



ऑयल इंडिया लिमिटेड
(भारत सरकार का उद्यम)
Oil India Limited
(A Government of India Enterprise)

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DOMESTIC EXPRESSION OF INTEREST

EOI REF. NO. OIL/C&P-CORP/EOI/2020-21/03

DATE: 02.07.2020

LAST DATE OF SUBMISSION: 17:00 HRS (IST) OF 06.08.2020

Sub: Notice Inviting “Expression of Interest” (EOI) for issuing Limited Tender for Hiring of service provider of Record Management System for a period of 4 years

INTRODUCTION

Oil India limited (OIL) is a premier National Oil Company engaged in the business of Exploration, Production and Transportation of Crude Oil and Natural gas. OIL is a Navratna Company under the Ministry of Petroleum and Natural gas, Government of India.

OIL (referred to as Company in the EOI) hereby invites Domestic Expression of Interest from experienced and reputed prospective Bidders of India meeting following pre-qualifying criteria for issuing limited tender for **Hiring of service provider of Record Management System for a period of 4 years for various records pertaining to OIL’s Corporate Office, Noida.**

1.0 QUALIFYING REQUIREMENT (QR):

Broad Qualifying Requirement (QR) of the Bidders are as under:

- (i) The bidder should have valid ISO 15489 certification. Self-certified copy of the ISO certification must be submitted along with the EOI.
- (ii) The bidder should have its own sufficient latest state of the art Scanners / Computers, other equipment / parts, sufficient infrastructure and qualified professionals. The bidder must own scanning / digitizing and indexing facility setup. Bidders shall provide self-certified complete list of infrastructure (both hardware & software) owned by them for carrying out jobs of scanning and digitization of documents.
- (iii) The bidder should have ‘its own’ or ‘leased’ Record Management System (RMS) Facility meeting the following minimum requirements:
 - (a) The RMS facility should be based in any of the following areas:

State	District
Uttar Pradesh	Gautam Budh Nagar / Ghaziabad
Delhi	Whole of NCT Delhi.
Haryana	Faridabad / Gurgaon

- (b) The RMS facility should have valid ISO 11799:2015 certification.
- (c) The RMS facility should have minimum of 2,000.00 Square Feet Carpet Area under permanent construction for safe & secure storage of documents. The entire area for storage of documents should not be a single area and should be

permanently bifurcated with each individual area / section having individual access control.

- (d) The RMS facility must be equipped with both biometric as well as card-based access control system.
- (e) The RMS facility should have round-the-clock security and must be equipped with 24-hour 'CCTV surveillance with minimum 1-month backup / video archival' and 'Automatic Fire Detection, Protection & Suppression Systems' for safe & secure storage of documents.
- (f) The RMS facility should have complete and fail-safe power back-up for running the complete facility and infrastructure.

Note to QR Clause 1.0 (iii) above:

A. Bidders must submit **self-certified copies** of the following:

- ISO 11799:2015 certification of the RMS facility
- Certification towards possession of all the facilities required.
- In case of leased RMS facility, Lease agreement / Memorandum of Understanding (MoU) etc. towards utilization of the RMS facility of the third party.

- (iv) Bidder should have done at least one SIMILAR WORK in Public Sector Undertaking (Maharatna / Navratna only) / Central or State Government Department / Central or State Government Organization in previous 7 (seven) years to be reckoned from the original date of submission of the EOI.

Notes to QR Clause 1.0 (iv) above:

A. SIMILAR WORK means providing services of Digitization and Record Management System (RMS) of office records & files.

B. For proof of work experience of similar work the following documents must be submitted along with the bid –

- (i) Copy of contract document or work order documents showing details of work.

AND

- (ii) Copy of Completion Certificate showing gross value of the job/service, description of job/service and duration of the contract **OR** Copies of payment receipts to substantiate the volume of job done.

C. SIMILAR WORK executed by a bidder for its own organization / subsidiary will not be considered as experience for the purpose of meeting the Qualifying Requirement.

D. If the prospective bidder is executing SIMILAR WORK which is still running, such experience will also be taken in to consideration provided that the bidder has submitted satisfactory work execution certificate issued by end user.

E. In case bidder expresses its inability to submit necessary documents i.e. copies of work order and completion certificate for reasons of Non-Disclosure Agreement (NDA) or other reasons (clearly specifying the reasons) in support of meeting the experience criteria, a certificate, in original, certifying all the required information, issued by CEO/ Head of bidding entity/ CFO/ Finance Head of bidding entity of the company along with a declaration that the bidding company is not in a position to submit the required documents owing to the NDA or other reason with an endorsement by Chartered

Accountant/Statutory Auditor/ Certified Public Accountant (not being an employee or a Director or not having any interest in the bidder(s) company/firm) may be submitted.

2.0 BROAD SCOPE OF WORK:

2.1 Major part of this complete project is divided into three parts –

(i) Bulk Digitization Phase: Digitization of Legacy documents and current documents of Oil India Limited, Corporate Office, Plot No. 19, Sector 16A, Noida as provided by OIL to the Contractor / Service Provider.

(ii) Records Management Services (RMS) at Service Provider Facility for the records provided by OIL to the Contractor. This will be applicable to the records which are considerably old and may not be required frequently by OIL.

(iii) Ongoing Document Digitization phase: Digitization of current/ongoing documents of Oil India Limited, Corporate Office, Plot No. 19, Sector 16A, Noida as given by OIL to the Contractor time to time. Storage of such documents may not be required at Service Provider's site being current documents and required frequently for day to day work.

2.2 For the purpose of this Notice Inviting EOI, following terms and expressions shall have the meaning hereby assigned to them unless the context otherwise requires:

(i) Digitization means managed conversion of Physical Documents to digital format for ongoing access by electronic devices during the intended life cycle of the digital objects. The basic aim of Digitization shall be –

- a. Identification of Document using simple, easy to remember attributes
- b. Conversion of Physical Documents to Digital form
- c. Storage of document at secure location
- d. Highly Secure through Access Management
- e. Easier Access & Retrieval

(ii) Records Management Services (RMS) means the management of records for an organization throughout the records life cycle. The activities in this management include the systematic and efficient control of the creation, maintenance and destruction of the records along with the business transactions associated with them.

(iii) RMS at Service Providers facility shall basically aim for: -

- a. Storage of documents at Service Provider owned/leased facility.
- b. Operate as per Service Level Agreement (SLA), which includes Record management activities by service provider.
- c. Identification of Records for weeding out of documents as per Agreement.

The Service Provider has to provide the Record management Services & Related Day to Day RMS Operations i.e. Storing, retrieval and destruction (if required) of Records at the vendor owned / leased RMS Centre. Vendor to use their own software for management of RMS activities as OIL RMS Centre.

3.0 DETAILED SCOPE OF WORK:**3.1 Collection of Documents:**

The Service Provider will visit the offices/storage locations of OIL at Noida/Delhi and collect the record/documents post digitization activity in physical form i.e. files, bundles, registers etc. for storage at RMS Centre in a time bound manner which will be decided mutually. The requirement includes the packing of boxes and indexing of contents and all other works or process necessary in this connection. The Service Provider shall carry out collection on specific authority or instructions of OIL in writing/mail from OIL's designated official(s).

3.2 Cataloguing:

The Service Provider will arrange and catalogue the OIL's records and prepare inventory using bar code technology. Bar codes are to be securely fixed on each carton and its each and every content (files, bound voucher bundles, registers, etc.) to prevent any loss during storage or removal/retrieval. Acknowledgments of the records giving the number of cartons with description and number of files/registers/bound vouchers bundles, etc. in each box are to be given to the concerned branch/office at the time of pickup. Thereafter the Service Provider shall give the list of inventories. Bar coding, should be tamper/water-proof.

3.3 Scanning:

The Service Provider will arrange to scan the documents / records as per the directions of the designated official before it is shifted to RSC. If OIL desires, current documents / records not to be shifted to RSC, may also be scanned. High quality fast scanners shall be deployed by the service provider at their cost for carrying out scanning. Scanning will be done at a place / phase as decided by OIL. The scanning quality must be of appropriate resolution and compression and should be compatible with the widely used Document Management System (DMS) platform / software. Scope of scanning will also include indexing / meta data generation / entry (up to minimum 10 fields), storing and uploading to OIL's own DMS platform.

The scanning shall be done with following specification but not limited to:

- Resolution:- 200/300 DPI
- Image type:- JPEG / TIFF / PDF (Multi pager)
- Scanner type:- TWAIN and ISIS compliant high speed scanners
- Colour:- Colour / Grey scale / B&W
- Paper Size:- A4 / Letter / Legal

OIL may insist for upgrading the above specifications to cope up with the upgraded technology.

3.4 Transporting of Files:

The Service Provider will arrange lifting of records, as provided by the Sites/Locations of OIL post Digitization, from the OIL's premises by the Service Provider's own transport facility for storage at their owned / leased RMS facility. The Service Provider must comply with statutory requirements during transport including Health, Safety & Environment (HSE) & Insurance.

3.5 Storage of Documents at RMS Centre:

The Service Provider will provide RMS Centre satisfying the following minimum requirements on shared basis for OIL:

- (a) The RMS facility should be based in any of the following areas:

State	District
Uttar Pradesh	Gautam Budh Nagar / Ghaziabad
Delhi	Whole of NCT Delhi.
Haryana	Faridabad / Gurgaon

- (b) The RMS facility should have valid ISO 11799:2015 certification.
- (c) The RMS facility should have minimum of 2,000.00 Square Feet Carpet Area under permanent construction for safe & secure storage of documents. The entire area for storage of documents should not be a single area and should be permanently bifurcated with each individual area / section having individual access control.

- (d) The RMS facility must be equipped with both biometric as well as card-based access control system.
- (e) The RMS facility should have round-the-clock security and must be equipped with 24-hour 'CCTV surveillance with minimum 1-month backup / video archival' and 'Automatic Fire Detection, Protection & Suppression Systems' for safe & secure storage of documents.
- (f) The RMS facility should have complete and fail-safe power back-up for running the complete facility and infrastructure.
- (g) The building/structures for storage facility should be a permanent construction preferably on a three feet plinth with RCC/ Strong and Corrosion Resistance modern metal roofing, specially designed to protect records from fire, theft, dust and having proper drainage provision.
- (h) The metal racks used for storing cartons in the warehouse should have fire rated coating.
- (i) No leakage from water pipes sprinklers, mechanical installations, roots, drains, or any other source of water ingress.
- (j) Storage facilities must be locked and guarded 24x7. No unauthorized personnel can be allowed access to OIL's records at any time. Access be controlled by card based/bio metrics electronic access control system and a record kept on register of personnel and material entering and leaving the secured area.
- (k) RMS Centre must have CCTV cameras installed without any blind spot areas. 24x7 CCTV monitoring of the area with recording for minimum one month is essential. Continuous and un-edited footage of CCTV recording of storage area demarcated for OIL shall be provided by the service provider on monthly basis.
- (l) Fire protection system to include Fire Hydrant System, Fire alarm system, VESDA (Very Early Smoke Detection Apparatus), Fire Extinguishers (including modular extinguishers) in accordance with relevant local standards should exist. The RMS Centre staff should be adequately trained in handling firefighting equipment.
- (m) Service Provider must confirm and ensure that Pest and Rodent Control and Termite treatments are carried out regularly in the storage space for a Pest Free environment.
- (n) The Building for storage must be constructed in accordance with local relevant legislations. Service Providers are required to demonstrate/provide evidence of legal ownership or lease of the storage facility with approved site/building plan.
- (o) The Service Providers shall use any racking system of reputed company.
- (p) The Service Provider should comply to all National / State / Local Body Rules / Acts / Regulations and should possess all relevant certificate / registrations.
- (q) The Service Provider/Agency shall store records in cartons. The size of cartons shall remain uniform throughout the contract period. The documents as well as the cartons would bear IT enabled bar code for efficient retrieval of the records.

The storage cartons must be dust resistant with flaps or a lid forming a seal against airborne particles as per following specifications:

Carton design: 5 ply die-cut bottom minimum Size: 42 cms x 32.5 cms x 26 cms with corresponding 3 ply die-cut top lid with tuck-in on the top on the width sides.

Board properties: Top minimum 180 GSM 24 BF paper and rest 140 GSM 20 BF.

- (r) The Service Provider shall be required to operate the facility of storage of non-current records of OIL in accordance with local legislative requirement in respect of health and safety legislation, employment law, fire safety law, relevant building codes.
- (s) The Records Storage Centre Premises where OIL’s Records are going to be kept, should be certified by a chartered engineer / firm on the Dead Weight Bearing & Structural Stability aspects.
- (t) OIL’s authorised officials/representatives reserve the right to inspect the RMS facility.
- (u) If OIL desires, the bidder should be able to provide a quarantined area with fire rated cabinets for storing critical documents.
- (v) The premises being used as warehouse should have a clear title and permission from the competent authority for its commercial use should be in place.

3.6 Retrieval of Records:

The Service Provider shall retrieve and deliver the requested cartons, files, vouchers, ledgers, registers and any other documents within below specified Turn Around Time (TAT) upon receipt of a written request in the form of fax/ e-mails or letters from the authorized official(s) of OIL. Retrieval shall mean delivery of document from RMS centre / facility to OIL’s premises. In emergent cases, the agency may be required to retrieve the documents at odd hours/holiday.

Turn-Around-Time (TAT):

All retrievals to be executed within the turnaround time (TAT), else would be subject to penalty. TAT as per Service Level Agreement between Service Provider and OIL shall be as under:

S.No.	Type of Delivery	Turn-Around-Time(TAT)
1.	Express Delivery	Within 1 working day
2.	Normal Delivery	Within 2 working days

The Service Provider will provide retrieval satisfying the following minimum requirements:

- Retrieval should be done against request authorized by OIL’s officials only.
- Retrieval should be done within specified TAT.
- Reconciliation of Cartons touched for the purpose of retrieval should be done periodically for ensuring proper upkeep of cartons at its identified location.
- Any movement of document at warehouse should be against a valid work order generated at site.

3.7 Reports:

The Service Provider is required to provide the reports as per OIL’s requirement and periodicity to the designated official(s):

- a) Total number and details of the cartons with size containing records of the bank being stored at RSC.
- b) Total number and details of OIL's cartons/records retrieved (delivered) during a period.
- c) Total number and details of cartons/records returned by OIL
- d) Total number and details of OIL's cartons/records destroyed.
- e) Any other report as and when required by OIL.

3.8 Retention of Records:

The Service Provider will retain and maintain the records as per schedule provided by OIL.

3.9 Destruction/ Permanent Retrieval of Unwanted/ Time-Barred Records:

- a. Unless there are instructions to the contrary, non-current records meant for destruction will be shredded/ burnt in the presence of authorized OIL's officials. Records, after shredding to be disposed off in an eco-friendly manner.
- b. Mode, date of destruction and details of OIL's authority will be recorded in the system, against each relevant item.
- c. The Service Provider will arrange for transport, labor and other necessary support to send the non-current records to chemical furnace or paper mill, for burning or converting into pulp.

4.0 CONTRACT PERIOD:

The contract will be for a period of four (04) years. OIL expects the selected Bidder to start the work immediately on selection and signing of the contract / agreement. On termination of the Contracts, the service provider has to hand over all the documents kept in their custody to OIL on time.

5.0 OIL reserves the right to call the eligible bidders for a presentation on their art of technology on RMS and discussion before being enlisted to issue tender document.

6.0 Address for Communication: Interested Bidders are requested to visit our website www.oil-india.com for further details on the above and submit their Expression of Interest latest by **06.08.2020 till 17:00 Hrs (IST)** to the following address:

**General Manager (C&P)
Oil India Limited, Plot No.
19, Sector-16A, Noida-201301**

The Expression of Interest along with all requisite documents may also be sent through e-mail to the e-mail ids rupakkalita@oilindia.in / ujjwal_gogoi@oilindia.in within the closing date and time of this Invitation of EOI.

**(Rupak Kalita)
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