

GOVERNMENT OF MIZORAM
DIRECTORATE OF INFORMATION & COMMUNICATION TECHNOLOGY
AIZAWL:: MIZORAM

No. B.12019/15/2024-ICT (DTE)

:

Dated Aizawl, the 25th August, 2025

NOTICE INVITING PROPOSAL FOR DIGITIZATION OF LEGACY FILES
UNDER E-OFFICE PROJECT

On behalf of the Government of Mizoram, Information & Communication Technology Department, Government of Mizoram invites bids from eligible companies / firms for digitization of legacy files and notes to be incorporate in Document Management System and host the platform in secure infrastructure for further integration of DMS under e-Office project.

Interested bidders can obtain bids document from Chief Informatics Officer, Directorate of Information & Communication Technology, Aizawl, Mizoram or download the bid documents from <http://tender.mizoram.gov.in> and <http://www.dict.mizoram.gov.in> in which case the bidder must enclose the fee at the time of submission of bid documents.

(VANLALRINGA)

Chief Informatics Officer

Information & Communication Technology

Memo No. B.12019/15/2024-ICT (DTE)

:

Dated Aizawl, the 25th August, 2025

Copy to:-

1. P.S to Hon'ble Minister, ICT Department.
2. PS to Secretary, Department of ICT, Govt. of Mizoram.
3. The Director, I & PR Department, Mizoram, Aizawl for publication of the above caption in two local newspaper for at least two (2) consecutive days
4. The Web Information Manager, Dept. of ICT for uploading in the website.
5. Office Notice Board.
6. Guard File.

(VANLALRINGA)

Chief Informatics Officer

Information & Communication Technology



Government of Mizoram

REQUEST FOR PROPOSALS
FOR

**DIGITIZATION OF LEGACY
DATA FOR E-OFFICE**

(Digitization of critical legacy files for secure storage, easy retrieval, and seamless e-Office integration)

BY

DEPARTMENT OF INFORMATION & COMMUNICATION TECHNOLOGY,
GOVERNMENT OF MIZORAM.

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1. RFP OVERVIEW

Document Name	Request for Proposal for Digitization of Legacy Data for e-Office
Brief Objective	To digitize critical legacy files for secure storage, easy retrieval, and seamless e-Office integration.
Current Version	Version 1.0
Document Owner	Department of ICT, Government of Mizoram
Document Prepared by	Department of ICT, Government of Mizoram
Document Reviewed by	N.A.
First Document Release Date	25 June 2025
Last Date, Time for submission of written queries for clarification only by e-mail as per predefine format.	5 th September 2025 1200HRS
Place, Date and Time for the Pre bid meeting	Directorate of ICT, Secretariat Old Building – I, Treasury Square, Aizawl. 8 th September 2025. 1300HRS
Last Date and Time for the Submission of Proposal (Technical and Commercial)	15 th September 2025, 1200HRS
Last date and time for submission of EMD/Bid Security & Bid Processing fees	15 th September 2025, 1200HRS
Place, Date and Time for opening of Technical Proposals	15 th September 2025, 1300HRS
Contact Details for queries	Mr. Zothanzauva, Informatics Officer, Directorate of ICT. Mob: 9612167187. Email: na.ict@mizoram.gov.in or maxauva@gmail.com.
Address for communication	Chief Informatics Officer, Directorate of ICT, Secretariat Old Building – I, Treasury Square, Aizawl – 796001.
Bid Validity	Phone: 0389-231 9637 (Office) E-mail: cio.ict@mizoram.gov.in

2. INTRODUCTION

The Government of Mizoram is undertaking a major digital transformation initiative with the implementation of the e-Office system in the Secretariat offices with the aim of promoting efficiency, transparency, accountability, and streamlined service delivery by digitizing official workflows and transitioning towards a paperless governance model. As part of this transformative effort, it is imperative to digitize important legacy files and notes that predate the e-Office deployment, ensuring that historical records remain accessible and seamlessly integrated into the new system.

In line with this, the Project Monitoring and Steering Committee chaired by the Commissioner & Secretary, Department of Personnel and Administrative Reforms (DP&AR), Government of Mizoram, in its meeting held on 25th October 2024, decided that important files and notes from the year 2020 onwards should be considered for digitization, thereby optimizing project scope, reducing time and costs, and focusing on critical government records.

In the above context, the Department of Information & Communication Technology (DoICT) has been entrusted to complete the digitization work to objectives of the project. DoICT invites applications from eligible companies / firms specializing in the field of System Integration and Software development for digitization of legacy files and notes and incorporate in Document Management System for easy retrieval of the digital data & host the platform in secure infrastructure. And further integration of DMS to the e-Office platform.

3. BACKGROUND

Following the directive of the Steering Committee, the designated Nodal Officers across all Departments have undertaken the exercise of identifying essential files and notes requiring digitization.

Based on this department-wise assessment, the following quantum of work has been identified:

- Total Number of Files: 25,328 files
- Total Number of Pages: 81,13,494 pages

This project will involve the conversion of these physical records into high-quality digital documents, complete with proper indexing, metadata tagging, and integration into a secure Document Management System (DMS), which will then be linked with the e-Office platform.

To achieve this, the Department of ICT has proposed the implementation model to outsource scanning & system integration operations to an experienced service provider while limiting procurement to essential storage and DMS systems.

4. KEY OBJECTIVES

The key objectives of the project are as follows:

- 1) **Digitize Critical Records:** Digitize critical legacy files and notes from 2020 onwards to prevent loss, damage, or deterioration.
- 2) **Integration with e-Office:** Ensure all digitized documents are properly indexed and accessible within the e-Office system for efficient workflow management.
- 3) **Operational Efficiency:** Facilitate faster search, retrieval, and processing of files through a centralized digital repository.
- 4) **Transparency and Accountability:** Implement secure access controls, audit trails, and metadata tagging to promote transparent and accountable governance.
- 5) **Optimize Physical Space and Resource Utilization:** Reduce reliance on physical storage and enable better utilization of Secretariat office spaces.
- 6) **Data Security and Compliance:** Adopt secure storage, backup, and disaster recovery measures to maintain confidentiality, integrity, and availability of government records.

5. KEY BENEFITS

The key benefits of the project are:

- 1) **Cost Savings:** Significantly lower recurring costs related to paper, printing, file storage, and administrative handling over time.
- 2) **Decision-Making and Service Delivery:** Enable quicker access to information, resulting in faster decision-making, improved service delivery, and greater operational efficiency across departments.
- 3) **Reduced Risk of Loss and Damage:** Safeguard critical government records against risks such as physical deterioration, theft, fire, or natural disasters, ensuring secure preservation of official data.
- 4) **Foundation for Full e-Governance Implementation:** Essential for seamless e-Office integration, a key pillar of the State's broader digital governance strategy and modernization roadmap.
- 5) **Enhancement of Transparency, Accountability, and Compliance:** Digital records with proper audit trails and controlled access will enhance governance transparency, support audit compliance, and uphold legal and administrative accountability standards.

6. ELIGIBILITY CRITERIA

The bidders must meet the following minimum eligibility criteria to qualify for participation in the bid process. Failure to comply with any of the below shall result in disqualification:

1. **Legal Entity:**

- The bidder must be a registered entity under the Companies Act, LLP Act, or as a Sole Proprietorship/Partnership Firm.
 - The entity must be operational for a minimum of 5 years as of the bid publishing date.
2. Office Presence:
- The bidder must have a registered office, or a branch office located in Mizoram.
 - Proof of address must be submitted (e.g., utility bill, lease agreement, or trade license) or bidder shall submit an undertaking that the local office will be opened within 30 days after the award of work.
3. Statutory Registrations:
- The bidder must have:
 - Valid GST Registration (with no litigation pending)
 - Active ESI (Employee State Insurance) Certificate
 - Active EPF (Employees' Provident Fund) Registration Certificate.
4. Financial Standing:
- The bidder should have a positive net worth and an cumulative turnover of at least ₹ 6 crores over the last three financial years, audited by a Chartered Accountant.
 - Audited financial statements for the last three years must be submitted.
5. Past Experience:
- The bidder should have successfully completed at least one project of similar nature (IT-enabled service/Application development/System Integration for State/Center/PSU/UT government/Enterprise customer) in the last 5 years.
 - Work orders or completion certificates must be submitted.
6. Blacklisting/Non-Debarment:
- The bidder must not be blacklisted or debarred by any Central/State Government or Public Sector Undertaking (PSU) in India.
 - A self-declaration to this effect must be provided on the bidder's letterhead.
7. MSME/Startup Preference:
- Bidders holding a valid MSME/Startup certificate will be given preference as per applicable government norms. Preference to local service provider shall also be given, subject to their technical and financial capability to complete the work.
 - The MSME/Startup certificate must be submitted if applicable.

8. Authorization letter / Power of Attorney:

- Bidders shall submit the authorisation letter / power of attorney in favour of the authorized signatory signed by on the Board of director of the organisation.

Note: The Bidder shall submit the above-mentioned documents signed by the authorized signature of the organization in the technical bid.

7. SCOPE OF WORK

7.1. Scope of the Project

The project scope includes the complete digitization of approximately 25,328 important files consisting of 81,13,494 pages, ensuring their seamless integration into the e-Office system. The major activities covered under the scope of work are:

1. Digitization of Identified Physical Files:

Document Collection, Document preparation, and High-speed scanning and OCR processing of approximately 81 lakh pages from 25,328 important files, creating searchable digital documents in archival-quality formats.

2. Metadata Tagging and Indexing:

Capturing essential metadata such as File Number, Subject, Department, Date, and Document Type to enable efficient retrieval and integration with the e-Office system.

3. Quality Assurance and Validation:

Conducting thorough quality checks on scanned documents and metadata entries to ensure completeness, clarity, and accuracy before acceptance.

4. Deployment of Document Management System (DMS) and Storage Infrastructure: Development or customization of a secure DMS for document storage and retrieval, along with procurement and setup of primary and backup storage solutions.

5. Training, Security Implementation, and Final Integration with e-Office:

Providing user training, implementing role-based security controls, and ensuring seamless integration of digitized records into the e-Office platform.

The above activities of the scope of work include the following aspects, which need to be taken care of by the service provider:

1. Bidder needs to provide the complete end to end DMS software solution with integration to the existing e-Office platform within the scope of DoICT. The bidder needs to understand the scope of the integration and the required application to be

integrated (i.e e-Office System developed by NIC and the version currently used by Govt. of Mizoram)

2. The bidder needs to engage the best-in-class hardware, like fast Scanners, Computers, Networking/Connectivity and other IT Infrastructure necessary to fulfil the scope of the project.
3. The bidder needs to provide necessary skilled manpower at a designated place of department and complete the project within the stipulated timeline.
4. The bidder needs to ensure to deploy Tangible technology and software solutions for long time preservation of documents/files.
5. The bidder's software solution should support end-to-end easy & secure storage and retrieval of data.
6. Supplied DMS solution should be safe, secure and free from cyber threats.
7. Solution should be independent of hardware & the software should be independent of version.

7.2. Activities under the Project

The bidder will carefully execute the project at site by keeping the existing physical data/files intact and following standardized processes & guidelines of the DoICT while scanning and digitization. Following are the key terms, and process that shall be adhered by the bidder's authorized manpower at site:

7.2.1. Pre Scanning Job:

Prior to scanning physical data, there are a number of activities that need to be carried out so that the documents are properly handled. The bidder should take special care to ensure that not even a single document is lost, misplaced or damaged. To ensure the above manpower of bidder shall understand the process as mentioned below:

1) Document Collection:

The bidder's authorized person will collect the documents/files as per the scope of work from concerned department officials. It will maintain a log register for documents collected and returned along with department officials. While collecting the following information needs to be entered into the log register for respective documents/files.

- Date of collection.

- › Expected date of return.
- › Actual date of return.
- › Document/File No.
- › Total Number of pages
- › Collected from official (Signature).
- › Collected by an authorized person (Signature).

2) Document preparation / Repair:

- › Dusting the files to remove dust and other possible noise-causing particles.
- › Unbinding/defiling of documents.
- › Removal of stapler pins, clips etc. (This activity should not lead to further deterioration of the documents).
- › Sorting/Organizing documents in correct order and orientation by maintaining the original sequence.
- › Repair the documents (if possible) for scanning using transparent cello-tape.

7.2.2. Scanning Job

1) Scanning of Documents:

Documents may be scanned using a flatbed scanner/sheet scanner/book scanner as per the arrangements by the bidder at site. The correct choice of scanner should be as per the condition of the documents by keeping in mind the documents/files shall remain intact.

- › Depending upon the type of document, scanned images resolution should be between 150 DPI, 300 DPI, to 600 DPI or more in color.
- › The documents may be of different sizes like A5, A4, A3, A2, A1, A0, etc. are required to be scanned and converted into digital format (both images and/or pdf) and archived data shall be properly indexed.
- › Image orientation should be upright.
- › Image should be possibly clean and should not be skewed or warped.

2) Quality test of scanned documents:

Cross-validation of scanned images is a crucial task of the digitization process to ensure the accuracy of data and maintain the correctness & authenticity of the file. After validation through the quality test process, the verified images will lead to movement of documents to metadata entries.

- › Bidder should ensure that the Noise is minimum.
- › Images should not be too dark/too light (preferably readable or clear).
- › Images should not be cropped by any side.

- Images should not be blurred and skewed
- Scanned documents should maintain the color accuracy as well (where applicable).

3) Metadata Entry:

Metadata stores information related to the scanned images. Accurate Metadata should be captured, such as File Number, Subject, Department, Date, and Document Type to enable efficient retrieval and integration with the e-Office system.

7.2.3. Post-Scanning Job:

- 1) Keep the final digitized data/files with metadata in safe storage.
- 2) The service provider provides the document management system (DMS) software as per the features specified in the RFP document.
- 3) The service provider has to host the DMS in the provided facility (Mizoram SDC).
- 4) The service provider has to upload the digitized data/files to DMS.

Note: DoICT facilitate space (room), regulated power supply with backup and earthing for setup of IT infrastructure (Rack, Network components, Servers, Storage, Scanners). DoICT will also arrange Internet or other connectivity (if required) to access the content from DMS through e-Office across the locations during the contract period.

7.2.4. Annual Maintenance & Support Job:

The service provider has to take care of annual maintenance and support for the next 5 Years from the completion date of digitization and hosting DMS.

7.3. Document Management System (DMS)

Digitization and management of the documents is often referred to as Document Management Systems (DMS). It consists of the use of a computer system and software to store, manage and keep the trail of electronic documents & images of paper-based information captured through scanners or other means of input. Document management is how organizations store, manage, and track their data of ages with use of technology.

- 1) The service provider should develop, test, and implement the Document Management System (DMS) software with ease of upload and retrieval of data at any point of time.
- 2) The DMS provided may be open source or with a lifetime (perpetual) use license for DoICT under this project.

- 3) The supplied and hosted DMS shall be web-based accessible also. DoICT have an option to publish the content on web as well by extending the DMS interface. To ensure long-term scalability and integration flexibility, the proposed Document Management System (DMS) must include a robust, well-documented, and secure API (preferable RESTful API with CRUD operations).
- 4) The supplied DMS shall have flexibility for future customization on requirement if feasible.
- 5) The service provider shall ensure that scanned documents (in .jpg, .pdf, .docx, .xlsx formats) should be uploaded in the DMS developed by the service provider. The service provider will also showcase retrieval of uploaded documents by using DMS application.
- 6) Managing the scanned copies of the documents and indexing of files as digital documents in PDF format.
- 7) Digital documents shall be easily searched and retrieved based on defined metadata. DMS shall give an option to users to search within the soft copy of the document.
- 8) DMS should support the addition, deletion, and modification of users and manage their access permissions as per their organizational roles.
- 9) The documents and files should be scanned at the DoICT office during office working hours on working days from Monday to Saturday, excluding Government holidays, for which suitable office space and electricity with backup will be provided free of cost. Scanners and all other associated equipment required for scanning shall be in the scope of the service provider.
- 10) Digitized and organized data must be uploaded to the Document Management system software.
- 11) DMS and digitized data should be accessed by authorized representatives or officials only through internet / intra-net environment with proper security provisions.
- 12) The service provider should take the necessary certificates and audit the DMS as per the CERT-IN guidelines by Government of India.
- 13) The DMS software should also be able to integrate with the e-Office platform seamlessly through the API's or other means.
- 14) Authorized officials shall be able to modify or delete uploaded digitized data as and when required. DMS shall be able to keep a trail of action history on data with a timestamp.
- 15) The service provider should provide user manuals to maintain the DMS.

7.4. DMS Solution Architecture and Integration

Document management system solution architecture & integration shall be designed to accommodate all the user requirements and standards. Some of the key areas

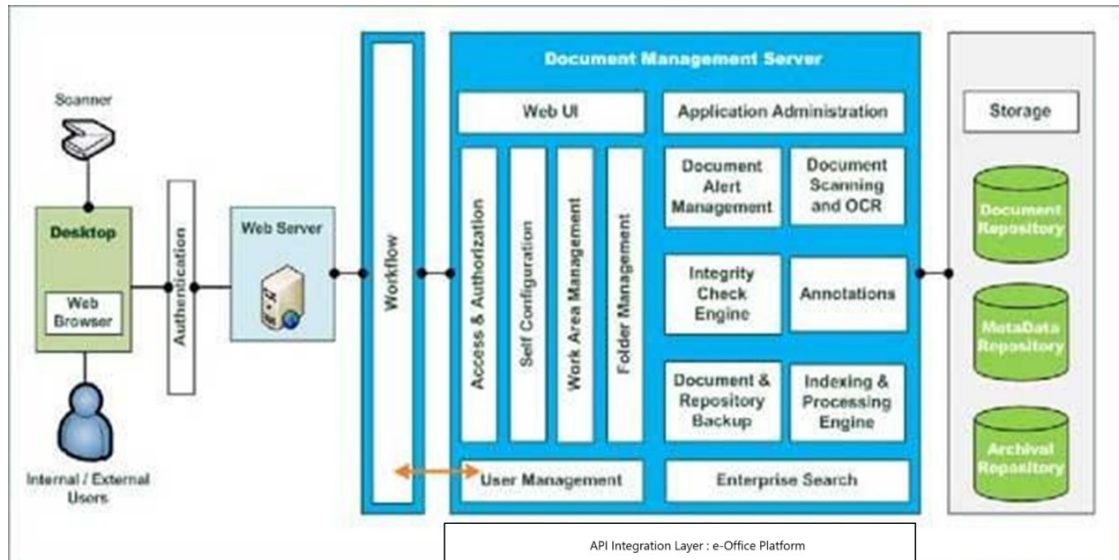
need to be considered while designing, developing the DMS and its infrastructure for DoICT:

Scalability & Performance: The architecture of the Document Management System (DMS) solution should prioritize scalability and performance. It must ensure that the infrastructure can adapt to increased user loads and data volumes without compromising efficiency. This flexibility should be achieved through horizontal scaling and optimized resource allocation, guaranteeing seamless operations. Additionally, the system should deliver high performance with minimal response times, enabling smooth and timely access to digitized data for authorized users.

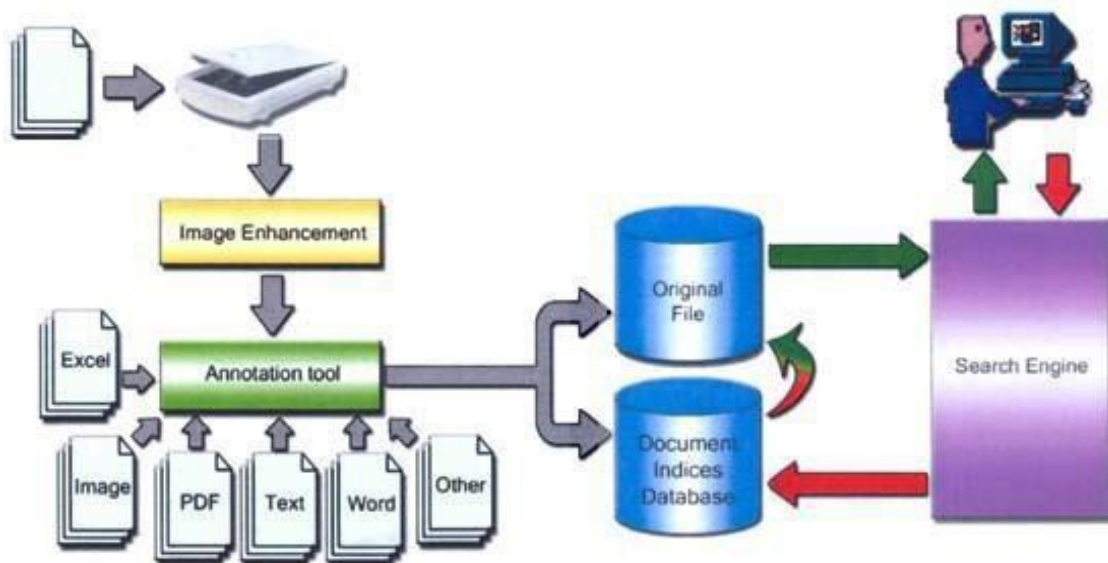
High level architecture and Design must cover the following points:

- 1) **Security:** Emphasizing security for the data captured the architecture should integrate robust measures to safeguard data through the journey of digitization of files/documents using DMS.
 - i. Data Security
 - ii. Prevent Unauthorized Access
 - iii. Handle Threats effectively.
 - iv. All communication is through SSL
 - v. Uses 2-factor authentication (as and where required)
- 2) **Maintainability & Flexibility:** The system architecture should ensure a clear delineation of functional responsibilities, supported by a solid framework to simplify updates and ongoing maintenance of DMS. The document management system should be adaptable to changing business needs, allowing new features to be added with minimal disruption.
- 3) **Cost-Effectiveness & Integration Capability:** The architectural approach should emphasize efficient use of resources by carefully evaluating the expenses related to infrastructure, development, and maintenance. By leveraging open-source software wherever feasible, the standalone solution should aim to balance functionality with budgetary arrangements. The system should be engineered to seamlessly integrate with external systems such as e-Office platform and other software applications through API from time to time.
- 4) **High-level architecture:** To establish a comprehensive solution high-level architecture for the Document Management System (DMS), it is essential to visualize the interplay of core components and functionalities. The given high level solution architecture diagram illustrates how various modules—scalability, security, maintainability, and integration—are interlinked, enabling smooth operations across the infrastructure. Visual representation

highlights key elements including data flow, system layers, API interactions, and user authentication protocols, offering clarity in understanding the solution's overall framework.



DMS Open-Source Software Solution High Level Flow for Digitization:



- 5) **Platform and Technology Support:** It is recommended to be implemented using matured, supported, and Open-Source Languages framework based on Java, PHP or Microsoft/RHEL/Ubuntu-based web frameworks. Preferred database software includes MySQL, MSSQL, PostgreSQL, etc. Provided with the DMS solution proposed by the service provider should ensure that it complies with the CERT-IN guidelines. The audit trails of activities performed by Admin or Users should be maintained and made accessible at any point in time. Reports should be able to be exportable in .xls, .pdf formats as applicable. Service provider should deploy

adequate manpower to ensure the timely execution of digitization work with correct metadata entry in English/Local language.

8. IMPLEMENTATION APPROACH

To execute the digitization of legacy files efficiently, the Department of ICT proposes to limit procurement to essential storage and DMS systems and use an outsourcing model, which will outsource scanning operations to an experienced service provider. The following core project components will be implemented:

- i. Project planning and department-wise file mapping
- ii. Metadata field standardization aligned with e-Office
- iii. Development/customization of Document Management System
- iv. Secure storage deployment and backup planning
- v. User training and capacity building
- vi. Regular monitoring, reporting, and issue resolution
- vii. Final integration with e-Office and post-project support

Under the outsourcing model of digitization, all scanning operations will be outsourced to a professional service provider who will:

- i. Bring their own scanning equipment and technical team.
- ii. Manage scanning, OCR processing, metadata tagging, and quality assurance.
- iii. Hire and train local manpower if needed, particularly for documents in Mizo language.
- iv. Deliver digitized and validated records to the Government for storage and integration.

The Department will provide a room with electricity, network connectivity, and furniture, and will procure storage and DMS systems through this RFP.

This model ensures faster execution, reduces the operational burden on Government staff, and enables quicker project delivery.

8.1. Implementation Overview

The overview of the implementation models is as below.

S. No.	Feature	Outsourced Model
1.	Scanning Responsibility	Service Provider
2.	Equipment Procurement	Not Required (Service provider-provided)

3.	Local Manpower	Hired by the Service provider if needed
4.	Room & Utilities	Provided by the Government
5.	DMS & Storage Procurement	Service Provider (To be procured through this RFP)
6.	Metadata Tagging	Service Provider
7.	Quality Assurance	Service Provider (Govt. to supervise)
8.	Integration with e-Office	Service Provider + NIC + RailTEL

9. MILESTONES, DELIVERABLES, and TIMELINE

The project is estimated to be completed within 10 Months, and the milestones, deliverables and estimated duration is given below:

S. No.	Milestone	Key Deliverable	Duration
1.	Project Kick-off	Approved work plan & resource mobilization	1 Week
2.	Infrastructure Setup	Room ready with regulated power supply, equipment/service provider mobilized	3 Weeks
3.	File Preparation	Files sorted and scanning-ready	2 Months
4.	Scanning & OCR	Digitized and searchable documents (PDF/A)	3 Months
5.	Metadata Tagging & QC	Indexed records with verified metadata	3.5 Months
6.	DMS & Storage Setup	Functional DMS and secure storage deployed	5.5 Months
7.	Training & Capacity Building	Users/Officials training sessions completion	1 Month
8.	e-Office Integration	Documents accessible via e-Office	2 Months
9.	Final Review & Closure	Completion report & handover	2 Weeks

The estimated month-wise timeline is given below in Gantt Chart:

S. No.	Milestone	Months									
		1	2	3	4	5	6	7	8	9	10
1.	Project Kick-off										
2.	Infrastructure Setup										
3.	File Preparation										
4.	Scanning & OCR										
5.	Metadata Tagging & QC										
6.	DMS & Storage Setup										
7.	Training & Capacity Building										

8.	e-Office Integration											
9.	Final Review & Closure											

Note:

- The detailed milestone, work plan and timeline are estimated and shall be finalized during project initiation.
- Start time of the project will be considered from the date of signing contract agreement between DoICT and successful bidder.

10. BILL OF MATERIALS/QUANTITIES

10.1. Capital Expenditure (CAPEX) Components

S.No.	Item	Qty
1.	Storage Infrastructure (10 TB Primary) Hosted at MSDC	1
2.	Backup/Archive Infrastructure (Cold Storage/Cloud)	1
3.	Document Management System (DMS) & Hosting	1
4.	Access Control and Audit Trails Setup	1

10.2. Operational Expenditure (OPEX) Components

S.No.	Item	Qty
1.	Project Execution	
	Project Management, Monitoring and Reporting, Administrative Costs	1
	Service provider Service Cost for Scanning, OCR, Metadata Entry & Quality Checking	1
	Training & Capacity Building	1
2.	Recurring for 5 Years	
	AMC for DMS Software (5 years)	5
	Storage and Cloud Backup Charges (5 years)	5
	Security Audits and Compliance Reviews (5 years)	5

11. SUBMISSION OF RFP RESPONSES

- Bid Submission, Receipt, and Opening:** The Technical Proposal and Financial Proposal shall be prepared and submitted in e-Procurement platform by the interested parties. The bidder shall bear the cost of preparation, submission or any other charges incurred to prepare and submit the bids on e-Procurement portal and any of the physical submissions. The bidder shall digitally sign and submit the proposal electronically through the Government e-Procurement tender portal: <https://mizoramtenders.gov.in/nicgep/app>. The completed Technical and Financial Proposal must be submitted electronically in the above-mentioned

portal on or before the due date for bid submission specified. DoICT will not be responsible for any technical glitches in the desktop and internet connectivity services used by the bidder.

- b. **Bid Processing Fee:** The bidder shall pay bid processing fee of Rs. 5,000/- through Demand Draft in the name of Chief Informatics Officer, Department of Information & Communication Technology, Government of Mizoram.

The bidder shall submit the Fee Deposit Receipt along with Technical Proposal.

- c. **Earnest Money Deposit (EMD):** The bidder shall pay Earnest Money Deposit through BG or any of the e-payment options specified on e-Procurement portal. EMD Amount of ₹ 9,50,000/- (Nine lakhs Fifty thousand) must be deposited and the EMD of successful bidder shall be returned / refunded after completion of delivery as per delivery timeline in all respects. Original EMD Or BG need to Submit in physical form to DoICT through a registered post or courier or by hand before the bid opening date as specified in this tender document. In case any of the bidders failed to submit EMD or BG before the due date then the respective bidder's technical proposal will not be opened, and the bidder will be disqualified. EMD exemption will be allowed only to Start-Up or MSME organizations and they must submit the respective certificates to claim the exemption.
- d. **Forfeiture of EMD:** DoICT may forfeit the submitted EMD made by the bidder for the tender, considering the following conditions:
- (i) Bidder withdraws his bid after opening of the bids on or before notification of Award.
 - (ii) Selected bidder withdraws bid/proposal before fulfilling performance Bank Guarantee.
 - (iii) Bidder violates any of the provisions of the RFP.
 - (iv) Selected bidder fails to accept the order within 7 working days from the receipt of order.
 - (v) Bidder fails to submit the Performance Bank Guarantee within 20 working days from the date of execution of the contract.
- e. **Technical Bid format:** The bidder shall confirm that the documents submitted by the bidder shall be in conformance with the conditions specified. Each page of the submitted bid shall be numbered and sequentially arranged.
- f. **Commercial Bid Format:** The bidder shall submit the commercials all-inclusive of applicable taxes, duty, freight, transit or site insurance and all other expenses for delivery and installation per item. This price shall be submitted by the bidders directly in e-Procurement portal only. The bidder shall not include any document having commercials within technical bid.

- g. **Technical Qualification Criteria:** The Bidder's technical solution proposed in the Technical Evaluation bid shall be evaluated as per the evaluation criteria in the following table.

#	Evaluation Criteria	Total Marks
A	Similar Experience or Capability of the Bidder	40
B	Bidder's Profile, Plan, Presentation	60
Overall Technical Score		100

Important: Technical & Commercial Evaluation and Qualification Criteria

- To qualify for the commercial evaluation stage, bidders must secure a minimum of 80% (i.e., 80 out of 100 marks) in the overall technical evaluation.
- The commercial quotes submitted by technically qualified bidders will be opened in the Government e-procurement portal as specified in this RFP document. The Contract will be awarded to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the L1 Bid, i.e. lowest bid.

Note: The Authority (or its designated representative) reserves the right to verify and validate the authenticity of the information and documents submitted as part of the pre-qualification and technical evaluation process. Bidders are required to provide full cooperation and necessary supporting documents upon request.

Mandatory Requirements for Technical Evaluation:

- **Registered Office or Branch in Mizoram:**
A valid proof of address must be submitted. This is a compulsory requirement. In case the Bidder does not have a local office, then an undertaking must be submitted that the Bidder will open the local office within 30 days of the award of the Contract.
- **Active ESI & PF Registration Certificates:**
The bidder shall comply with the labour laws and adhere to ESI and Provident Fund (PF) guidelines for sourced manpower.
- **Start Up, Certificate of Incorporation & MSME Certification:**
Preference will be given to the local bidders holding a valid certificate of Incorporation as per the Indian Company Act 1956/2013 with valid GST registration. Eligibility and EMD exemption is only applicable for the bidders having valid registration under MSME (Micro, Small and Medium

Enterprises) or Startups, However the applicable certificates must be included in technical proposal to claim such exemptions.

12. Evaluation Criteria

Technical Evaluation Criteria

#	Criteria Category	Evaluation Criterion Details	Max Marks Allotted 100	Supporting Documents Required
A	Specific Experience capability of the Bidder			
1	Experience in Application Development, Customization & Uploading the document on the hosted Infrastructure in NIC/Other cloud.	Relevant experience implementation of Application software & customization	30	1. Detailed Credentials Points Division. A. Experience on the development of DMS/Application Platform for a Govt. customer 10 Marks B. For the experience of hosting DMS/Application for the Govt. Customer. 10 Marks. C. Service provider must have an in-house software development team with having minimum 10 on-roll employees. 10 Marks
2	Number of Work completed in the state / central government organization / PSU	Application software development, customization, and implementation work are done in state / central government organizations / PSU. (At least One order having value of min 2 Cr.)	10	Work order or completion certificate with minimum value: A. One Order: 5 Marks B. More Than One Order: 10 Marks
B	Bidder's Profile, Plan, Presentation			

1	Financial Capability	Annual Turnover of at least 6.0 Cr cumulative for last 3 financial years (2022-23, 2023-24, 2024-25) of the bidder with an audited balance sheet & profit. >=6.0 to <9.0 Crore: 2.5 marks >=9.0 to <12.0 Crore: 5 marks >=12.0 to <15 Crore 7.5 marks >=15 Crore 10 marks	10	Duly certified by a Chartered Accountant. The bidder must have a positive net worth and net profit in the mentioned financial years. In case balance sheet & P/L Accounts of FY 2024-25 are unaudited, it must be supported by certificate from Chartered Accountant
2	Certification	- ISO 9001:2015 certified: 2 marks - ISO 27001:2022 certified: 2 marks - CMMI Level 5: 2 marks - Any two (2) other certification (IS 14001: 2015, 45001: 2018, ISO/IEC 20000-1: 2018): 2 marks per certification	10	Copy of Certificates
3	Work Plan and Presentation	Proposed Workplan and Technical presentations on the proposed solution	40	Methodology Proposals and Technical Presentation Points Division: A. For Approach & Methodology. 5 marks B. For Technical Understanding. 5 marks C. For Work Plan. 5 marks D. Technical Presentation 25 marks

13. PAYMENT SCHEDULE

- The service provider must submit an invoice for the respective milestone.
- Along with invoice, service provider must submit work acceptance certificate signed by an authorized officer/representative. The DoICT will declare the authorized SPOC (Authorized Officer/Representative) who will independently be responsible for the supervision of work and issuing completion certificates from time to time.
- After the service provider's invoice has been approved for payment by an authorized officer, the service provider will be paid as indicated below.

S. No	Milestone Description	Payment (% of total project value)
1	Infrastructure Setup: Mobilization & Setup of Infrastructure (Scanning & OCR)	25 %
2	Delivery of Capex Components : IT Hardware (Network, Server & Storage Components) & Acceptance	20 %
3	Delivery of Capex Components : IT Software (DMS Application) & Acceptance	20 %
4	Project Execution : Completion of Digitization of Files	15 %
5	Project Execution : Integration with e-Office platform	5 %
6	Recurring for the next 5 years (0.75 % quarterly)	15 %

No extra payment will be made to the service provider other than the milestones defined above

14. WARRANTY & SUPPORT

The service provider shall provide support for five (5) years from the date of completion of application deployment and digitization work. Supplied hardware components includes DMS device/server, Storage, Networking components shall have a minimum one-year onsite warranty & support.

15. ANNEXURES

Annexure-I: Technical Experience Summary of the Bidder

Sr No	PO/Work Order Number	Customer Name/ Name of utility where worked	Scope Of Work	Order Value	Order Status

Name of the Bidder:

Authorized Signatory:

Annexure-II: Financial Summary of Bidders

The bidder shall submit the self-declaration about turnover, net worth and net profit for each year as specified in this tender for the last 3 financial years. The bidder shall also submit the turnover certificate certified by a chartered accountant mentioning the UDIN number.

Particular's	F-Y 2022-23	F-Y 2023-24	F-Y 2024-25	Avg./Cumulative
Turn Over				
Net Profit				
Net Worth				

Name of the Bidder:

Authorized Signatory:

Annexure-III: Bidder In-House Manpower Details

Sr. No	Name of Employee	No. of Years Experience

Name of the Bidder:

Authorized Signatory:

Annexure-IV : Self-Declaration for Non-Blacklisting

This is to certify that M/S is not blacklisted by any of the State/Central/PSU Government Department or any of its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices or for any reasons whatsoever as on the submission date of the bid.

Name of the Bidder

Authorized Signatory

Annexure-V : Self-Declaration Regarding Tender Evaluation

1. The DoICT office shall first evaluate the technical bids. The commercial bids will be opened only for those bidders who qualified in the technical bids.
2. The decision of the DoICT office or committee in the evaluation of the Technical bids shall be final.
3. The commercial quotes submitted by technically qualified bidders will be opened in the Government e-procurement portal as specified in this RFP document. The Contract will be awarded to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the L1 Bid, i.e. lowest bid.
4. The DoICT or committee officials jointly reserve the right to cancel the tender without assigning any reasons. The decision of the purchaser shall be final in taking such decisions regarding this RFP and the evaluation of the bids.

Name of the Bidder

Authorized Signatory

Annexure-VI: Financial Bid Format

The bidder shall follow the below format to submit the commercial bid on e-procurement portal only. However, bidder shall submit the signed copy of this annexure without mentioning the pricing in technical proposal.

Capital Expenditure (CAPEX) Components

S. No	Item	Qty	Rate	Amount (Inc. of GST)
Hardware Components				
1.	Storage Infrastructure (10 TB Primary) Hosted at Site / MSDC	1		
2.	Backup/Archive Infrastructure (Cold Storage/Cloud)	1		
Software Components				
3.	Document Management System (DMS) & Hosting	1		
4.	Access Control and Audit Trails Setup	1		

Operational Expenditure (OPEX) Components

S. No	Item	Qty	Rate	Amount (Inc. of GST)
1.	Project Execution			
	Project Management, Monitoring and Reporting, Administrative Costs	1		
	Service provider Service Cost for Scanning, OCR, Metadata Entry & Quality Checking	1		
	Training & Capacity Building	1		
2.	Recurring for 5 Years			
	AMC for DMS Software (5 years)	5		
	Storage and Cloud Backup Charges (5 years)	5		
	Security Audits and Compliance Reviews (5 years)	5		

Other Terms:

- Mentioned quantities of Digitization work in this RFP may vary and DoICT have rights to Increase or Decrease the order value on the bases of quantities.
- Rates must be Inclusive of GST and all other expenses.
- The selected service provider should complete the awarded work within the stipulated timeline as mentioned in this RFP after signing of agreement with DoICT.

Name of the Bidder

Authorized Signatory