

Expression of Interest (EOI)
For
Document Management System

4th January, 2018

Centre for Development of Imaging Technology, C-DIT

Chithranjali Hills, Thiruvallom

Thiruvannathapuram – 695027

Tel No: 0471- 2380910/ 912, Fax : 0471- 2380681

INVITATION FOR EXPRESSION OF INTEREST

No. CDIT/7/EOI-DMS-HC/001/17-18

Dated 04-01-2018

Centre for Development of Imaging Technology (C-DIT) invites sealed Expression of Interest (EOI) from Firms/companies/ OEMs/ institutes/ organizations/ agencies for providing solution on Document Management System.

The EOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and evaluation criteria etc. can be downloaded from the website www.cdit.org.

Last date for submission of EOI is on or before **3:00PM, 15th January, 2018**

Sealed envelope marked to the captioned address given below mentioning **“EOI for Document Management System”** on the top cover.

**“The Registrar,
Centre for Development of Imaging Technology (C-DIT),
Chithranjali Hills,
Thiruvallom PO,
Thiruvananthapuram -695027”**

Sd-
Registrar, C-DIT

Note: C-DIT reserves the right to cancel this request for EOI and/or invite a fresh one with or without amendments, without liability or any obligation for EOI and without assigning any reason. Information provided at this stage is indicative and CDIT reserves the right to amend/add further details in the EOI.

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Engagement of Firms/organizations/Institutions for providing solutions on Digital Document Filing System

EOI is invited from reputed agencies / organizations / institutions for providing solutions **Document Management System** for a project to be undertaken and implemented by C-DIT. The objectives and technical requirements are given below:-

Documents to be enclosed

1. Documentary evidence for Firm/ Company registration
2. GST No./ registration details
3. Copy of PAN/ TIN
4. Copies of work orders and work completion certificates.
5. Copy/ details of the annual turnover of the last three financial years in similar line of business

Pre-Qualification / Eligibility Criteria

1. Bidder should be a service provider of a Document Management System in India with at least 2 years in similar work. He must have profound demonstrable experience and expertise in DMS (D space/any other).The Bidder must be able give support irrespective of availability of community support for DMS.
2. Authorized service provider should have demonstrable experience of implementing a major version of Document Management System (D space/any other) in Indian Judiciary/ Government Organization/PSU, Libraries directly or through partner
3. Bidder need to submit at least 4 live internet URLs of a Document Management system being used for unlimited number of users in Central / State Govt/ PSU / Educational segment in India.
4. Bidder / service provider of Open source (FOSS) document management systems should have experience of implementing / customizing / maintaining proposed document management System with load of at least 50 lakh pages per instance. Out of which at least

one instance should be done by bidder directly for any central / state government / educational institution in India

5. The DMS shall be purely an open source (FOSS) document management system. Bidder need to submit the Internet URL of Open source document management system from where anybody can download source code of proposed DMS and implement it without any limitation. Also, bidder to submit URL of community forum where support for proposed open source solution is available by community and not specifically by OEM of software.
6. Bidder should submit compliance with screen shots of proposed functionality
7. Bidder should have experience of implementing multiple User Interfaces technologies in Government sector directly for proposed version of Document Management System
8. OEM or at least one development partner of proposed DMS should be CMMI level 5

Note : Documentary evidence or proof complying with the eligibility criteria shall be attached along with the EOI.

Technical Requirements for Digital Document Management System

The technical requirement cum compliance statement of the required solution is attached as Annexure and shall be submitted along with the EOI.

Sd-
Registrar, C-DIT

Centre for Development of Imaging Technology, C-DIT

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ANNEXURE

For each of the Functionality and Features outlined in the Functionality Matrix below, for each item you may further comment regarding your response. Bidder need to provide screen-shot of concerned screen of software for justifying compliance with requirements stated in specification sheet.

Sl.No	Requirements	Compliance (Yes/No)	Bidder Remarks
	Architecture		
1	Document Management Solution is capable of being deployed both in centralized as well as in decentralized deployment model (preferably Cloud based solution). The software solution should be on Web-Based Technology and capable of functioning over the Intranet and should support cloud interface for access by users, Virtual Private Network, and Internet Solution should be built on technology which is capable of running on Ubuntu server.		
2	Integrated Document Management Solution should be purely web based		
3	Integrated Document Management Solution should support multiple file formats i.e, PDF, Office files, Audio/Video etc.		
4	Integrated Document Management Solution supports leading Commercial and open source RDBMS i.e. Oracle, PostgreSQL etc.		
5	Integrated Document Management Solution supports bulk import & export of data as XML and CSV format.		
6	Integrated Document Management Solution has provision for defining and importing Thesaurus dictionary. It should keep provision for capturing all associated fields in meta data which would make search meaningful for information and administration.		

7	Huge files digital content should be stored in file servers (FTP Server) for efficient streaming and access.		
8	Should store metadata in RDBMS and electronic content on file system (SAN/NAS).		
9	Should provide a single unified platform for both paper & electronic records.		
10	Should have data backup and restore provision for regular backup of data		
11	Proposed solution provides context sensitive 'Help' Operation.		
12	Proposed solution should have approval mechanism before publishing any content on solution		
13	It should be possible to send advance alerts to users, if DMS is required to be shut down in planned manner		
14	Software has provision of adding metadata without Images/contents in DMS and same should be searchable in the software.		
15	Solution from OEM having industry standard certification like CMMI 5 should be preferred		
16	Should have provision of caching for faster search results		
17	Software should be mobile friendly and should have ready interface for mobile devices		
18	As per guidelines of Gol, proposed software should be bi-lingual and should be available in Malayalam Language as well.		
19	Proposed solution should come with open Rest APIs for enabling integration of solution with High Court's Case Information System for pushing and pulling the information between two systems.		

20	<p>Bidder need to implement proposed solution at two locations in parallel i.e. bidder need to deploy proposed solution in its servers and will upload digitized data on its software instance.</p> <p>Approved data uploaded on bidder's system should get replicated on High Court's system automatically.</p>		
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Search

Sl.No	Requirements	Compliance (Yes/No)	Bidder Remarks
1	Provide searching facilities based upon: Any metadata field (content, author, source, names, subject tags, acts and sections, keywords, etc.).		
2	Provide search based on actual content of the Document & Records		
3	Software has inbuilt Thesaurus, for purpose of providing intelligent search. Provide Thesaurus based Search.		
4	Complex and multiple criteria based Boolean search.		
5	Should have provision of sorting the results based on relevance, submission date etc.		
6	Should have provision of defining number of search result required on page by any end user.		
7	Should have full text search facility on industry standard engines like 'solr', lucen etc.		
8	It should be possible for user to search a record in combination of full text search and metadata.		
9	Software should have faceted search mechanism, which breaks up search results into multiple categories, typically showing counts for each, and allows the user to "drill down" or further restrict their search results		

	based on those facets.		
10	For making solution more user friendly and easy to use, proposed software should have feature of predictive search i.e. software should provide suggestion when user start keying the alphabets in certain fields for search.		
11	Software should provide advance search options like Date Range Search, Proximity search, Fuzzy Text search		
12	For ease of use, proposed solution should highlight searched term in metadata in search results. It should highlight the PDF file in searched case file where searched term occurs. Followed by it, when user open PDF files from searched case file, searched term should get highlighted in the text of PDF file automatically.		
13	Bidder need to ensure that proposed solution should get integrated with leading internet search engine. So that user making search on open internet should be able to get relevant information from High Court's case repository in open internet search results.		

Metadata

1	Integrated Document Management Solution should have no limitation on defining custom metadata fields.		
2	Should have extensive meta-data creation using comprehensive data entry templates.		
3	Integrated Document Management Solution supports associating metadata to books and documents		
4	Metadata should support Dublin Core, MARC21 standards.		

5	Server allowing harvesting of Metadata through OAI-PMH (Open archives initiative protocol for metadata)		
6	It should be possible to control vocabulary for purpose of adding keywords. User should get option of entering keywords from predefined vocabulary		

Security & Access Control

1	Institutional archives both Open access and restricted access should be created from a single interface		
2	Allowing creation of Users, and User groups.		
3	Provision for multi-level security access for different access categories.		
4	Supports the movement of users between organizational units whereby their job roles and/or their access rights may change. The System has within it the concepts of job roles, and staff occupying those posts. In addition, the DMS must allow the definition of user roles, and must allow one or more users to be associated with each role.		
5	Provide Access Control based secure access providing View Document & books, View Metadata, Update Document , Update Record Metadata, Modify Record Access; Destroy Record should be configurable by the Library Office.		
6	Allows Multiple User Access levels and Authorization of Users depending on Roles		
7	Software should have LDAP based authentication method.		
8	It should be possible for users to register itself in DMS and also it		

	should be possible for administrator for creating users in system		
9	It should be possible for system administrator to define group admin or cabinet level admins in system		
10	It should be possible to define rights like read, write, read metadata, read items, modify cabinets or assets uploaded, delete items etc. (necessary screen-shots to be submitted)		
11	It should be possible to provide access rights to users on Item Metadata, Metadata & Files both and completely making private item i.e. neither metadata nor files should be searchable or visible to un authorized users		
12	There should be provision of putting documents access request copy by users not having access rights on digitized files of a particular file. And authorized users should be able to grant or deny such access request.		

Content Viewer
Document Viewer

1	Proposed DMS should come with inbuilt viewer for viewing the PDF files using browsers on multiple platforms i.e. laptop / mobile / tablet etc. Viewer should support multiple rendering technologies i.e. flash and HTML5 for easy display of contents on new and old browsers.		
2	Viewer module should be intelligent enough to understand browser's technology and display the document in best suited technology		
3	It should be possible for users to make full text search on O Cred documents in viewer		
4	Proposed solution should have basic accessibility features like zoom in / out, go to page etc. functionality		

5	Solution should be capable of displaying document without providing option of downloading the document on multiple platforms like Windows, Linux, Android, Apple etc.		
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Rich Media Content Streaming /Viewing

1	Proposed solution will act as central content repository for past and future contents. In future, High Court may also receive some contents in Audio / Visual form. Hence it proposed solution should also support server based viewing and streaming of Rich media contents. Solution to support following specifications		
2	Support video formats like: HLS, MP4, WebM and OGG		
3	Bitrate switching: Automatic and/or manual switching to the most suitable video quality.		
4	Should be deployable on multiple server platforms like RHEL, Ubuntu, Windows server etc.		
5	Support Flash and HTML5 based browsers		
6	Compatible with multiple devices like Laptops, Tablets, Mobile etc.		
7	Internet URL of application implemented /maintained by Bidder / authorized service provider demonstrating live implementation of proposed viewer		

File View

1	Proposed viewer module should have option of showing each PDF / video files attached with each book in individual form.		
2	Proposed DMS should also provide option of showing all attachments i.e.		

	PDF/Video in a single window mode, where names of PDF/Video can appear as bookmarks on left hand side of window and user can click on each of hyper link and corresponding file should open in document window.		
3	Viewer module should be able to show PDF,Audio, Video files in same window and there should be no need of opening different windows for different file formats.		
4	All files should be displayed within browser and should not allow users to download it on the local desktop		
5	Bidder should submit at internet URL of D space or any other software implemented by it / authorized service provider supporting bidder demonstrating functional state of this module with proposed version of Document Management System.		

Browser based batch data upload tool

1	It should be possible to upload metadata and digitized pages using browser based batch data uploading mechanism		
2	Module should be part of proposed DMS and should be accessible in software. There should not be the requirement of accessing this module as an external module (outside the core application)		
3	Since there is possibility of change in indexing parameters in future, there should be no need of doing any kind of code customization even if there is change in indexing parameters (Approach for achieving this requirement should be detailed in compliance.)		

4	Proposed module should have easy process for batch uploading of data i.e, it should be possible to attach metadata and corresponding digitized file as single file in module and rest of activities should be performed automatically by software.		
5	Proposed module should be intelligent enough to determine whether content getting uploaded in a particular section should go in quality control workflow or it should get published directly for public access.		
6	Bidder should submit at least one live internet URL of D space or any other implemented by it / authorized service provider supporting bidder demonstrating functional state of this module with proposed version of Document Management System.		

Performance Benchmarks / Test

1	Bidder need to provide tool for testing performance of proposed solution on more than 100 number of user load on system.		
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Key Points of Solution

1	There should be provision for making a record available to user without login in the system		
2	As per guidelines of Gol, proposed software should be bi-lingual and should be available in Malayalam Language as well.		

3	Software should have option of applying multiple themes for the interface.		
4	The interface of the proposed solution may be user customizable as per requirement. Bidder need to submit multiple designs of interface.		
5	Proposed solution should come with open Rest APIs for enabling integration of external or third party solutions /Information System for pushing and pulling the information between two systems. Bidder to submit necessary documentation in this regard		
6	It should be possible to customize the look and feel of each work area of DMS in separate manner. i.e. each work area should have separate theme.		
7	Should provide software solution's performance benchmarking tool along with proposed DMS		
8	Software should have facility of website like browsing for creating user friendly interface.		
9	Proposed system should have adaptive viewer with which should be compatible with old system on flash and new systems on HTML5 platform. Specifications provided above must be adhered.		
10	Proposed solution should be capable of hosting audio / video contents and should do server based viewing and content streaming as well as per specifications provided above.		
11	OEM / at least one of the core development partners of proposed DMS should be at least CMMI level 5.		
12	Software has inbuilt Thesaurus, for purpose of providing intelligent		

	search. Provide Thesaurus based Search.		
14	For ease of use, proposed solution should highlight searched term in metadata in search results.		
15	It should highlight the PDF file in searched case file where searched term occurs. Followed by it, when user open PDF files from searched case file, searched term should get highlighted in the text of PDF file automatically.		
16	Bidder need to ensure that proposed solution should get integrated with leading internet search engine. So that user making search on open internet should be able to get relevant information from the repository in open internet search results.		
17	Proposed DMS has well established online support system in terms of Forums / Blogs in order to provide independence to Bidder for taking support at any time. Bidder should provide link for such forum/blog in compliance. This is a must condition from support perspective.		
18	The offered DMS has open data portability and should have ready API SDK for enabling Archive to integrate DMS with any other application in future. Same need to be demonstrated during demonstration. Bidder to provide URL of Open APIs available on open internet, which should be accessible directly by user without any prior permission from OEM of proposed DMS		
19	Proposed solution should have approval mechanism before publishing any content on solution		
20	Solution offering delivery of source code of solution to CDIT and having no restriction on user licenses		

	should be preferred		
21	Allows Versioning - Users can upload multiple versions of the same file		
22	It should be possible for High court to have unique URI for each documents that high court officials can share		
23	Should have full text search facility and same should be built using 'lucene' , solr which makes it very easy for anybody to find any item within a very short span of time.		
24	It should be possible for user to search a record in combination of full text search and metadata.		
25	Ease Of Access: The level of effort required in order finding, organizing access to use it is very minimal by using various Browse options.		
26	Faster Search & Retrieval: Users can search for any item via a single field interface i.e. by inserting value in Google like single field; DMS should provide search results from full text, metadata fields and storage hierarchy.		
27	An Advanced Search option giving multiple fields search is also required.		
28	Software should provide advance search options like Date Range Search, Proximity search, Fuzzy Text search		
29	Hierarchy to manage contents (i.e. Primary Cabinet Level, Sub Cabinet, Folder, and Items)		
30	It should be possible for authorized users to define time based security rules for certain documents i.e. while uploading documents in the system, user should get option of defining access restriction time period on uploaded file and after given time period restriction,documents should become accessible to authorized users as per access rights given on complete cabinet / folder. Necessary screenshots		

	explaining this process in software should be provided.		
31	Proposed Software should store the uploaded files at backend in such manner that it should be possible for Archives to port this data in any other system without using DMS or any of its components like export tool.		
32	Bidder need to implement proposed solution at two locations in parallel i.e. bidder need to deploy proposed solution in its servers and will upload digitized data on its software instance. Approved data uploaded on Bidder's system should get replicated on High Court's system automatically		
33	It should be possible to implement solution in high availability mode in order to ensure business continuity. Bidder should implement solution in a high availability mode.		
34	In order to ensure continuous and smooth support for proposed software, bidder need to have proven capability for supporting the solution and should produce necessary documentary evidence in this regard i.e. certified resources / organization level certification etc. or else bidder may obtain support from service provider for proposed software in India		
35	It should be possible to define required indexing fields in software for performing necessary indexing of documents.		
36	Proposed solution should have at least 4 live references in Central / State Govt. / PSUs / Autonomous bodies in India. Bidder to produce live Internet URLs of these references, which can be validated by directly on open internet.		