

Siliguri Jalpaiguri Development Authority

A Statutory Authority Under Department of UDMA

An IS/ISO 9001:2008 Certified Organisation

Himachal Vihar (near Passport Laghu Sewa Kendra) Matigara-734010

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Memo No 1095 / E / Admn / 89 / 25.

Dated 29/09/25

NIB (E-Bid) NO. 01/SCANNING OF DOCUMENTS /2025-26/ SJDA 3rd Call

Chief Executive Officer, Siliguri Jalpaiguri Development Authority (SJDA), Siliguri invites ONLINE BID (E - BID) of the following work.

1. **Name of the Work:** Scanning of documents of files.
2. **Total Numbers of documents for scanning:** Approx. 5.00 lakhs.
3. **E-Filing:** In the events of e-Filing intending bidder has to download the bid document from the website <http://etender.wb.nic.in> directly by the help of Digital Signature Certificate. (Details of which has been narrated in "Instruction of Bidders").
4. The intending bidder should quote their rate as per BOQ in ANNEXURE -A.
5. In the event of e-Filing, intending bidder may download the tender document from the website: <https://wb.tenders.gov.in> indirectly with the help of Digital Signature Certificate & earnest money may be submitted either by Net Banking (any listed bank) through ICICI Bank Payment Gateway or through RTGS/NEFT in favour of the Chief Executive Officer, Siliguri Jalpaiguri Development Authority.

Tender document may be downloaded from website & submission of Technical Bid/Financial Bid as per Tender time schedule stated in e - Tender details at Page No. 3.

The documents submitted by the bidders should be indexed and also should be according to his / their Firm name.

6. **Earnest Money:** Earnest Money amounting to Rs. 20000/- (Twenty Thousand) only is to be submitted online in favour of the Chief Executive Officer, Siliguri Jalpaiguri Development Authority (SJDA) at the time of uploading the tender / quotation, the intending tenderer, / quotationer, should select the tender to bid and initiate payment of pre-defined EMD for that tender by selecting from either of the following payment modes:
 - i) Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI Bank Payment Gateway.
 - ii) RTGS/NEFT in case of offline payment through bank account in any Bank with his / her tender / quotation as per Memorandum No. 3975-F(Y) dated: - 28.07.2016 of Secretary to the Government of West Bengal, Finance Department.
 - iii) The L1 bidder shall make the Agreement in NJ stamp after getting the Letter of Acceptance (LOA) issued by the Tender Inviting Authority. Failure to make the Agreement within the time period as prescribed in the Letter of Acceptance (LOA) for the purpose, may be construed as an attempt to disturb the tendering process and will be dealt with accordingly in a legal manner as deemed fit including blacklisting the bidder.
7. **Refund of EMD:** The EMD of the unsuccessful Tenderer deposited shall be automatically refunded through online process. The refund of EMDs will be paid to the bidders to the account from which the EMD transaction got initiated by the bidder. Accordingly, for internet banking transactions, the EMD will be refunded back to the internet banking account from which the bidder initiated the transaction. If the bidder has made EMD payment through RTGS/NEFT mode, the refund will go back to the account from which the RTGS/NEFT transaction got initiated. EMD of the successful bidder will be retained and converted as Security deposit without payment of any interest.

HELPDESK

For any queries or issues on EMD payments made through Internet banking or Payment gateway, RTGS/NEFT mode or any Refunds Contact Helpdesk: 03340267513/ 03340267512.

8. Eligibility criteria for participation in bid:

- a. Bidder should have adequate experience in the field of scanning/digitization, indexing, storing and providing retrieval/facility of records and submit such documents as proof. The bidder must have IT experience - hardware/software/services with regard to information management & dissemination, document scanning, indexing, storage & retrieval experience of at least 3 years.
- b. Bidders must have completed contracts of indexing/scanning/digitization work including uploading and retrieval in Central/State Government Offices/PSUs/Autonomous organizations of Government, etc. Documentary evidence in support of completion of work order duly certified by Authorized Signatory is required.

- c. Pan Card.
- d. Income Tax (Salar) acknowledgement receipt for the last three Assessment year.
- e. Valid trade licence.
- f. Professional Tax receipt updated Challan for the year 2024-25, to be accompanied with the Technical Bid document.
- g. Registered Unemployed Engineers' Co-operative Societies / Unemployed Labour Co.-Op. Societies are required to submit as follows.
 - i. Valid Registration certificate issue by the Co-operative Deptt.
 - ii. Audit report audited by Co-operative Deptt. for the year 2024-25
 - iii. Resolution copy of Annual General meeting for the year 2024-25.
- h. The partnership firm shall furnish the registered partnership deed.
- i. **GST, Royalty & all other statutory levy/Cess will have to be borne by the agency.**

Date & Time Schedule:

Sl. No	Particulars	Date & Time
1.	Date and time of Publishing of Bid (online)	25.09.2025 at 04.00 PM
2.	Bid documents download and uploading of bid start date and time (online)	25.09.2025 from 04.00 PM
3.	Bid proposal download & uploading end date & time (online)	09.10.2025 up to 04.00 PM
4.	Bid opening date for Technical Proposal (online)	13.10.2025 at 04.30 PM
5.	Bid opening date for Financial Proposal (online)	Will be declared after technical evaluation.

INSTRUCTION TO BIDDERS

A. GENERAL GUIDANCE FOR E-BIDDING

Instruction / Guidelines for bidders for electronic submission of the bid online have been annexed for assisting the agencies to participate in e-Tendering.

B. REGISTRATION OF BIDDER

Any bidder willing to take part in the process of e-bidding will have to be enrolled registered with the Government e-Procurement system, through logging on to <https://etender.wb.nic.in>. The agency is to click on the link for e-Tendering site as given on the web portal.

C. DIGITAL SIGNATURE CERTIFICATE (DSC)

Each bidder is required to obtain a class - III Digital Signature Certificate (DSC) for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount details are available at the Web Site stated in Clause 2 of Guideline to tendered DSC is given us a USB e-Token. Where an individual person holds a digital certificate in his own name duly issued to him against the company of the firm of which he happens to be a director or partner, such individual person shall, while uploading any tender / bidder for and on behalf of such company or firm invariable upload a copy or registered power of attorney showing clear authorization in his favour, by the rest of the directors of such company or the partner of such firm, to upload such bidder. The power of attorney shall have to be registered in accordance with the provisions of the registration act, 1908.

D. The agency can search & download NIB & Bid Documents electronically from computer once he / she logs on to the website mentioned in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

E. SUBMISSION OF E - BID

E - Bid is to be submitted through online to the website stated in Cl. 2 in two folders at a time, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The virus scanned copies of Digital Signature documents are to be uploaded.

The documents to be submitted are as follows.

1. Technical proposal

The Technical proposal should contain scanned copies of the following folder

- i. Application in letter headed pad.
- ii. Credential/Experience Certificate as mentioned in clause 7 (a) and (b) above.
- iii. Earnest money Deposit (EMD) Receipt as prescribe in the NIB against the work in favour of the Chief Executive Officer, Siliguri Jalpaiguri Development Authority.
- iv. NIB (Downloaded & upload the same after Digitally Signed).
- v. Other documents mentioned in clause 7(c) to (h) as applicable.

Quoting of rate will only be encrypted in the B.O.Q. in (Annexure -A) under Financial Bid. In case quoting any rate except in BOQ, the bid shall be liable to be summarily rejected.

Special Terms & condition (Download & upload the same after Digitally Signed)

SI No	Category Name	Details
A.	CERTIFICATES	1. Professional Tax (PT) deposit receipt challan for the year 2024-25 (with updated challan) 2. GST 3. Pan Card, 3. Valid trade licence 4. Income Tax (Saral) Acknowledgement receipt for last Assessment years.
B.	Only for COMPANY / Firm matters	1. Registration Certificate under Company Act. (If any). 2. Registered Deed of partnership Firm/Article of Association & Memorandum. 3. Power of Attorney (For Partnership Firm/Private Limited Company, if any)
C	For registered Unemployed Engineers Co-operative Societies/ Unemployed Labour Co-operatives	1. Registration certificate issued by the co-operative department, audited report audited by Co-operative department for the year 2024-25, resolution copy of Annual General Meeting for the year 2024-25 are to be submitted by the Registered labor Co-Op(S) Engineers' Co-Opt.(S)
D.	Credential Certificates	j. Bidder should have adequate experience in the field of scanning/digitization, indexing, storing and providing retrieval/facility of records and submit such documents as proof. The bidder must have IT experience – hardware/software/services with regard to information management & dissemination, document scanning, indexing, storage & retrieval experience of at least 3 years. 1. Bidders must have completed contracts of indexing/scanning/digitization work including uploading and retrieval in Central/State Government Offices/PSUs/Autonomous organizations of Government, etc. Documentary evidence in support of completion of work order duly certified by Authorized Signatory is required.

(Note – Failure of submission of any of the above-mentioned documents will render the tender liable to summarily rejected.)**

2. Bid evaluation

- Opening of Technical proposal:** - Technical proposal will be opened by the Chief Executive Officer, or his authorized representative electronically from the web site stated using their Digital Signature Certificate.
- Folder of technical documents shall be opened first. If there is any deficiency in the technical documents of the tenderer, it will be rejected.
- While evaluation the Chief Executive Officer may summon the bidder & seek clarification,

information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposal will be liable for rejection.

3. Financial Proposal

- For the financial proposal, the contractor is to quote the rate online through computer in the space marked for quoting rate in the BOQ.
- The rates quoted by the bidder in the online financial bid shall be final and no adjustment of the contract price shall be made on account of any variations in costs of manpower and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The Contract price shall be the only payment,

- payable by SJDA to the successful bidder for completion of the contractual obligations by the successful bidder under the Contract, subject to the terms of payment specified in the contract. The price should indicate taxes separately.
- iii. The Rates offered should be valid preferably for two years but in any case, for not less than one year.
 - iv. Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the contractor.

F. PENALTY FOR SUPPRESSION / DISTORTION OF FACTS

If any bidder fails to produce the original hard copies of the documents (especially Credential Certificate) or any other documents on demand of the Chief Executive Officer within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies or if there is any suppression, the bidder will be suspended from participating in the tenders / bid on e-Tender platform for 3 (three) years. In addition, his user ID will be deactivated and Earnest money deposit will stand forfeited. Besides, the SJDA may take appropriate legal action against such defaulting bidder as per law.

G. SELECTION OF BIDDER

Generally, L-1 bidder will be awarded with the work order but the tendering authority reserves the right to cancel/ reject bid anytime without assigning any reason whatsoever.

H. REJECTION OF BID

The bid inviting authority reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bid at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Employer's action.

****N.B.:** The Bidder whose Bid has been accepted will be notified by the SJDA. The Letter of Acceptance will constitute the formation of the Contract. All the Bid documents including NIB & B.O.Q. will be the part of the Contract Document.

PART- I. SCOPE OF WORK

(a) Pre-Scanning Activities

- (i) Documents will be made available by the office of Siliguri Jalpaiguri Development Authority. Vendor is required to handle these documents carefully. Documents are to be collected from the concerned dealing staff and the same has to be counted and entered into the log register for individual files before taking to the scanning area.
- (ii) Categorization and indexing of files and documents before start of scanning work has to be done.
- (iii) Since some documents are old and are not in good physical condition, documents are required to be repaired if not fit for scanning.
- (iv) It will be the responsibility of vendor to take care of security and safety of documents. In case of loss of any document, appropriate remedy including penalty may be imposed on the vendor for the loss suffered.

(a) Scanning Activities

Batch Processing, Archiving (Scanning Storing into image/digital form) and Retrieval:

- (i) The scanned documents/material shall be stored in PDF/A Format.
- (ii) The scanning of the records in A4/legal/A3 sizes at minimum **300 dpi resolution** in color has to be done.
- (iii) Receiving files by the vendor from officers & staff after counting and entering details in the log register.
- (iv) Preparing the files for scanning/ digitization purpose, i.e., removal of tags, pins, etc.
- (v) Scanning, Storing the Data in Scanned form with mirroring facility and one additional backup on hard disk drive to the person responsible.
- (vi) Indexing the files before scanning and after scanning handing over the files back to the section in their original condition and packing the files in carton which are not in current use.
- (vii) Handing over the scanned data on appropriate electronic media to SJDA.
- (viii) The vendor should have high speed, high performance, high definition/resolution page scanners of its own.
- (ix) Since the entire project is to be executed onsite, all infrastructure Hardware-including Desktop computers, UPS, scanners, other equipment (as per requirement), all software and manpower to carry out the work are to be arranged by the vendor at his/her own cost

(c) Image Enhancement Activities

- (i) Vendor shall ensure that qualities of scanned images are enhanced up to the optimum level and required image enhancement activities have been done on the documents.
- (ii) In case the documents are not legible, it will be the vendor's responsibility to scan the documents in high resolution to improve legibility to maximum extent possible.

(d) Categorization/Indexing/Metadata Entry

Vendor has to do the metadata entry as per the requirement of Authority for the scanned documents and Indexing shall be done as decided by the Authority.

(e) Retrieval of digitized documents

- (i) The hyperlinking of the data should be done with the bookmarking for the faster retrieval to be done before uploading to Document Management System (DMS). The system should allow scaling at any point in future.
- (ii) It should be able to store and retrieve documents of any format like TIFF, JPEG, PDF, PDF/A, etc.
- (iii) The system should have administrative module and user module preferably at web front end.
- (iv) It should support (a) Digital signature, (b) Time stamping.
- (v) It should be a Modular system, designed using Microsoft .NET Framework.
- (vi) The proposed software should be user friendly with easy-to-use interface (UI).
- (vii) Training to the officials and staffs of SJDA to facilitate the operation of Document Management System (DMS) should be included in the proposal & rates.
- (viii) The software and the methodology to be adopted should ensure seamless integration with the existing working of SJDA.

(f) Scanning Activities Conditions

- (i) Take precautions with documents in an orderly manner without disturbing the chronology of the documents and without mixing pages between different documents.
- (ii) Carry out the scanning and profiling (including any Meta data entry) of the documents as supplied to the vendor. The vendor shall strictly comply with the operational processes for implementation of the project.
- (iii) The vendor shall add/replace poor quality scanned images/documents on its own, for which vendor shall not be entitled to get any extra payment.
- (iv) It is absolute responsibility of the vendor to ensure that the contents of the digitized documents shall be an exact replica of the original paper document maintained as part of the records in the books. This will be a mandatory condition for the vendor to authenticate the validity of the digitized documents.
- (v) Vendor should impart adequate training to the staff of this office for (a) archival (scanning and storing), (b) retrieval and printing.
- (vi) Vendor will provide full maintenance and support for one year after the completion of the work.
- (vii) The bidder should give an undertaking in the quotation that they will, if required, be responsible for Annual Maintenance of the software and also quote the rate in BOQ.
- (viii) The files /documents will not be allowed to be removed from space/premises allocated to the firm. Suitable hardware infrastructure/facilities have to be established onsite at the room allocated by the authority to do the Digitization work.
- (ix) Under no circumstances, the documents shall be changed, mutilated, destroyed or replaced by some other documents.

(g) Development of Software

- (i) The vendor should have to develop, test, implement and provide web-based application software to be run on intra net/ multiple user/with proper security provisions and audit trails for storage and retrieval of records.
- (ii) the software should also be able to capture and integrate new arrival of the digital /nondigital (after scanning) records.
- (iii) to integrate the software with web-based applications for affiliation being operational on-line.
- (iv) software should be compatible with E-office software of NIC and linked to SJDA website for access by stall owners.
- (v) software should have features of scanning, storage, indexing, Search and retrieval, adequate security features, data security and unauthorized access protection, built in back up and data recovery features and also scope for future enhancement.

PART -II

General Instructions to Bidders

1. The bidder shall categorize and indexing the files/documents and scan and digitize at least that many pages as, in the opinion of competent authority can be conveniently scanned/digitized every day,

in the space made available to the bidder for the purpose of scanning and digitization. Accordingly, the bidder should submit its capacity/capability to scan/digitize the number of pages per day

2. The interested persons/bidders can inspect the files, records and also the place to be provided for the purpose during working days from 11.00 A.M. to 01.30 P.M.
3. The successful bidder shall compile and make an instruction manual (5 hardcopies and softcopy) for Scanning/digitizing, storing and retrieving operations and the same shall be provided to SJDA for use of its staff for carrying out the operation of Scanning/digitizing and retrieval.
4. The bidder shall have to arrange its own staff. The SJDA would neither bear any expenses nor accept responsibility for the same and there would be no relationship between SJDA and the staff of the bidder
5. No person engaged by the bidder shall claim any right of employment, contractual or otherwise, with the SJDA.
6. The bidder must be able to carry out cropping and cleaning of images (removing black noises around the text), skew correction to make the images straight and providing equal margins all around the text.
7. Sub-letting of work: The contractor shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other entity.
8. The work should commence within 5 days of the date of placement of work order.
9. No unauthorized person should enter the premises of SJDA.
10. Any unjustified delay by the selected agency in the performance of its obligations under the contract shall be liable for a deduction at the rate of 1.0% of the total amount of contract per week of delay subject to a maximum of 10% of the value of the contract which will be recovered from the pending bills.
11. The manpower, scanners and computers, etc. for conducting the activity will be provided by the bidder.
12. The tender is not transferable.
13. No advance shall be provided for executing the work.
14. The bidders are required to quote their lowest rates per page for indexing/Scanning/Digitization of records including development of a customized Electronic Document Management System as per ANNEXURE -A.
15. The rates so quoted should be all inclusive (hardware/software/manpower). Taxes shall be stated separately. The space, furniture and electricity for this purpose will be provided by SJDA free of charges.
16. Scanned/digitised files will be stamped and duly signed by the users indicating that the "FILE IS SCANNED/DIGITIZED AND DULY RECONSTRUCTED" and the bidder will be fully responsible for any loss/damage of any document.
17. The Chief Executive Officer, SJDA reserves the right to increase or decrease the quantum of documents to be scanned based on the performance of the service provider.
18. Continuance of the contract and payment of the work done shall be subject to satisfactory performance report to be submitted by such officers as are appointed by SJDA for regular as well as random checking and further subject to the bidder fulfilling all the terms and conditions of the contract.
19. The bidder may be allowed to do the scanning/digitization work only on all working days between 10.00 A.M. to 5.00 P.M. only.
20. The Administrative section of SJDA will provide the files to the authorized representative of the bidder, supervising the Scanning/digitizing work, on day-to-day basis under proper receipt and it will be the responsibility of the bidder to accomplish the task of scanning/digitization after following all the processes, namely Unbundling, Rebundling, Super Indexing, Scanning/digitizing, Splitting and Merger, Page numbering, Storing, Retrieval, etc.
21. The Bidder is not permitted to modify, substitute, or withdraw the bid proposal after online submission.
22. By submitting an online bid, each agency shall be deemed to have acknowledged that it has carefully read all sections of this Tender Notice, including all forms and has fully informed itself as to all existing conditions and limitations.
23. It will be responsibility of the bidder to return the file to the authorised SJDA staff under acknowledgement in the same shape and condition in which it was taken.
24. The bidder will ensure that the documents/files handed over to it are kept in proper condition and no document is soiled/lost /misplaced/damaged.

25. The bidder after successfully storing the data on its own computer shall transfer the same on the computer/server to be provided by the SJDA along with the documentation, technical and user manual. However, the bidder shall be fully responsible for the proper archiving, storing and retrieval of the Scanned/digitized data for a minimum period of one year after completion of his work.
26. Complete secrecy and confidentiality are required to be maintained by the bidder and his employees.
27. The bidder shall not be allowed to take away any file/record etc. either in the shape of hard copy or soft copy and the work is to be carried out in the office of SJDA itself.
28. The bidder has to develop and supply two copies each of the software products along with the source code. The bidder has to develop the software specific to SJDA needs, with water marking and digital signature facilities.
29. The bidder using the integrated software for Scanning/digitizing and document management or any other similar programme shall provide its license to the SJDA.
30. The software module should have multiple access with security features, with facility for updating of information etc.
31. SJDA will have the copyright on the product format, concept layout and design. The SJDA will have exclusive rights to use it anywhere, in any manner.
32. It shall be the duty of the bidder to have the licensed software updated from time to time and provide all possible assistance/help during the scanning/digitization work.
33. Time is the essence of the contract and the bidder shall adhere to the time schedule and deadline as prescribed by the SJDA for execution of the work.
34. On the completion of the work, the bidder shall hand over the latest licensed updated software and also the database to SJDA which shall become the property of the SJDA for all intents and purposes.
35. The database created by the bidder shall be retrievable in Searchable Portable Document Format (PDF) by the user. Necessary training for the retrieval of the database for the Scanning/digitizing storing, organizing and retrieval is to be imparted to the staff of the SJDA.
36. The data is to be stored by way of images in Searchable Portable Document Format (PDF) with adequate resolutions to ensure the readability and ease in retrieval. The images so stored in the database should be properly indexed as per the requirements of SJDA and should be capable of adding more images, at later stage, if need be, in an old stored file. The data so stored shall be in a non- editable form.
37. The digitization software should be web enabled.
38. The Scanned/digitized record will be the property of the SJDA. The Vendor shall have no right, title or interest in it and shall not use it in any manner.
39. In case, the bidder finds any original document, which is in a very bad condition, it will make its best efforts to take out better print (either by typing on a separate sheet of paper or taking out a better photocopy thereof) and then put the said data in the relevant database. The original papers shall however be retained in the main file.
40. If it is found at any time that the Scanning/digitizing, indexing, storing or retrieving has not been done in accordance with the agreed terms and conditions, the SJDA shall be entitled to withhold further payment of the Vendor.
41. The bidder will ensure confidentiality of the documents handed over to it and violation of which a penal action against the vendor will be initiated as per law.
42. The contract may be cancelled at any time without assigning any reason for the same. The decision of the Chief Executive Officer, SJDA in this regard shall be final and binding.

Memo No: 1095/1(4) /SJDA

Copy forwarded for information to:

1. The District Magistrate, Darjeeling.
2. The District Magistrate, Jalpaiguri.
- ✓ 3. The Asst Executive Officer, SJDA to upload in website.
4. Notice Board, SJDA.

C. Paul
Chief Executive Officer
Siliguri Jalpaiguri Development Authority

Date: 24/09/25

C. Paul
Chief Executive Officer
Siliguri Jalpaiguri Development Authority

ANNEXURE A
Financial Bid for Digitization of Documents /BOQ

A. Rates must be quoted exclusive of all taxes

1. The bidders are required to quote their rate per page for scanning and digitization of documents. The rates so quoted should be all inclusive of (Preparing documents for scanning/digitization, Hardware/ Software/ Transport/ Manpower/ UPS, System Analysis and designing or any other charges).
2. SJDA shall not consider any upward variation/ fluctuation on account of any foreign exchange or any revision of rates at any time during the currency of the contract.

Sl N o	Activity	Rates exclusive of all taxes					
		Rs..... Per page of Size					
		A 0	A 1	A 2	A3	A4	A5
1.	Digitization of Documents (Including Cleaning, Scanning, Conversion to PDF, ting, Indexing for Retrieval						
2.	Categorization/Indexing per file	Rs..... One Time Cost					
3.	Software Development for Retrieval and Documents Management System along with User Manual and System Manual. (With Source Code and documentation for Source Code)	Rs..... (One Time Cost)					
4	Software Development for Retrieval and Documents Management System along with User Manual and System Manual. (Without Source Code and documentation for Source Code)	Rs..... (One Time Cost)					
5	Post warranty Annual Maintenance of Software	Rs..... (Yearly)					
6.	Training- (Additional to Tender obligation) if any inclusive of Administrator and User	Rs..... (Per training)					