes this Technical Bid.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the tender document. We would hold the terms of our bid valid for 180 days as stipulated in the EOI document.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products / services specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company / firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____ Name and Title of Signatory: _____

Name of Firm Address: ____

Section-VIII

FINANCIAL BID

To
The Secretary,
Punjab School Education Board, Vidya Bhavan Phase VIII, SAS NAGAR (Mohali)

Subject: Financial Bid

Having examined the tender documents, terms and conditions stipulated therein etc., the under signed offers to provide the rates, for all work mentioned at scope of work of tender document and abide all term and conditions, given here under

S. No.	Item	[X] Base Cost (in RS)	[Y] GST (in RS)	[X] + [Y] Total Amount (in RS)
1.	Software Solution for Digital Solution of Secure Archival and Retrieval Services for Documents Infrastructure - Secure Archival and Retrieval Services for Documents Services - Secure Archival and Retrieval Services for Documents			
2.	Hosting server (per unit)			
3.	Production storage (per unit)			
4.	Operation Management & Support for five years including Infrastructure & Services for Enterprise Archival Solution (per quarter).			
5	Rate to perform image capturing of Document through scanning/other photo capturing mechanism and their retrieval and other requirement mentioned in scope of work. Quote rate for one image.			
6	Technical Resource L2 level. Quote rate per resource per month			

Note: L-1 firm will be decided on the total rates of all the above items as per QCBS scoring.

Dated _____ Signature of Bidder _____ Name of Bidder _____ Address of Bidder _____

Mobile No _____

Seal of Company/Firm

Check List

Sl. No.	Documents to be submitted		
	Pre-Qualification bid	Technical Bid	Financial Bid
1	Particulars of the Bidder	Detail Bill of Quantity (BOQ) as per the components mentioned	Financial Bid Cover letter and Format
2	Bidder's Authorization Certificate	Technical Specification Compliance Documents with all supporting details	Commercial Bid
3	EOI Form	Technical Bid Covering Letter	
4	Audited Balance Sheets		
5	CA Certificate with CA's Registration Number & Seal		
6	Self-Declaration Non-blacklisted		
7	Project Citation		
8	Project References for Experience of Bidder		
9	Valid copy of Certificate of incorporation and Registration Certificates Copy of GST registration. Copies of relevant Certificates of Registration, Income Tax/ PAN Number from the respective Government Department.		
10	Valid Copy of Bidder ISO Certificates, CERT-IN & other certificate Documents		
11	Relevant Documents supporting Office Addresses /Undertaking. (Local presence)		
12	Fee & EMD as mentioned in the Eligibility/Pre-qualification Criteria of the EOI		

Note :- All documents to be submitted online along with the Technical Bid. All pages should be numbered and arranged as per check list and an Index thereof is also to be placed right below the forwarding letter of the firm.

Annexure

Compliance for Technical and Functional Specification of Data Archival and Retrieval Solution

S No.	Minimum Technical Specification	Compliance (Yes /No)	Reference
A	General		
1.	The storage capacity of the Archival & Retrieval Solution should be sufficient to meet the organization's current and future data storage needs. This may involve selecting a solution that can scale up or down as needed, or one that offers multiple storage options to accommodate different types of data.		
2.	The storage media used by the Archival & Retrieval Solution should be reliable, durable, and cost-effective. This may involve selecting a solution that uses hard disk drives (HDDs) or solid-state drives (SSDs).		
3.	The data transfer rate of the Archival & Retrieval Solution should be sufficient to accommodate the organization's data transfer needs. This may involve selecting a solution that offers high-speed data transfer options, such as Fiber-channel or InfiniBand, or one that provides data compression and deduplication to reduce the amount of data that needs to be transferred.		
4.	The Archival & Retrieval Solution should be designed to provide redundancy and resiliency to ensure that data is protected against hardware failures or other issues. This may involve selecting a solution that offers RAID or erasure coding for data protection, or one that includes redundant components, such as power supplies or network connections.		
5.	The Archival & Retrieval Solution be compatible with the organization's existing systems and applications and should be designed to integrate seamlessly with these systems. This may involve selecting a solution that supports standard protocols, such as NFS or SMB, or one that offers APIs or other integration options.		

6.	The Archival & Retrieval Solution should be designed to provide effective management and monitoring tools to ensure that data is being archived and managed effectively. This may involve selecting a solution that provides reporting and monitoring tools, or one that offers automation and policy-based management features.		
B	Functional Specifications		
1	Data Extraction / ETL		
1.1	The proposed solution should include data extraction tool [ETL]		
1.2	The ETL tool should be capable to extract incremental data where applicable		
1.3	The ETL tool should extract data from multiple sources to Uniform Database which should be Read only.		
1.4	The proposed solution should include conversion tools to map data to Uniform format & classification		
1.5	The proposed solution can retain same table schema, if so decided by Board, in the Archival database		
1.6	The ETL tool will generate statistics to confirm Data Integrity.		
1.7	The process will avoid duplicate data.		
1.8	Proposed solution should have all Data Integrity checks so that after purging, there should not be any inconsistency in any table, loss of information or data integrity.		
2	Database Archival		
2.1	The proposed solution should upload desired uniform Archival database on centralized server & will be accessible from centralized source.		
2.2	If Archival Data has more than one Database, the same will be all deployed in same DB server.		
2.3	Archival Database is to be One preferably & not divided Branch wise.		
2.4	Archival Database will be replicated at DR servers.		
2.5	Archival Database upload solution will generate statistics, before & after the change-over.		
2.6	Solution should be able to work for processes as per frequency finalized.		
3	Data Retrieval Software		
3.1	The proposed solution should access uniform Archival database on centralized server through browsers.		

3.2	The proposed data retrieval software should support all popular browsers		
3.3	The proposed data retrieval tools / software should generate reports as specified by the Board (parameterizable & customizable)		
3.4	The proposed data retrieval software should support that the Data should be retrieved as Data/ Tables if required.		
3.5	The proposed data retrieval software should support User rights as per Organizational Hierarchy.		
3.6	The proposed data retrieval software should support access rights mechanism to restrict access to the solution by authorized users only.		
3.7	The proposed data retrieval software should cover Documents data		
3.8	The proposed data retrieval software should support various statutory reports applicable.		
3.9	System should be able to generate any other report as required by regulatory / government / legal / internal requirements.		
4	Reports/Queries/Views/		
4.1	The proposed data retrieval software should support View / Print / Download options		
4.2	The proposed data retrieval software should support popular file digital formats like XML, ASCII text, pdf, MS-Word doc, MS-Excel CSV.		
4.3	Reports will have a summary wherever applicable		
4.4	The database server will generate reports as per pre-defined formats as well as on the fly.		
4.5	Some Reports should have a drill down feature, on view.		
4.6	There will be some options to view as per Queries & Criteria/ Filters		
5	Data Purging		
5.1	The solution should support purging of data as per retention cycle.		
5.2	The solution should ensure backup before any purging		
5.3	The solution should be capable to bring back data purged, from the backup.		
5.4	System should have identification of data to be purged, based on retention period parameter		

5.5	System will maintain Audit Trail of Data Purging		
5.6	System will maintain data integrity statistics about purged data.		
6	Other Features		
6.1	The solution should support AD integration for Login		
6.2	The solution should support Backup function.		
6.3	The vendor will be able to manage to recreate the environment from the backup.		
6.4	The vendor will set up replication at DR servers/Solution will support.		
6.5	The proposed solution should be able to archive and restore terabytes of data with minimum operational downtime.		
6.6	The solution should support User concurrency - 100 users.		
6.7	The solution should support Audit log - on the operations done by users. Details will include date, time, user & other details.		
6.8	Vendor shall provide training to Core team members of the Board on Usage, administration of the solution.		
6.9	Vendor shall provide User manual and training - for core team members & one set/ batch of users as a onetime activity.		
6.10	Vendor is required to design, size, provide bill of material for hardware and relevant environmental software, implement and maintain the solution for the tenure of the contract. Specs will change as per volume, from time to time.		

From OEM: Date: Place: Yours faithfully Signature of Authorized Signatory Name of Signatory: Designation: Email ID: Contact No: Telephone No.: Seal of Company:	From Bidder: Date: Place: Yours faithfully Signature of Authorized Signatory Name of Signatory: Designation: Email ID: Contact No: Telephone No.: Seal of Company:
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