

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.  
(A Unit of H.P. Government Undertaking)



Digitization of Records of High Court of Himachal Pradesh  
(DIGITIZATION \* STORAGE \* PRESERVATION \* SEARCH &  
RETRIEVAL)

E-Tender No: HPSEDC/Digitization/HC/2023-13620

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## **1. Notice Inviting Bids/Tender**

Managing Director, HPSEDC invites bids from the interested persons to select a Service Provider for Digitization of record of High Court of Himachal Pradesh (DIGITIZATION, STORAGE, PRESERVATION, SEARCH & RETRIEVAL) and management of Digitized records through computerized Document Management System i.e. Digital Storage System, Retrieval system and Integration with existing Case Information System (CIS).

Subsequently Service Provider will be responsible for Management & Maintenance of solution and – the digitized record for a period of 5 years.

The assignment specifications, terms and conditions, and various Performas for submitting the Tender offer are described in the Tender document.

The interested persons are requested to submit their Techno-Commercial offers.

Earnest Money Deposit (EMD) amounting to Rs. 25.00 lacs in the form of a Demand Draft from nationalized bank payable at Shimla should be submitted along with the offer favoring “The Managing Director, HPSEDC”, Shimla.

The Bidder will prepare the bid in two parts.

### **I. FEE-ELIGIBILITY CLAIM-CUM-TECHNICAL BID:**

In support of his eligibility cum technical bid, a Bidder must submit/upload the relevant documents strictly in accordance with Proforma B marked with page numbers on e-portal <https://hptenders.gov.in>.

Packet-I (Fee/other Eligibility Documents/Technical) (to be uploaded in Packet-1 on e-procurement portal)

### **II. COMMERCIAL BID:**

Commercial Bids of only eligible and technically qualified bidders will be opened as per the date notified by the purchaser on its website ([www.hpsedc.in](http://www.hpsedc.in) and <https://hptender.gov.in>). Those technically qualified bidders which have also deposited the tender cost and Bid Security shall be termed as Substantially Responsive (i.e., eligible and technically qualified and have also deposited Bid Security & tender cost). The Tender Committee’s determination of a Bid's responsiveness is to be based on the contents of the Bid itself and not on any extrinsic evidence. However, while determining the responsiveness of various Bidders, the Tender Committee may waive off any minor infirmity, which does not constitute a material deviation. The decision of the Tender Committee in this regard shall be final.

The bidder has to submit their Commercial Bids online as per BOQ in Packet-2 on the e-procurement portal.

(i) Sample BOQ / Price Bid will be as per Schedule I.

The copy of this document can be downloaded from website [www.hpsdc.in](http://www.hpsdc.in), tender document can also be downloaded from <https://hptenders.gov.in>.

## 2. Schedule of Events

S. No.	Information	Details
1.	RFP No. and Date	No: HPSEDC/Digitization/HC/2023-13620 Date: 04/12/2023
2.	Price of Tender Document	Rs 5000/-
3.	Earnest Money Deposit	Rs 25,00,000/-
4.	Bid validity period	180 days from the last date (deadline) for submission of e-Tenders
5.	Pre-Bid Meeting	Pre-Bid meeting will also be held on 11/12/2023 at 11:30AM through video conference. Video Conferencing link is as under: <a href="https://meet.google.com/psj-sxaa-umg">https:// meet.google.com/psj-sxaa-umg</a>
6.	Bid submission start date	18/12/2023 (11:00 AM)
7.	Bid submission End date	08/01/2024 (02:30 PM)
8.	Opening of e-Tenders Bids	09/01/2024 (02:30 PM)
9.	Tender Download Site	<a href="http://www.hpsedc.in">www.hpsedc.in</a> & <a href="https://hptenders.gov.in">https://hptenders.gov.in</a>
10.	Venue	H.P. State Electronics Development Corporation Ltd., 1 <sup>st</sup> Floor, I.T. Bhawan, Mehli, Shimla-171013, H.P.

The complete document encompassing the terms and conditions and scope of the work and criteria etc. is available on the aforesaid official web site of the High Court of Himachal Pradesh, Shimla-171001 and a link of the same is also available on the official websites of the Controller of Stores, Himachal Pradesh, Shimla and the Director, Information Technology, Himachal Pradesh, Shimla. Every interested person is requested to go through such detailed document and then submit the tender, after thoroughly understanding the terms and conditions and eligibility criteria etc.

Any offer/tender received after the last date prescribed in this document for receipt of bids, shall be straightaway rejected and no intimation shall be given in this behalf to the person concerned.

### **3. Introduction**

#### **3.1. Terms**

- a) **“Artifact”** means Judgment, Orders, MAPs, Compact Discs, DVD, USB Pen Drive, documents, video footage, notifications etc. that make up the archival material at the High Court and District Courts. These are collectively also referred as **“Court Holdings”**
- b) **“Applicable Law”** means the laws, enactments and any other instruments having the force of law in India, as they may be issued and in force from time to time.
- c) **“Bank” or “Banks”** refers to all scheduled Indian Banks as per the RBI current list.
- d) **“District Courts of Himachal Pradesh”** - It means that all the District Courts (51 District Court Complexes and 130 Court rooms (approx)).
- e) **“in writing”** means communicated in written form with proof of receipt.
- f) **“Intellectual Property Rights”** means any patent, copyright, trademark, trade name, service marks, brands, propriety information, whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
- g) **“NIT”** is the Notice Inviting Tender. It is essentially the Press Notification of the Tender.
- h) **“OEM”** - means Original Equipment Manufacturer
- i) **“Project”** means all Activities covered under present contract.
- j) **“Site Acceptance Test (SAT)”** is a process of testing the contracted services to be provided by the Bidder at High Court & District Courts of Himachal Pradesh. SAT comprises of Product Acceptance Tests with respect to Technical Specifications and Process as specified in this tender, checking the installation, commissioning and integration of subcomponents.
- k) **“Subcontractor”** means any person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the Services



is subcontracted by the Service Provider. **The Service Provider shall not subcontract any part of its obligation under the present contract.**

- l) **“Successful Bidder”** means the Bidder, who, after the complete evaluation process, gets the Letter of Award. The Successful Bidder shall be deemed as “Service Provider / Bidder” appearing anywhere in the document.
- m) **“The Bidder”** means a firm which participates in the tender and submits its proposal.
- n) **“The Employer”** means the **HPSEDC, High Court of Himachal Pradesh, Shimla.**
- o) **“The Contract”** means the agreement entered into between the Employer and the Service Provider / Bidder, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- p) **“The Contract Price”** means the price payable to the Successful Bidder under the Letter of Award for the full and proper performance of its contractual obligations. The Contract Price shall be deemed as **“Contract Value”** appearing anywhere in the document.
- q) **“The Letter of Award”** means the issue of a signed letter by the Service Provider of its intention to award the work mentioning the total Contract Value. The timeline for delivery of products and services will start from the date of issue of Letter of Award.
- r) **“The Service Provider”** means the individual or firm supplying the Services and work under this Contract.
- s) **“The Site”** shall mean all identified locations within the High Court, District and Tehsil Courts in the State of Himachal Pradesh, where the Service Provider carries out any installation of Goods or is required to provide any Services under the tender.
- t) **Repository Manager:** The officer nominated by the records creating agency for proper arrangement, maintenance and preservation of public records under his charge.

- u) **Preservation Information Documentation (PID):** The information which is necessary for adequate preservation of the Content Information, and which can be categorized as cataloging, enclosures, provenance, representation, fixity, authenticity and access rights. OAI standard refers to this as preservation description information.
- v) **Submission Information Package (SIP):** The SIP is an Information Package that is delivered to the repository and digital storage system for ingest. The valid SIP comprises of CI and PID.
- w) **XML Schema Definition (XSD):** XSD language offers facilities for describing the structure and constraining the contents of XML documents
- x) **Open Archival Information System (OAIS):** An Open Archival Information System (OAIS) is an archive, consisting of an organization of people and systems that has accepted the responsibility to preserve information and make it available for a Designated Community.
- y) **e-Record:** The ISO 15489-1:2001 defines records as "information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business". As per the IT ACT 2000 "electronic record" means data, record or data generated, image or sound stored, received or sent in an electronic form or micro film or computer generated micro fiche. The electronic records or digital content are produced in the form of text, images, documents, e-files, audio, video, 3D models, web pages, maps, datasets, computer generated micro fiche and various other forms.
- z) **Extensible Markup Language (XML)** XML is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable. It is defined in the XML 1.0 Specification produced by the W3C.
- aa) **Metadata:** The data which describes the e-record or digital object based on common parameters.
- bb) **METS:** Metadata Encoding & Transmission Standard

### 3.2. List of Acronyms

UELMA	Uniform Electronic Legal Material Act
JTC	Joint Technology Committee
NDPP	National Digital Preservation Program
IG	Information Governance
ERM	Electronic Records Management
ESI	Electronically Stored Information
OAIS	Open Archival Information System
JDPS	Judicial Digital Preservation System
JDR	Judicial Digital Repository
DVI	Digitization Verification Information
CNR	Case Number Record
CIS	Case Information System
WORM	Write Ones Read Many
NAS	Network Attached Storage
SAN	Storage Area Network
SOP	Standard Operating Procedure
OCR	Optical Character Recognition
AI	Artificial Intelligence
ML	Machine Learning
ISO	International Standards Organization
BS	British Standard
C-DAC	Centre for Development of Advanced Computing
NIC	National Informatics Centre
NCSC	National Center for State Courts
ULC	Uniform Law Commission
NIST	National Institute for Standards & Technology
DMS	Document Management System
CIS	Case Information System

### **3.3. Introduction**

Long Term Digital Preservation is a secure and trustworthy mechanism to ingest, process, store, manage, protect, find, access, and interpret digital information such that the same information can be used at some arbitrary point in the future in spite of obsolescence of everything i.e. hardware, software, processes, format, people, etc. The e-record has to be preserved in such way that it should be possible to find, read, represent, render and interpret the information accurately as original along with all associated information necessary for its comprehension. It should be preserved along with the details which will facilitate the identification of the origin, destination, date and time of such electronic record. The e-record has to be preserved in such a way that it will remain accessible, reliable, authentic and usable for a subsequent reference.

### **3.4. Objectives of Digitization of High Court's Records**

- a) Digital preservation of judicial records to cover digitized as well as born digital data (computer generated electronic records) and addresses the looming challenges and threats of rapid technological obsolescence.
- b) Envisage an interoperable implementation model and trustworthy mechanism for digital preservation of records for the High Court of Himachal Pradesh and 12 district courts for boosting efficiency, consistency and exchange of records / data between judicial entities.
- c) Provide coverage to all major aspects of digital preservation, as defined by the international standards. The document incorporates select ISO standards which are globally accepted, auditable, recognized as best practices and are readily available.
- d) Create Judicial Digital Repositories (JDRs), which will be audited and certified as per ISO 16363 for trustworthiness, interoperability and reliability.
- e) The certified JDRs could be leveraged for building AI /ML based intelligent applications to increase efficiency and accuracy of justice delivery system

### **3.5. Brief Description of the Project:**

High Court of Himachal Pradesh had started Digitization project in the year 2016-17. The project of Scanning and Digitization of Judicial Records was initiated at High Court Level with a vision to replace the rudimentary system digitization in compliance to International Standards. In this regard in the year 2016-17 the record room was made operational by customizing the D-Space repository locally at High Court Server room. SAN storage of 10TB capacity was purchased. Additional 5 High End Scanners were procured along with Rack Server especially for the purpose of Digitization. As on 05-12-2022, more than 1,27,099 case files (approx.-7775573 Pages) have been scanned by the Record Room Section of Judicial Branch which are preserved in accordance to the OAIS standards in the SAN storage.

Further on 24<sup>th</sup> September 2021, the Hon'ble E-Committee Supreme Court of India published new guidelines/SOP for Digitization, Storage, Preservation, Search and Retrieval of Judicial Records with a broad vision to develop AI/ML based Intelligent Decision Support, Big Data Analytics for Identification of Similar Cases, Machine Translation for Court Cases Records, Cross-lingual Search & Retrieval, Knowledge Modeling and many other which has recommended the whole new set of requirements for digitization of Judicial records and the existing infrastructure needs complete restoration to meet the requirement of Interoperability, Quality Control, New File Naming Conventions, Additional SIP requirements, Interoperability between JDPS and CIS and most important Trustworthy Repository as per ISO 16363.

The High Court of Himachal Pradesh is looking for a turnkey Service provider who will scan and digitize Records/ artifacts in the Legal / A4 or equivalent size, create the basic metadata and port the entire digitized collection into a DMS solution through which the scanned documents can be managed, indexed, catalogued and searched and who may also provide the requisite source code to the High Court and necessary training to the staff besides preparing necessary user manual and extending support after the digitization and scanning. Considering the importance of the records to be digitized, all the records will be digitized within the premises of the Court and no document shall be allowed to be

removed physically from the Premises of the Court at any point of time. As the work is to be completed in a time-bound manner, it is expected that after Proof of Concept (POC) is approved by the Himachal Pradesh High Court, the vendor will deploy enough equipment(s) and manpower to complete the work in the stipulated time. The Service provider / Bidder are expected to bring in (including, but not limited to):

- All the required computer equipment(s)/hardware (computers, scanners, cameras etc.) required to set up a Digitization Centre within the Premises of High Court of Himachal Pradesh where the said scanning and indexing work will be done, in case any service provider intends to use any such hardware at his own cost in addition to the hardware to be provided by the High Court, which is detailed in **Annexure-11**. The Service Provider will take back the equipment(s) provided by him only on the completion of the assignment that too after the due permission of the HPSEDC or person authorized by him in this behalf.
- DMS software to be used to digitize the record safely and securely.
- All the required systems and supporting software required to carry out the Digitization work and to implement the DMS.
- The Team which will carry out the Digitization and indexing work etc. The Agency should be able to scan and digitize the entire volume of record in about 2 years with minimum commitment of at least 30,000 pages per day or on higher side as may be mutually agreed. The interested Agencies can inspect the records lying in the Record Rooms and Judicial and other Branches duly kept in wooden/steel almirahs and wooden/steel racks in bastas and in open also and also the place to be provided for the aforesaid purpose after contacting Registrar (Judicial) and Registrar (IT), H.P. High Court, Shimla on advance intimation.

#### **4. Scope of Work**

The Digitization project is expected to be completed within **two** years from the date of commencement of the work. As a general principle, the Service Provider shall have the right to suggest and bring in all the required hardware, software and supporting equipment(s) in addition to the hardware to be provided by the High Court as detailed in **Annexure-15** to carry out the work and achieve the daily production and quality targets as specified by the High Court of Himachal Pradesh. Once the project commences, the High Court of Himachal Pradesh shall evaluate the Service Provider's performance based upon the outputs provided and the High Court of Himachal Pradesh reserves the right to ask the Service Provider to replace any equipment (with similar equipment in better condition or superior equipment) if its output does not meet the requirements of High Court of Himachal Pradesh. The project comprises of the following main components:

1. Rapid review of the type and condition of the artifacts/documents to be digitized along with the catalogues and lists available with the High Court of Himachal Pradesh (to be used for metadata) to gain a better understanding of the scope of work.
2. Preparation of detailed action plan for digitization of each category of data along with detailed workflow for each type and category of records which may also include very old and tattered and brittle record and these documents may be typed or handwritten on single or double side.
3. Set up a fully equipped digitization facility at High Court of Himachal Pradesh for carrying out the scanning and indexing work for different kinds of records throughout the State.
4. Batch Preparation and processing.
5. Scanning, digitization and of the archival of the digitized records including metadata entry.
6. Quality checks and validation of digitized material and checking of catalogue data / index in coordination with the staff of the High Court of Himachal Pradesh.
7. Refilling and handing over the record back to the High Court of Himachal Pradesh, after shredding the record which shall be required to be shred as per the relevant Rules wherefore the shredders shall be made available by the High Court of Himachal Pradesh.

Pradesh

8. Populating the digitized records in the DMS and keeping the digitized data in safe and secure storage media such as SAN/NAS which shall be provided by the High Court.
9. Thorough testing of the solution and application.
10. Complete implementation of DMS on Internet / Intranet /State. 12. Development of Technical and User manuals.
11. Preparing detailed specifications of all the necessary hardware, software, connectivity and supporting infrastructure required to run and maintain the DMS, after the Solution Provider takes his equipment back at the end of the contract period.
12. Extensive training of the High Court staff to operate the solution, Scan the records etc.
13. Post Implementation Support for a period of 5 years or for the higher period as may be decided by the HPSEDC, High Court of Himachal Pradesh.

**The detailed description of the tasks to be performed by the selected Service Provider/vendor is mentioned at Annexure-14:**

**4.1. High level scope of project is summarized below:**

The scope of long-term digital preservation is limited to dispose of cases in pilot phase. As per the records management standards only those records that have reached the end-of-life cycle (noncurrent records) are selected for preservation. The scope of long-term digital preservation is not limited to dispose of cases but extends to every type of paper record that exist.

Existing Digitization Status and Linguistic Diversity	
Total Number of Digitized Pages:	75,34,000
Size of Digitized Documents (TB)	0.8
Languages:	English, Hindi, Punjabi, Urdu

The overall scope of digitization in the judiciary is much wider as it includes pending, newly registered cases, administrative records, Library Journals and Books etc. These records are current and still in process and therefore they are not considered in the scope of long-term digital preservation in pilot phase. The table below indicates the number of pages from the legacy records and projection for the next 5 years (with 10% rise every year) including newly instituted cases and new pending



cases.

<b>Scope Of Digitization</b>	
Disposed (legacy Records)	20,13,00,000
Pendency	10,14,00,000
Institution Projection for Next 5 Years	28,08,20,262
Total Pages	58,35,20,262
Total Pages After Weeding Out	50,30,00,262

The following types of born-digital or digitized records require long term preservation:

- Fresh Filed Case Files
- Pending Disposed Case Files
- Pending After-Hearing Case Files (that are to be either completely scanned or to be partially scanned as some record is already scanned and some record is still remaining to be scanned)
- Disposed Case Files.
- Electronic documents created (digitally signed) by different stakeholder.
- Administrative Records.
- Mechanism of storage of audio and video record in the respective case records

## 5. Technical Specifications

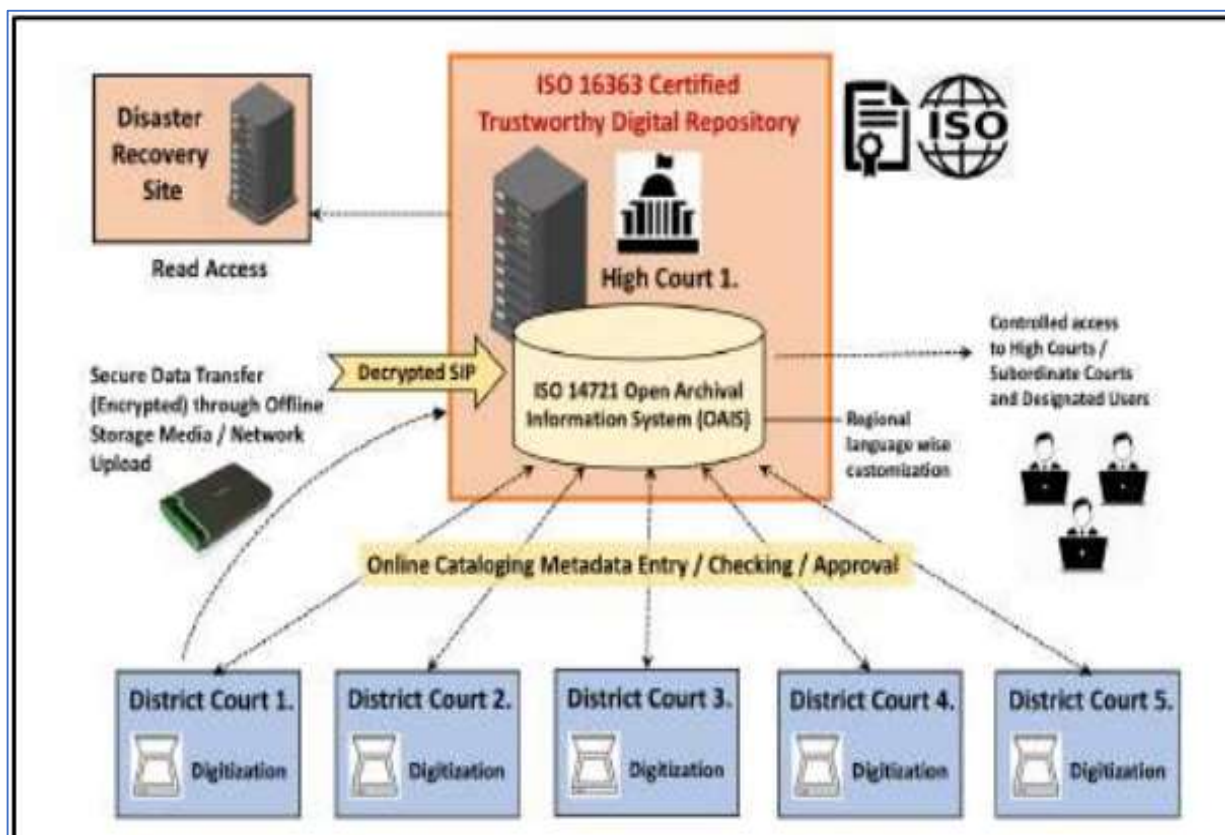
The generalized technical requirements for the proposed solution to be implemented, but not limited to, can be summarized as follows:

- The proposed solution should primarily work in centralized architecture. However, essential data should be replicated at the central server.
- The proposed solution shall meet current requirements as well as future requirements of High Court.
- The proposed solution should allow interactive modes and should take into account the network infrastructure availability.
- The proposed solution should be integrated with existing and upcoming applications running in High Court.
- Considering that the existing records are in English, Hindi, Urdu, Punjabi and any other regional language, therefore, the proposed application system MUST cater to the English, Hindi, Urdu and other regional language requirements and as per existing policies and procedures. System should have provision for data entry and capture in three main languages (Hindi, Urdu and English) and also capable of reading any other regional language, in India, because any document may be in any of other regional languages such as Punjabi, Tamil, Marathi etc. Unicode fonts must be used for making entry in the regional languages. However, it is clarified that the quantum of documents in other regional languages shall be in minuscule quantity and the same shall be searchable on the basis of Metadata entry and would be part of main record.
- Proposed system must be scalable to hundreds of users and include both fixed and concurrent licensing options.
- Proposed system must have APIs for a variety of programming languages.
- Proposed system must provide file version management with check-in/check-out controls for the user.
- Proposed system must provide indexing assisting capabilities.

- The bidder shall have to provide to the High Court of H.P. the source code of the solution and software to be used in the digitization, scanning, archival and retrieval of the data.

## 5.1. Proposed Solution

Every High Court has superintendence over all courts and tribunals throughout the territories over which it exercises jurisdiction. The Supreme Court has original, appellate and advisory jurisdiction. There are 12 District Courts under High Court jurisdiction in the State of Himachal Pradesh. Based on abovementioned observations, we can conclude that it is not practical and viable to establish, operate and maintain digital repositories at 12 district courts. This requires centralization at the High Court level for effective management. The implementation model proposed in this document is illustrated in Figure below:



The implementation model is elaborated step-by-step as below.

- The digitization activity to be undertaken at High Courts and District Courts as per the standardized digitization specifications and metadata parameters given in the digital preservation standards.
- High Courts should establish separate Judicial Digital Repositories (JDR), which should aim to achieve ISO 16363 certification for ensuring the trustworthiness of cyber infrastructure, data management practices, the procedures and digital continuity plans.
- Judicial Digital Repositories (JDR) established at the High Courts should preserve the records produced by High Courts as well as district courts using the standardized Judicial Digital Preservation System (JDPS) which is designed to comply as per the ISO 14721 Open Archival Information System (OAIS) Reference Model.

## **6. Roles and Responsibility**

### **6.1 Roles and Responsibilities of the Service Provider (SP):**

- a. Service Provider will provide necessary Hardware (Laptop(s) or PC, Server, Storage, UPS, Scanner, Printing, Stationery) and Software Tools in addition to the available IT infrastructure available with High Court as detailed out in **Annexure-15**.
- b. Service Provider will ensure that the digitized records is accurate and complete, as per the requirement detailed in the bid document and to the satisfaction of the HPSEDC, High Court or his representatives.
- c. Satisfactory training to users will be provided by Service Provider after implementing the software. All necessary changes, suggested during training and implementation will be incorporated in the project.
- d. Service Provider will prepare Technical Document as well as User Manual for digitization of records and its linking with DMS and CIS.
- e. Project will be deemed to be completed after establishing the completeness of the work in all respects that too with accuracy.
  - i. Completion of the work is defined as accomplishment of all intended features and the logical grouping, as specified in the bid/ design document.
  - ii. Accuracy is defined in terms of digitized record's correctness as per satisfaction of High Court.
- f. After successful implementation of project, service provider will handover technical document and software with the source code as well as user manual for the digitized records and all their copyrights shall be the sole property of the High Court of Himachal Pradesh through the HPSEDC.
- g. Even, if an error is detected at later stage after the project period and during the maintenance period, the Service Provider will carry out the correction in the digitized data.

### **6.2 Roles and Responsibilities of High Court:**

- a. HPSEDC will form one technical team for monitoring the project activity and its implementation.

- b. S.P. will interact with this team during the entire project implementation cycle. A committee of Hon'ble Judges of High Court of H.P. can also be constituted by the Hon'ble the Chief Justice to oversee the entire project and the S.P. may have to interact with such Hon'ble Judges' Committee and explain the activities of the entire project.
- c. Approval of process design document submitted by the service provider for digitization and linking of the same with DMS and CIS.
- d. Regularly reviewing the progress of work carried out by service provider.
- e. Payment processing of the bills submitted by the service provider.

### **6.3. Physical Infrastructure**

The required workspace for execution of project will be provided by respective District Courts. Other suitable facilities will have to be established onsite as mentioned below:

- Electricity and required Power Points: Electricity will be provided by District Courts. In case there are not sufficient power points, the same shall be arranged by the High Court.
- Power Backup: District Courts will provide the required Generator Sets for power backup.
- UPS: Successful bidder/ Service Provider will have to arrange and deploy the UPS of required capacities at District & Tehsil Courts.
- Furniture: The successful bidder will have to install the required furniture of reputed make from their own resources.
- LAN: The bidder is required to arrange for LAN points and cables for connecting computer systems with the server and the network for all Scanning, Cleaning and Quality Checking work under Digitization Project. For Quality checking work the work LAN work will be done by High Court.

## **7. Instructions to Bidders**

### **7.1 Compliant Proposals/Completeness of Response**

1. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP document carefully. Submission of the bid shall be deemed to have been done after careful examination of the RFP document with full understanding of its implications.
2. Failure to comply with all essential requirements as encompassed in this R.F.P. document may render the Proposal non-compliant, and the Proposal may be rejected.
3. Bidders must:

Include all documentation specified in this RFP.

Follow the format of this RFP and respond to each element in the order as set out in this RFP.

Comply with all requirements as set out within this RFP.

- I. Please Note that prices should not be indicated in the Technical Proposal and should only be indicated in the Commercial Proposal. The bid shall be rejected if any price is indicated in Technical Proposal.
- II. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. **Any deficiency in the documentation may result in the rejection of the Bid.**
- III. The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposal(s).
- IV. All pages of the bid shall be initialed and stamped by the person or persons who is authorized to sign the bid.
- V. In case of any discrepancy observed in the contents of the submitted original bid documents with the respective copies, the information furnished on original paper bid document will prevail over the copies.

## Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

### 7.2 Pre-Bid Conference/Meeting & Clarification

- i. A prospective Solution Provider (SP) requiring any clarification on this document may notify his query to the Managing Director, HPSEDC, in writing or by fax or by email in MS EXCEL file on or before the date stipulated for this purpose in this document.
- ii. The Managing Director, HPSEDC may hold a pre- bid meeting with the prospective bidders as per the date provided above in the Schedule of Bid process.

The queries should necessarily be submitted in the following format (XLS):

Sl. No	RFP Document Reference(s) (Section & Page Numbers)	Content of RFP requiring Clarification (s)	Points of clarification

The Managing Director, HPSEDC will respond through the official website of HPSEDC and not individually to every S.P. to any request for clarification, which it receives within in timeline defined in this tender document and received by mail.

### 7.3 Modification in RFP

At any time not less than three days prior to the deadline for submission of offer, Managing Director, HPSEDC may for any reason, whether at its own initiative or in response to a clarification requested by a prospective service provider, modify this document by amendment.

None of the prospective S.P. who have received this document will be notified individually of the amendment, in writing, or by fax or by email and the amendment so carried out and notified in the web site of the HPSEDC will be binding on them. In order to allow prospective SPs reasonable time to respond to the amendment in the tender document, the Managing Director, HPSEDC, in his discretion, may extend the deadline for the submission of offers.



#### **7.4 Technical Proposal:**

The Service Provider shall quote the Technical Details as per the **Annexure-14** for the entire scope of work mentioned in this document.

#### **7.5 Commercial Proposal:**

The Service Provider shall quote the Price Schedule as per the **Annexure- 3** for the entire scope of work mentioned in this document.

#### **7.6 Currency for Commercial Proposal:**

Prices shall be quoted in Indian Rupees.

#### **7.7 Format of Commercial Proposal:**

The original and all copies of Commercial Offer shall be typed or written in indelible ink and shall be signed by the Service Provider (SP) or a person or person(s) duly authorized to bind the SP to the Contract. The letter of authorization shall be accompanied by written power-of-attorney accompanying the offer. All pages of the offer, except the unamended printed literature, shall be initialed by the person or persons signing the offer.

Any interlineations, erasures or overwriting shall be valid only if the same are initialed by the person or persons signing the offer.

#### **7.8 Late Offers**

Any offer received by HPSEDC after the deadline for submission of offers prescribed by Managing Director, HPSEDC will be rejected and/or returned unopened to the prospective Turnkey Solution Provider, if so desired by the Turnkey Solution Provider subject to the condition that the bid is accompanying a self-addressed envelope bearing postal stamps of the required value.

#### **7.9 Modification and Withdrawal of Offers**

No offer, once submitted, shall be allowed to be modified at any time.

No offer shall be allowed to be withdrawn during the interval between the deadline for submission of offers and the expiration of the period of validity or offer specified by the Service Provider on the offer form. Withdrawal of an offer during this interval may result in the forfeiture of Service Provider's EMD.

### 7.10 Validity of Proposal

The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of submission of Tender and if it is accepted then during the whole of the period of the execution of the entire work.

### 7.11 Earnest Money Deposit (EMD)

- a) EMD equivalent to Rs. 25.00 lacs in the form of Demand Draft from nationalized bank or any other reputed registered banking institution payable at Shimla favouring “Managing Director, HPSEDC” shall be submitted alongwith the bid. Any bid received without the earnest money shall be liable to be rejected straight-away.
- b) Unsuccessful SP’s EMD will be discharged/returned after award of contract to the successful S.P. No interest will be paid by the HPSEDC on the EMD.
- c) The successful SP’s EMD will be returned on submission of Bank Guarantee (in the format given at **Annexure-7**) as performance security to the extent of 6% of the total amount for consideration of the contract after signing the Agreement.
- d) The EMD may be forfeited:
  - o If a SP modifies or withdraws its offer during the period of validity of offer specified by the HPSEDC in the Document.
  - o In the case of a successful SP, if it fails or refuses to sign the Contract in accordance with conditions of this Document or to furnish Bank Guarantee in the shape of performance guarantee.
  - o During the whole process, if prospective/ successful SP indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of evaluation and finalisation of offer;
  - o Violates any of such important conditions of this document or indulges in any such activity as would jeopardize the interest of HPSEDC;
  - o If a S.P. refuses to accept an arithmetical error or otherwise appearing on the face of the R.F.P. Document;
- e) The decision of HPSEDC regarding forfeiture of Earnest Money Deposit (EMD) shall be final and shall not be called in question under any circumstances.

### 7.12 Price Structure:

The price quoted should be inclusive of all applicable duties and taxes. No price escalation due to variation in duty, tax, exchange rate fluctuation etc. will be permitted. The price should be mentioned in terms of the amount payable by Managing Director, HPSEDC for design, development, implementation and maintenance (for a period of Five years after successful implementation) of

digitization of records and its linkage to CMS and CMIS as per the scope of Work, preparation of user manuals etc. and the irrevocable license of the user of the software and solution etc. besides the source code etc. to be provided by the S.P. to the High Court. All costs and charges in the offer should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure.

### **7.13 Non-transferable offer**

This offer document is not transferable.

### **7.14 Tender Evaluation**

1. The Evaluation/Technical Committee will scrutinize the offers to determine whether the same are complete in all respects including Tender Fees, EMD, whether there are any errors in the offer, whether the documents have been properly signed and whether items are quoted as per the schedule, etc. Incomplete details as given below will be treated as non-responsive.
  - a. Not submitted in the manner as specified in the RFP document.
  - b. Received without the Letter of Authorization (Power of Attorney).
  - c. Are found suppressing the requisite details.
  - d. Having incomplete information, subjective, conditional or partial offers.
  - e. Submitted without the documents mentioned in the checklist.
  - f. Not compliant of any of the clauses stipulated in the RFP.
  - g. For lesser validity period than the mentioned in the tender document.
2. HPSEDC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.
3. The Evaluation Committee will examine and evaluate the offers.
4. An offer determined as not substantially responsive will be rejected by the Evaluation Committee and may not subsequently be made responsive by the SP by correction of the nonconformity.
5. The Evaluation/Technical Committee may waive any minor formality or non-conformity or irregularity in the offer which does not constitute a material deviation according to the Evaluation Committee, provided such waiver does not prejudice or affect the relative ranking of any SPs.

### 7.15 Clarification of Offers:

To assist in the scrutiny, evaluation and comparison of offers, HPSEDC may, at his discretion seek clarification(s) from some or all SPs on their offers. The request for such clarifications and the response may be telephonic or in writing. If any S.P. fails to give the requisite clarification(s) then his/her offer/bid shall be liable to be rejected.

### 7.16 Format for Technical and Commercial Offer.

The suggested formats for submission of offers are as follows:

- Index
- Covering letter
- Eligibility and Technical Bid- **Annexure 1 & Annexure 2**
- Commercial Offer Format – **Annexure 3 (3-A and 3-B)**

### 7.17 Erasures or Alterations or Conditional offers or casual filling of bid form(s)

The offers containing erasures or alterations, or any conditions will not be considered. There should be no hand-written material, corrections, or alterations in the offer. HPSEDC may treat such offers not adhering to these guidelines, hence unacceptable. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/ manual” is not acceptable. HPSEDC may treat such offers as incomplete and, in his discretion, may reject the same.

### 7.18 Evaluation and Comparison of bids

- I. The SP’s offer must be complete in all respect and covering the entire scope of work as stipulated in this document. Any offer for doing partial work shall be straightway rejected.
- II. The SP must submit declaration regarding acceptance of Terms and Conditions contained in this document as per format enclosed at **Annexure-8**.
- III. The SP must submit declaration regarding clean track record as per format enclosed at **Annexure-9**. Such declaration must be signed by the person mentioned in **Annexure-9** and declaration signed by any other person shall not be entertained.
- IV. The evaluation process of the offer proposed to be adopted by HPSEDC is indicated under this clause. The purpose of this clause is only to provide the SPs an idea of the evaluation process that HPSEDC may adopt. However, HPSEDC reserves the right to modify the evaluation process at

any time during the whole process, without assigning any reason, whatsoever, and without any requirement of intimating the SPs of any such change.

### **7.19 Clarification**

When deemed necessary, during the evaluation process, the Evaluation Committee may seek clarifications or ask the SPs to make Technical presentations on any aspect from any or all the SPs. at the cost of such SP(s). However, that would not entitle the bidder to change or cause any change in the substance of the offer submitted or price quoted.

### **7.20.1 Process of Selection of Service Providers**

Bids would be evaluated as per the process defined in RFP.

### **7.20.2 Opening of Eligibility cum Technical Bids**

The e-Bids shall be opened on the date and time already described in the tender/e-portal or on any other later day and time, in H.P State Electronics Development Corporation Ltd, First Floor, IT Bhawan, Mehli, Shimla-13 (H.P.).

In order to assist in the examination, evaluation and comparison of Bids, the Purchaser may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing, but no change in the price or substance of the Bid shall be sought, offered or permitted.

In the first instance, Eligibility bid documents uploaded on the e-portal will be opened and evaluated for eligibility of each Bidder will be ascertained. Technical Bids of only those Bidders shall be evaluated who are found to be eligible as per the criteria laid down and submitted bid security and tender cost. In doubtful cases (where further documents or clarification are required to establish eligibility), the Purchaser in its discretion, may decide to open/evaluate Technical Bid. However, such Bids can be rejected subsequently, if it is found that the bidder has claimed eligibility on false grounds.

### 7.20.3 Opening of Commercial Bids:

The Evaluation Committee will open the Commercial Offers of only qualified SPs v.i.z. who will obtain minimum 70 marks in the technical evaluation. The Bidder must provide in the bid the above-mentioned details in format at **Annexure-3**.

### 7.20 Award of Order:

The process of award of contract is elaborated at **Annexure-4**. The contract will be awarded to the S.P./Bidder whose bid shall be determined to be substantially responsive and as the best value bid which means that the bid which shall be ranked as **R1**.

- I. The award of contract would be decided on the basis of Weighted Score (30%) for the Technical score as per the marks awarded by Evaluation Committee for the Technical Proposal and Weighted Score (70%) for the normalized score as per the financial bids.
- II. After evaluation of all accepted proposals by the evaluation committee, the contract may be awarded to the most responsive bidder.
- III. In case HPSEDC does not find the best offer acceptable, it may go in for negotiations, which can be done with the SPs Rank 1 and second Rank 2 (R1 and R2). During the negotiations, a revised Techno-Commercial Offer will be taken from the representative of the SPs by way of sealed offer. This revised offer will replace/supersede the earlier Commercial Offer, provided that the original offer (i.e. Commercial Offer) will not be allowed to be changed to the detriment of the HPSEDC as far as rates of every individual items and terms/ conditions are concerned. Therefore, the prospective SPs are advised to send sufficiently senior representatives (who can take spot decisions) for negotiations.
- IV. The commercial offers shall be evaluated by the HPSEDC for completeness and accuracy. If there is a discrepancy between words and figures, the amount in words will prevail. The Gross Bid Value as per Annexure-3 shall be used by the HPSEDC, for the purpose of commercial evaluation of offers.

## 8. Eligibility Criteria

The Service Provider (SP) should meet the following criteria as on the date of submission of the bid:

Sl. No.	Eligibility Criteria	Documents / Information to be Provided
1.	<p>The Company/ firm/ partnership must be registered in India and must have been rendering related services as mentioned in the bid document. The Bidder should have been in operation for a period of at least 5 years as on the date of submission of the bid.</p> <p><b>(Attach documentary proof). <u>No Consortium is allowed.</u></b></p>	<ul style="list-style-type: none"> <li>• Certificate of incorporation in respect of Company.</li> <li>• Certificate of Commencement of Business</li> <li>• Memorandum and Articles of Association in respect of the Company.</li> </ul>
2.	<p>Bidder should have average annual turnover of Rs. 3 Crores of the last 3 financial years (FY22-23, FY 21-22 and FY 20-21) from IT services involving digitization, scanning and I.T. services.</p>	<ul style="list-style-type: none"> <li>• Audited financial statements (reflecting overall turnover from the listed activities) for the last three (3) financial years bearing clear cut mention that the turnover is from the services involving digitization, scanning and I.T. Services.</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>• Auditors'/ CA certificate on the turnover as mentioned by the bidder bearing a clear cut mention that the turnover is from the services involving digitization, scanning and I.T. Services.</li> </ul>

1	. The Bidder should have had a net profit in the previous three financial years (FY22-23, FY 21-22 and FY 20-21).	<ul style="list-style-type: none"> <li>• Audited financial statement (reflecting profit in business) for previous three financial years AND</li> <li>• Statutory Auditors' certificate certifying the net profit as mentioned by the bidder</li> </ul>
3.	Bidder should have not been blacklisted by any Indian or foreign Government organization/ agency for corrupt, fraudulent or any other unethical business practices in a similar or comparable project at the time of bid submission.	<ul style="list-style-type: none"> <li>• Certificate from the Company Secretary or the Managing Director in respect of the Company and from the managing partner in respect of a firm and from the proprietor in the case of a proprietorship concern to the effect that the bidder is not currently blacklisted by any Government organization/agency in the form of <b>Annexure-9</b>.</li> </ul>
4.	The company/firm/partnership should be registered with Service Tax Authority.	Attested copy of Registration Certificate & Service Tax Number.
5.	The bidder should have experience in supply, installation and support of digitization of records, DMS oriented work and I.T. Services in Indian Courts or Government department or semi-government department.	Copy of Work Order along-with work completion certificate/ performance certificate should be enclosed.
6.	The bidders should have sufficient Professionals on their payroll for the activities related to Scanning, Digitization, DMS related work, I.T. Services.	Attach H.R. certificate along-with the list of Employees with exposure to Projects and Technologies.



7.	The bidder should have experience in system integration w.r.t digitization, scanning and DMS projects of a comprehensive enterprise IT infrastructure comprising of supply, installation and maintenance of Hardware and Software, Operating System and RDBMS etc.	Copy of Work Order and Completion Certificate specifying the detailed scope of work.
8.	The bidder should have ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012, I.S.O./I.E.C. 20000-1:2011 or Minimum CMMI Level-3 certification.	Copy of valid certificates
9.	The bidder must have paid the EMD and cost of the Tender Document.	If the cost of the Tender Document already paid, please attach proof such as receipt etc. As regards EMD and tender document cost not already paid, draft, in original, duly addressed to the HPSEDC, High Court of H.P. Payable at Shimla.
10.	The bidder should obtain OEM authorization for all the proposed new products as per <b>Annexure-18</b> , if it intended to use any such product in the project.	OEM authorization, in original, as per <b>Annexure-18</b> .

## **9. Terms and Conditions:**

The terms and conditions are illustrative only and the detailed terms and conditions will be referred in the SLA to be signed with the successful bidder.

### **9.1 Performance Bank Guarantee**

The SP must submit within 15 days of the signing of Agreement or issuance of work order whichever is earlier, a Performance Bank Guarantee from any Nationalized Bank or registered banking institution @ 6% of Gross Bid Value in the name of HPSEDC for Total Contract Period plus 6 months after expiry of contract as per the format given at “**Annexure-7**”.

### **9.2 Payment Terms**

The payment schedule for various components of the project is mentioned below. Successful completion of the pilot shall be the prerequisite for going ahead with the remaining contract and all payments for this contract will be released only on successful completion of pilot.

#### **9.2.1 Part 1: Digitization of Records - Transaction Based Costs**

Quarterly Invoices should be raised by the Service Provider upon completion of quarterly job / work. Payment disbursement will follow a structured approach wherein **80%** of the total payment will be made based on the completion and approval of the work by the High Court, HP, or designated Officer(s). The remaining **20%** of the payment will be consolidated and settled along with the subsequent quarter's invoice (Q2) alongside the **80%** due for that quarter. This cyclic pattern will persist throughout **each quarterly payment cycle**, ensuring a systematic and consistent payment process aligned with the completion and approval of work milestones.

#### **9.2.2 Part 2: DMS Cost – Cost of supply and Implement DMS and integration with CIS**

- a) 80% on delivery of DMS software to High Court of Himachal Pradesh that too on successful completion of the Pilot Phase including implementation of DMS with metadata and proposed volume of records as defined and agreed for the pilot phase.
- b) 20% payment shall be made during O &M phase, 4% annually at end of every year (for 5 years) after deducting the penalty, if any.

### 9.2.3 Method of Billing

To receive payments, the Bidder must submit an appropriately itemized invoice in triplicate to the HPSEDC for services performed along with all supporting documents approved by officer nominated by High Court, HP along with the Contract Number (or Purchase Order Number, if applicable).

### 9.2.4 Method of Payment:

Payment shall be based on quarterly basis for Digitization work after showing all log reports and the number of pages/data digitized keeping all parameters. The bill is to be produced by 5th of every quarter and payment will be released at the earliest subject to availability of funds. The Bidder is responsible for completing the scope of work specified in this Tender. HPSEDC may withhold final payment until all services, reports and/or other deliverables specified herein have been completed in a form to the satisfaction of the High Court of Himachal Pradesh.

## 9.3 Penalty

SP is supposed to achieve the milestones in the specified time frame. Nonadherence to the specified time frame will attract penalty @1% of Gross Bid value per week maximum to 15% of the contract value of the work in the form of forfeiture of the amount of Bank Guarantee or Demand Draft duly deposited as performance security. Subsequent changes recommended by HPSEDC during implementation and maintenance phase will attract penalty @ 0.5% per week. Penalty shall also be imposed as follows for inaccuracy/errors detected during checking of works:

Sl. No.	Nos. of Errors (in per 100 digitized records)	Penalty (in % of the billed amount)
1.	No Mistake	No penalty
2.	1-05	10%
3.	06-10	20%
4.	11-15	30%
5.	> 15	HPSEDC may decide to terminate the contract.

Records should be returned immediately after scanning of the same. In case of damage of the records, penalty would be imposed by HPSEDC as elaborated in SLA. The aforesaid penalty shall be charged in addition to the liability of the S.P. to correct the error which had occurred in the process of the digitization etc. of the record.

## 9.4 Acceptance Test

High Court of Himachal Pradesh along with Evaluation/Technical committee will carry out the acceptance test for every deliverable. The SP has to arrange for demonstration of the project of digitization of records and its linking to DMS and CMIS.

## 9.5 Cancellation of Contract /Order

- (i) HPSEDC reserves its right to cancel the order in the event of one or more of the following situations:
  - a. If any batch of job/ services performed and software copies/ CDs/ Hardware copies carrying digital data do not match with approved specifications or approved samples and found inferior in quality, the entire lot will be rejected, and no payment will be made for such a supply. Such items will have to be taken back by the service provider at his own risks and cost. No payment will be made for unsatisfactory jobs/ services and contract is liable to be cancelled along with forfeiture of security deposit.
  - b. Delay in submitting the deliverables and all related services beyond the stipulated period.
  - c. HPSEDC shall have the right to inspect the work or get it inspected by his representative or any authorized officer at any stage.
- (ii) HPSEDC reserves the right to inspect the process of the scanning, digitization, indexing, storing methodology and the equipment(s) during the contract period at any time.
- (iii) The Service Provider shall provide all possible information and extend such co-operation as desired by the inspecting authority of the department during the inspection work.
- (iv) In case, the Inspecting authority finds that the services and the equipment(s) used are adversely affecting the quality of work, the HPSEDC reserves the right to treat this as a breach of contract. As a result, the contract shall be terminated at the expenses of the Service Provider.
- (v) Delay in Project as per the agreed project timeliness shall also result in cancellation of the Contract/Order.
- (vi) In addition to the cancellation of purchase order Registrar General reserves the right to levy appropriate damages and deduct from the earnest money deposit (EMD) given by the Service Provider or foreclose the Bank Guarantee given in lieu of performance guarantee.

## **9.6 Non-Disclosure Agreement**

The successful SP has to execute confidentiality agreement incorporating that any data/information which will be handled/ shared will be kept in strict confidence and neither the SP nor its associates or channel partners or SP's employees' part with the data/information in any form to anybody without prior written consent of the HPSEDC/ High Court, HP.

## **9.7 Security**

The SP should ensure all security (both physical and logical) to protect department's data, site, etc. by incorporating standard security measures.

## **9.8 Termination of the Contract**

HPSEDC reserves the right to terminate the entire and/ or part of the contract by giving one month's notice, in writing, to the S.P. or its authorized representative.

## **9.9 Indemnity**

SP has to indemnify the HPSEDC/ High Court, HP against any claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from any proceedings initiated against HPSEDC for any deficiency in services related to Project provided by the SP during the period of contract or on account of any Intellectual Property Rights etc. concerning this digitization project.

## **9.10 Force Majeure**

The SP shall not be liable for payment of liquidated damages, forfeiture of its performance security, termination of the contract for default, if and to the extent that the delay in performance or other failure to perform its obligations under the contract is/are attributable to force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the SP and not involving the SP's fault or negligence and not foreseeable by the S.P. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity or either in fires, floods, strikes, lock-outs and freight embargoes.

However, if a Force Majeure situation arises, the SP shall promptly notify this fact to the HPSEDC, in writing, of such conditions and the cause thereof within three calendar days. Unless otherwise directed by HPSEDC, the SP shall continue to perform its obligations under the

Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Notwithstanding above, the decision of HPSEDC shall be final and binding on the S.P.

### **9.11 Publicity**

Any publicity by the SP wherein the name of High Court of Himachal Pradesh is to be used should be done only with the explicit written permission of HPSEDC/ High Court of Himachal Pradesh otherwise, it would also be treated as violation of the essential condition of the contract and the contract shall be liable to be terminated solely on this ground with usual consequences for termination of the contract as mentioned in this document.

### **9.12 Service Level Agreement**

SP would be required to enter into a Service Level Agreement with the High Court of Himachal Pradesh at the mutually agreed terms within three weeks from the date of issuance of Letter of Intent. In case the SLA is not executed within the said stipulated period, the HPSEDC will be at liberty to forfeit the EMD and also to cancel the letter of intent and the bidders declared as R2 and R3 will be invited to sign Service Level Agreement.

Any modification to the existing tender which includes proposed amendment till the date of final bid will form part of SLA. However, any deviation/ modification from the tender clause will be at the sole discretion of HPSEDC.

### **9.13 Resolution of Disputes**

HPSEDC/ High Court of Himachal Pradesh and the SP shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If, after thirty days from the commencement of such informal negotiations, HPSEDC/ High Court of Himachal Pradesh and the SP are unable to resolve amicably the contractual dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators- one to be nominated by High Court of Himachal Pradesh and the other to be nominated by the S.P. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators, in writing, before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Conciliation Act, 1996 shall apply to the arbitration proceedings and the venue and jurisdiction of the arbitration shall be at Shimla, Himachal Pradesh.

During the period of arbitration or any dispute pending in any court of law / arbitrator, SP has to ensure that there is no disruption of services, and all the services are continued during the period of pendency of such proceedings.

### **9.14 The Tender Process**

HPSEDC invites prospective service providers to respond to this tender document. The goal of this document is to create data base of digitized records and its linkage with DMS and CMIS. Instructions for preparing and submitting information are set forth below.

- Upon this document, the prospective SP is in a position to prepare and submit the response. On subsequent receipt and evaluation of responses by the HPSEDC, it does not commit to award a contract to any Software Developer even if all of the requirements stated in these documents are met.
- HPSEDC reserves the right to make no selection and enter into no agreement as a result of this tender document.
- HPSEDC will not be responsible for the reimbursement of any cost or expenses, which any prospective SP may incur as a direct or indirect consequence of preparing or submitting their response to this tender document.

## 10. Annexures

### 10.1. Annexure 1: Eligibility Bid

The bidder should attach following checklist for compliance with important criterion in the eligibility bid to be submitted:

Name and Address of the Company/ Firm/ Proprietorship concern etc.:

Sl. No.	Description of the requirement	Whether the requirement Complied with or not (Reply in Yes or No.)	Supporting Document attached with Page number
1	Whether cover letter attached?		
2	Whether all pages of bid are numbered, signed by authorized signatory and bids are sealed properly?		
3	Whether proof of authorized signatory (Power of attorney/ Board declaration etc.) furnished?		
4	Whether EMD and Draft for RFP cost (if not paid already) attached?		
5	CVs (Curriculum Vitae) of Key resources proposed, Details on the total number of resources proposed and resource deployment plan.		
6	Whether list of the total employees on the pay roll of the S.P. attached with their educational qualifications and designations.		
7	Whether Turnover proof (Balance Sheets etc.) attached as per Qualification Criteria?		
8	Whether list of projects where scanning, digitization and I.T. Services work have been done along with work order and successful implementation		



	certificate obtained from the Heads of these offices attached?		
9	Whether OEM authorization form for all the proposed new products as per <b>Annexure-J</b> attached?		
10	Certificate from the Company Secretary or the Managing Director in case of a company and the Managing Partner in respect of a partnership firm and Proprietor in the case of a proprietorship concern to the effect that the bidder is not currently blacklisted by any Government organization/ agency in the form of <b>Annexure-B</b> attached.		
11	Whether copies of requisite ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O 14721:2012, I.S.O./I.E.C. 20000-1:2011 or minimum CMMI Level-3 certification attached.		
12	A brief description that how the 'source code' shall be disclosed and how the irrevocable license(s) shall be provided to the High Court.		

## 10.2. Annexure 2: Technical Bid Format

Technical Proposal shall be submitted containing following details and the same shall be evaluated as per the below-mentioned criteria:

**Name and Address of the Company/Firm/Proprietorship concern etc.:**

Sr. No.	Criteria	Marks Assigned	Marks Scored	Remarks (Bidders need to specify the reference page number)
<b>1</b>	<b>Financial strength of the Bidder</b>	<b>10</b>		
1.1	Overall Average Turnover of the company (Audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor should be attached) past three consecutive financial years (FY 22-23, FY 21-22 and FY 20-21)			Bidder needs to supply the Audited Balance sheet and Profit & Loss account; OR Certificate from the statutory auditor clearly indicating the turnover from Digitization / scanning /I.T. services
1.2	3 Crores-4 Crores	4		
1.3	4 Crores – 5 Crores	5		
1.4	5 Crores – 6 crores	6		
1.5	6 Crores – 7 Crores	7		
1.6	7 Crores – 8 Crores	8		
1.7	8 Cores - 9 Crores	9		
1.8	More than 9 Crores	10		
<b>2</b>	<b>Approach and Methodology (Including Project Approach, Methodology and Innovativeness; Work plan and Project Management, Data and Metadata Portability, and Presentation before the Committee of the High Court)</b>			Bidder needs to supply details as per Annexure-F
2.1	Project Management Approach and Methodology	3		
2.2	Project Milestones & Deliverables	3		

	2.3	Record Digitization & Scanning Methodology	3		
	2.4	Risk Management and Mitigation Strategy	3		
	2.5	Quality Assurance / QualityControl	3		
<b>3</b>	No. of Projects of Digitization of records completed during last 5 years i.e. between 1 March, 2009 till the date of Submission of Bid as per criteria mentioned below:		24		Bidder needs to supply Work order and Completion certificate(s) containing required information with clear cut mention that work was pertaining to Digitization/ Scanning and I.T. Services and what was the total cost of the project.
		Project marking criterion Project cost >=5 Lakhs <10 Lakhs	1		
		Project cost >=10 Lakhs <20 lakhs	2		
		Project cost >=20 lakhs <30 lakhs	3		
		Project cost >=30 lakhs <50 lakhs	4		
		Project cost >=50 lakhs	5		
		For each such project points shall be awarded subject to maximum 24 marks.			
	3.1	Project-1			
	3.2	Project-2			
	3.3	Project-3			
	3.4	Project-4			
<b>4</b>	Key Personnel Deployed for the assignment (Team Leader/Project Manager and other key experts proposed and their respective time committed for the said project in		16		

	High Court of Himachal Pradesh). Bidder with maximum personnel and quality of experience and qualification will be considered for maximum points and the rest will be given points on <i>pro rata</i> basis.			
4.1	Profiles for Project Manager, Team Leaders.	6		
4.2	Profiles for technical, domain experts	5		
4.3	Profiles for Support Staff	5		
5	Equipment Proposed to be installed at own cost in the High Court of Himachal Pradesh (Servers, scanners, computers etc.) in addition to the hardware to be supplied by the High Court.	15		Bidder needs to supply details as per Annexure-D
5.1	The proposed equipment will be evaluated with respect to the adequate sizing and quality. Bidder with maximum sizing and good quality will be considered for maximum points and the rest will be given points on <i>pro rata</i> basis.			
6	DMS software on Open Technology / platform	20		Bidder needs to supply details as Per Annexure-I
6.1	If there is no deviation and value addition to the specifications as given in DMS Technical specification, the bidder would get 70% of the points attributed for this head. For each negative impact 10% of the points attributed to this head shall be deducted and for each value addition 10% of the points attributed to this head shall be			

		added. ( <b>Note:</b> The overall points shall be restricted to the maximum allowed under this head irrespective of the positive impact)			
	<b>Total Score for Technical Criteria</b>		100		

**Note:** To qualify technically bidders needs to have overall score more than 70% and in each individual criterion score must be more than 50%.

## 10.3. Annexure 3: Commercial Bid Format

### **Annexure-3-A: COMMERCIAL PROPOSAL SUBMISSION FORM (ON BIDDER'S LETTER HEAD)**

Date: \_\_\_\_\_

RFP No.: \_\_\_\_\_

To

The Managing Director, HPSEDC,  
1<sup>st</sup> Floor, IT Bhawan, Mehli,  
Shimla, Himachal Pradesh- 171013

Sir,

We, the undersigned, offer to provide services for digitization of High Court records and their linkage to DMS and CIS.

Our attached Financial Proposal is for an amount of Rs. ----- (Rupees-----  
-----) including all taxes and duties. Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.

#### **Methodology –**

- Our Bid shall be valid for a period of 180 days from the last date fixed for submission of the bids in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period and on acceptance it shall remain binding on us till the conclusion of the entire project.
- If our Bid is accepted, we commit to submit a performance bank guarantee in accordance with the Bidding Documents;
- We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- We also understand that mentioned pages to be got scanned/digitized by your office is an estimated figure and the same may be more or less but in both the eventualities, our rates shall be the same as quoted by us.

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

**Yours sincerely Name.....**

**In the capacity of.....**

**Signed.....**

**Duly authorized to sign the Application for and on behalf  
of.....**

**Stamp / Seal.....**

**Annexure-3-B: COST COMPONENTS (ON BIDDER'S LETTER HEAD)**

Name and Address of the Company/Firm/Proprietorship concern:

---

**Financial Proposal**

Summary of Financial proposal:

Sl. No.	Item	Provide detail breakup of costs in table	TOTAL PRICE (Rs.) [including All Taxes out of pocket expenses and other charges etc.]
1	Transaction Based Costs	Table A	Total Cost (A) [as per table A]
2	Cost of supply and Implementation DMS and integration with CIS	Table B	Total Cost (B) [as per table B]
3	Cost of Manpower for Support and maintenance	Table C	Total Cost (C) [as per table C]
4	Cost of any other Item 1	Create new table	=X1
5.	Cost of any other Item 2	Create new table	=X2
	<b>Total Gross Bid Value</b>		= Total Cost (A) + Total Cost (B) + Total Cost (C)+X1+X2
	<b>Total Gross Bid Value in Words:</b>		

Provide cost breakup details in below tables:



**(A) Table A - Transaction Based Costs**

Sl. No.	Items to be Digitized	Units	Unit Rate (rate per image /page)	Amount (Rs.)
	1	2	3	4=2*3
1	Cost of Digitization of records i.e., scanning, entering meta data, indexing etc.	20,00,00,000 (*Approximately)		
	Total Cost (A)			
Total Cost (A) in Words:				

**Note \*:** The Number of records to be digitized may increase / decrease.

**(B) Table B: Cost of supply and Implement DMS and integration with CIS:**

Proposed Software	Description	No. of Users	Total Cost (INR)
Cost for DMS software and other software Licensing & Implementation along-with providing source code.	DMS Software, Web Content Management System, RDBMS, Image Management Software, Invisible Water Marking Software, OCR, ICR and all other software(s) and third-party tools required for completing the scope of work for the digitization project. The license costs should provide for both internal -Intranet and VPN Users as well as Internet users. (All software licenses must either be One Time Licenses (not requiring annual / periodic payments for support and Maintenance).		
	<b>Total of (B) Rs.</b>		
Total Cost (B) in Words:			

**(C) Table C: Cost of Manpower for Support and maintenance after Commissioning of the Project:**

Sl. No.	Team Member	No. of Resources	Manpower cost(per month)(including All Taxes, out of pocket expenses and other charges etc.)	Total Cost (For five years i.e. 12*5= 60months)
		<i>A</i>	<i>B</i>	$C = A * B * 60$
1	<b>Technical Staff*</b>			
2	<b>Non-Technical Staff*</b>			
Total Manpower Cost				

*Note: \* Qualification for Technical Field Staff at minimum should be either 12<sup>th</sup> class pass along with 3 years diploma in IT / Computer Science OR graduation with one year diploma IT/Computer Science.*

**Notes:**

- The Service Provider must provide complete details of ALL software(s) that are required to be procured / developed for the execution of project of the High Court of Himachal Pradesh. The software(s) to be developed/proposed to be on **Open Platform Technology** and compatible to the **Ubuntu-Linux Operating System** as customized by e-Committee, Supreme Court of India. Break up of all relevant software(s) required to execute the project (including OS and RDBMS) should be provided as a Separate Annexure called “**Details of Software proposed to be Procured and Deployed**” to be included both in the Technical Proposal as well as Financial Proposal. The Technical Proposal should only give the technical details and NOT the prices, whereas the Financial Proposal should also give the price breakup of each software item.

2. The Total Cost ((A) + (B) + (C) + Cost of any other item) will be considered as the **Total Financial Price** for financial evaluation.
3. The Service Provider must provide details of what all is included in their technical support and ATS (both during and after the project completion) and what is chargeable as extra.
4. The Service Provider must ensure that it uses only standard, internationally used RDBMS and other related software so that all data, images, and metadata is fully portable into DMS application software / RDBMS etc. (at any point in time).
5. The rates to be quoted should be inclusive of all taxes and duties with breakup including providing of requisite irrevocable licenses for use of any D.M.S. Or Software to be developed by the S.P. and also a clear undertaking that requisite source code for the use of solution/software used by the S.P. in the project shall be provided to the High Court of H.P. and HPSEDC without charging any extra cost and the High Court shall exercise proprietary rights over all the solutions/software(s) and source code etc. used in the said project.

Date: \_\_\_\_\_

**Seal and Signature of the SP:** \_\_\_\_\_

Place: \_\_\_\_\_

## 10.4. Annexure 4: Award of Order

The final score used for calculating the most responsive bid shall be calculated based on a **Quality Cum Cost based evaluation**, following table shows the weightage to be used for calculating the total overall score of the bidders:

The Normalization of Technical and Financial score shall be done by awarding maximum marks to the bidder having highest technical score and lowest financial bid, respectively. The total score shall be arrived by using the following formulae:

**Total score, S = 30 % (Technical score of bidders) +70% (Lowest Financial bid received/ Financial bid of bidder).** The bidder having the highest overall score ‘S’ shall be declared R1 and he/she/it would be invited for negotiations/awarding contract first.

### *Calculation for R1, R2 and R3*

Sl. No.	Bidders	Financial Score (FS)= 70% * (Lowest Financial bid received/ Financial bid of bidder)	Technical Score (TS)=Technical Score of the bidder * 30%	Total Marks = FS+TS	Rank of Bidders
1					
2					
3					
4					
5					

## 10.5. Annexure 5: Volumes of Records

Sl. No.	Records Type	Count
1	Record to be digitized	20,00,00,000 pages approx.

**Note:**

- The figures provided in the above table are **tentative** and actual figures may vary. However, these figures may be used for computing the estimates and evaluation.
- Payments will be released on actual work assigned to the selected agency and work completed by the agency.
- **90%** of the documents may be in legal size and **10%** may be in different sizes.
- About **2%** to **3%** of the documents may be hard bound and there may be possibility of very few documents in the book form.
- The bidder will be allowed to unbind and bind the documents which are in book form, and which cannot be scanned by use of over-head scanners or cameras etc. but strictly under the permission of the High Court of Himachal Pradesh or its representative (and/or a representative from HPSEDC). However, the cost for unbinding and rebinding shall be **included** in the cost of digitization/scanning.

## 10.6. Annexure 6: Manpower Details

**Name of the Company/Firm/Proprietor concern:**

**Note:** - Details filled in in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sl. No.	Name	Designation	Qualification	Experience	Date of Employment with Company
1					
2					
3					
4					
5					

Date: \_\_\_\_\_

Seal and Signature of the SP: \_\_\_\_\_

Place: \_\_\_\_\_

## 10.7. Annexure 7: Format for Performance Bank Guarantee

To

The Managing Director,  
HPSEDC, IT Bhavan,  
Mehli, Shimla- 171013

1. Whereas M/s \_\_\_\_\_ (hereinafter called the Service Provider) has to carry out the work of “Digitization of the records of High Court of Himachal Pradesh and its linkage to DMS and CMIS” as per agreement dated \_\_\_\_\_ signed by the HPSEDC on behalf of High Court of Himachal Pradesh (hereinafter to be called as the “Client”).

2. NOW THEREFORE KNOW ALL THE MAN THESE PRESENTS THAT WE,  
\_\_\_\_\_  
\_\_\_\_\_ having its Head Office at \_\_\_\_\_

\_\_\_\_\_ (hereinafter called “the Bank”) are bound to the “Client” in a sum of Rs. \_\_ (\_\_\_\_\_) for which payment will and truly to be made to the “Client”, the Bank binds itself, its successors and assignees by these presents.

3. “The Bank” further undertakes to pay to the “Client” up to the above amount on receipt of its first written demand, without the “Client” having to substantiate its demand. The Client’s decision in this regard shall be final and shall not be called in question under any circumstances. The Bank Guarantee will remain in force up to \_\_\_\_\_.

However, its validity can be got extended before \_\_\_\_\_ solely at the instance of the “Client”. This clause shall remain valid notwithstanding anything else contained contrary in the document.

4. Our liability under this guarantee is restricted to \_\_\_\_\_ (\_\_\_\_\_) and it will remain in force up to \_\_\_\_\_ unless a demand, in writing, is received by the bank on or before \_\_\_\_\_

\_\_\_\_\_, all your rights under the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities there under.

5. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 20\_\_.  
In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

**For Bank** \_\_\_\_\_

Witness \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

M/s \_\_\_\_\_  
\_\_\_\_\_



## 10.8. Annexure 8: Acceptance of Terms and Conditions Contained in RFP

Date: \_\_\_\_\_

Tender Reference Number: \_\_\_\_\_

To  
The Managing Director,  
HPSEDC, IT Bhavan,  
Mehli, Shimla- 171013

Subject: **Acceptance of all the Terms and Conditions contained in the tender document.**

Sir,

I have carefully gone through all the Terms and Conditions contained in the RFP Document [No. \_\_\_\_\_] regarding digitization of High Court records and their linkage to DMS and CIS.

I declare that all the provisions of this RFP Document are acceptable to my Company/firm/proprietorship concern. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Sincerely,

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

**Note:** - *Copy of authorization by competent authority in the bidder's company pertaining to not only this form but entire bid should be enclosed.*

## 10.9. Annexure 9: Declaration Regarding Clean Track Record

Date: \_\_\_\_\_ Tender Reference No.: \_\_\_\_\_

To  
The Managing Director,  
HPSEDC, IT Bhavan,  
Mehli, Shimla- 171013

Subject: **Declaration regarding clean track record of the firm / company / proprietorship concern.**

Sir,

I have carefully gone through the Terms and Conditions contained in the RFP Document [No. \_\_\_\_\_] regarding digitization of High Court records and their linkage to DMS and CMIS. I hereby declare that my company has not been debarred/blacklisted by any Government/ Semi Government organization in India or abroad. I further certify that the competent authority in my company has authorized me to make this declaration.

Yours Sincerely,

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company/firm/Proprietorship: \_\_\_\_\_

Address: \_\_\_\_\_

## 10.10. Annexure 10: List of Summary of CV Information

### Expert Team and Summary of CV Information

Position Assigned	Name of Team Member	Employment Status (fulltime, or other) and duration)	Education/ Degree (Year / Institution)	No. of years of relevant project experience	Signature by (expert/ other)

**Please Note:**

**This plan is supposed to provide details of Key Personnel that the Service Provider plan to deploy at the High Court of Himachal Pradesh premises as well as in its own office for executing the said assignment.**

### 10.11. Annexure 11: Equipment Proposed by the Service Provider to be installed in Digitization Centre in H.P. High Court in addition to the hardware to be provided by the High Court of H.P.

Hardware proposed to be installed and used at the High Court of Himachal Pradesh for digitization work in Digitization Centre by the Service Provider, at the time of commencement of Pilot Phase and subsequently used to complete rest of the work. Tentative list of equipment(s) is given below:

- Computing devices i.e., servers (web /application and database servers) with OS and other required tools and devices such as antivirus.
- Storage & Backup Solution to store digitized data such as SAN, SAN Switch, Tape Library, Backup Software.
- DMS (Document management System)
- Switches/ Router to connect different devices
- Rack to place computing resources
- Scanners to scan the documents in addition to the scanners to be provided by the High Court.
- The software to be used to scan the old record having blots etc. to clear suchblots.
- UPS
- Furniture
- Any other equipment required to complete the digitization work.

Sl. No.	Proposed Equipment/ Device(s) for Digitization	Key Specifications of Equipment / Device(s)	Reasons for Selection of Equipment / Device(s)

## 10.12. Annexure 12: Work Plan

Work Plan and Project Management Strategy for complete period of the project

Sl. No.	Activity	Month (s)												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														

- a) Identify major risks and risk mitigation plan at the start of project and during the project implementation by individual milestone.
- b) Indicate all main activities of the assignment, including deliverables, progress reports, and other benchmarks such as approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- c) Duration of activities shall be indicated in the form of a bar chart.

## 10.13. Annexure 13: Proposed Project Approach and Methodology

Describe the proposed approach and methodology for completing the assigned work for the project in not more than **50 pages** (examples, detailed notes, standard handouts, company brochures, white papers, sample manuals etc. should be included as Annexures and therefore would NOT be counted in the 50 pages (A-4 size) limit for the main technical proposal) Include all the items detailed below:

1. **Project Management:** Outline your approach for Designing, managing and implementation of this project keeping in mind the scope of work and the unique nature of the records of High Court of Himachal Pradesh. Include the following in your Project Management Methodology:
  - Your Vision for the High Court of Himachal Pradesh Digitization and Development and Implementation of Project.
  - Project Management Plan
  - Project Team Structure
  - Risk Management and Mitigation Strategy
  - Project Tasks
  - Project Deliverables
  - Project Milestones (Mentioning Start Date and End Date)
  - Testing approach & methodology
  
2. **Record Digitization Methodology:** For each type of artifact/document describe the proposed process of scanning and Digitization, including the following details:
  1. Artifact/document preparation.
    - Detail how you intend to prepare records for scanning (include unbinding, repairing, cleaning, rebinding as necessary).
    - Highlight the staff and time requirements for this process and how you will maintain the required rates of scanning.
    - Records Integrity and safety: Describe the procedure you would

befollowing for safe handling and return of records.

2. Scanning Methodology:

- For each category details the staff and equipment that will be used to capture the scanned image.
- Describe the scanning process for each artifact/document including the brittle and tattered old record and registers etc.

3. Creation of Indexing and Metadata

- Describe the steps you would take for creation of metadata with special reference to standard for Preservation of Electronic Record mentioned in Metadata Requirements.
- How would you avoid duplication during metadata creation?

3. **Documents Management System (DMS):** Provide details of all the software(s) you will be using (DMS - including but not limited to RDBMS, SIP, DIP, AIP, Web Content Management System, etc.) to execute the assignment. Break up of all relevant software(s) required to execute the project (including OS and RDBMS) should be provided as a Separate Annexure called “*Details of Software proposed to be Developed, Procured and Deployed*” to be included both in the Technical Proposal as well as Financial Proposal. The Annexure in Technical Proposal should only give the technical details and NOT the prices, whereas the Annexure in Financial Proposal should also give the price breakup of each software item. Explain how you will:

- a) Prepare and finalize the detailed functionality that needs to be implemented within the DMS solution from SRS (Software Requirement Specifications) phase to final testing and deployment of the application software.
- b) Integrate the Image Processing System within the DMS solution.
- c) Implementing the DMS at the High Court of Himachal Pradesh.
- d) Train the High Court of Himachal Pradesh staff on DMS. The DMS require below mentioned key components:
  - (i) **Architecture:** Software should have strong architecture which can take care of huge load of data and should cover all technological aspects for present and future requirement.

**(ii) Scalability:** Scalability is one of the key requirements in any software. It should be scalable enough for taking care of huge amount of data and load on high number of users approximately 300-350. The scalable framework of Judicial Digital Preservation System (JDPS) should allow addition of new ingest procedures depending on type of data.

**(iii) Security and Access Control:** Software should provide strong security mechanism which are globally accepted and followed specifications for security. The JDPS should allow configuration of different policies for public and private records with controlled access as per the designated users

**(iv) Globalization:** Software should support multiple environments and should be on the global and open standards.

**(v) Customizability:** The Judicial Digital Preservation System to allow customizability in terms of regional language support, record retention schedules and policies which may differ from court to court within the common framework

**(vi) Search & Retrieval:** Software should have strong storage and search mechanism which provided multiple search options to the user and make data retrieval easy. The access portal to provide the following types of search mechanisms to retrieve relevant information / digital records from the Judicial Digital Repository

1. Query in English, Hindi and Regional Languages o Fuzzy search
2. Full text search o Cataloging metadata search
3. Parameter-based / faceted search with filtering mechanism
4. Boolean search mechanism with options
5. Wild card search o Logical search, proximity search
6. Search within search, nested keywords
7. Elastic search

**Note: - There are many types of search methods available as mentioned above. It is necessary to select appropriate type of search methods for the given digital repository as the search functionality depends on the quality of data and metadata e.g., full text search depends on availability of extracted text (OCR in case of digitized records) and the accuracy of OCR for the documents being searched. In**



**case of noisy / inaccurate OCR, it only consumes the compute resources without providing greater searchability. Text summarization techniques are used to optimize and reduce the load on full text search.**

**(vii) Unlimited Content Types:** Looking at present and future requirement of Court, contents and evidence may come in multiple file formats. Thus, software should have capability of handling multiple file formats like image files, audio video files etc.

**(viii) Content Intelligence:** Software should have intelligent search features like thesaurus search on top of basic index-based search and **full text search**. Such type of features enables an end user in searching the required content without having the full knowledge of the way of cataloguing of digitized data in system.

**(ix) E-discovery:** With the rise in the volume of Electronically Stored Information (ESI) in Judicial Digital Repositories, e-discovery tools will be necessary to analyze, review and extract meaningful and relevant information from preserved data in terms of digital documents, audio video material and information in other electronic formats. The data collection, documentation and preservation methods have to be properly organized for effective e-discovery

**(x) Content Exchange:** Looking at future possibility of creating a unified platform for all courts across country, software should have provision of doing content exchange with other applications.

**(xi) Archive Management:** The Judicial Digital Preservation System (JDPS) to provide necessary functionalities for Submission Information Package (SIP) validation, metadata creation, automatic metadata extraction, ingest, storage and archive management, Archival Information Package (AIP) and Dissemination Information Package (DIP) configuration, access control, annotation, integrity and authenticity information

**(xii) Scanning and Imaging:** Software should have provision of doing scanning of records and uploading it in software with required indexing parameters in desired form.

**(xiii)** The Judicial Digital Repository infrastructure, High Courts and the JDR management staff should collectively gear up the capacity for comply with international standards and best practices related to digital preservation as under:

- ISO 16363 Audit & Certification of Trustworthy Digital Repositories

- ISO 14721 Open Archival Information System (OAIS) Reference Model
- ISO 13008 Digital Records Conversion & Migration Process
- ISO 13028 Implementation Guidelines for Digitization of Records
- ISO 15489 Records Management
- BS 10008 Evidential Weight & Legal Admissibility of Electronically Stored Information (ESI)
- ISO 27001 Information Security Management

The list of international standards needs to be updated regularly for keeping pace with new technologies and the evolving nature of best practices. Also, the relevant national level digital preservation standard and guidelines notified by MeitY such as eGOVPID Metadata Dictionary & Schema and Production of Preservable e-Records (PROPeR) must be suitably incorporated as these are designed to meet the requirements of above listed ISO standards

**(xiv) Audit & Certification:** In order to ensure trustworthiness, the Judicial Digital Repositories to obtain ISO 16363 certification from the accredited third-party organization through regular surveillance audits

**(xv) Specially designed judicial digital preservation system (jdps):**A comprehensive software system based on OAIS Reference Model needs to be especially designed and developed for the Indian Judiciary based on exhaustive study of the requirements of the legal domain. The software can be developed using open technologies with well-documented source code for regular upgradation and consistent version control. The Judicial Digital Preservation System development requires two distinct modules namely Archive Management and Access Portal. A separate module may be considered for managing the pending case records

**(xvi) Workflow:** Once these records are digitized it is required for Court to move these files in electronic manner from one stake holder or user to other stake holders or user. For such electronic movement of files and keeping track of these activities, workflow module is required.

#### 4. Quality Assurance / Quality Control

Provide the following:

- a) Describe the Quality standards and procedures that would be followed during execution of the project.
- b) Describe the steps you would undertake to ensure quality assurance and control.
- c) How would you determine acceptable quality and what steps you would take if the quality is not considered up to mark/desired level?
- d) Describe the methodology and the solution/software to be used to digitize the brittle and the old, tattered record so that such record, after digitization could be readable and preserved in a presentable condition.

#### 5. DMS Technical and User Manuals

Provide examples of either published or web based technical and user manuals for the proposed DMS solution. These should be attached as an “**Annexure**” to the Technical Proposal.

#### 6. Training and Other Services

Please provide the following information on training and other services:

- a) Briefly describe the training which you would provide to the staff of the Court, approximately 350 persons.
- b) Identify the standard training and any customized training that is available to reflect the needs of High Court of Himachal Pradesh, and include any limitations such as class sizes, locations, and time limits. (**All training costs shall be a part of the total financial proposal**).

#### 7. Post Implementation Support

Detail the services offered as Post Implementation Support for the DMS including:

- a) **Technical support services:** Outline briefly your plans to implement the following technical support services for High Court of Himachal Pradesh:
  - i. Telephonic support.

- ii. Email support.
  - iii. On-site technical support.
- b) Maintenance services: Describe and explain the following:
- i. Frequency of system maintenance.
  - ii. Nature of system maintenance requirements.

**8. Providing of Source Code of the Software and Solution to be used by the S.P.:**

Briefly describe that how you will provide the Source Code of the software(s) and Solutions and D.M.S. to be used by you in the entire project of the digitization, scanning, retrieval of scanned/digitized data etc. Please note it is one of the essential components of the entire project.

## 10.14. Annexure 14: Scope of Work

The detailed description of the tasks to be performed by the selected Service Provider/vendor is mentioned below:

### 1. Rapid assessment:

One of the biggest challenges/tasks in the Digitization project is that on one hand some of the artifacts/documents are priceless but in poor physical condition, on the other hand the Service Provider is expected to meet daily minimum digitization target of excellent quality. Keeping this target in mind, the Service Provider must acquire a thorough understanding of the record of High Court of Himachal Pradesh and the manner in which the current systems and procedures work. This should enable the service provider to determine:

- a. The type of hardware/software required for digitization of each category and kind of artifact/material/document or equivalent.
- b. The number of each such equipment.
- c. Location and layout of such equipment.
- d. The work schedule to achieve the task in the desired time frame.

### 2. Digitization of legacy records

The various types of archival material/data in the courts comprise of data or judgments/orders and other records collectively these are called “COURT Holdings”, or simply “artifacts.” The courts primarily have following kinds of holdings:

- Fresh Filed Case Files
- Pending Disposed Case Files
- Pending After-Hearing Case Files (that are to be either completely scanned or to be partially scanned as some record is already scanned and some record is remaining to be scanned)
- Disposed Case Files.
- Electronic documents created (digitally signed) by different stakeholder.
- Administrative Records.

- Mechanism of storage of audio and video record in the respective case records

**Active and Passive Records:** In case of pending records, there is a need to segregate active and passive ingredients of a file. Supreme Court has carried out an exercise of defining active and passive data of a case. The findings of that exercise can be the basis for adopting uniform standards of active and passive data. A separate system may be necessary for managing the pending records considering that it involves both active and passive records.

**Brief Description of Above Holdings**

- a. Judgments are typed or handwritten or printed or a combination of these (for instance a typed note sheet with handwritten marking in the margins).
- b. A vast majority of the Holdings comprise of Files of Legal and A4 sizes.
- c. A single record may consist of one or several pages.
- d. The size of Judgment and order will be Legal / FS / A4 or equivalent.
- e. Most of the documents are on papers.
- f. Most of the documents/ records are in black & white. There might be possibility that some color document might be there.
- g. All electronic document like audio, video or images submitted during the trial period.

**Fresh Case Files:** - Fresh Case Files includes Petition or Appeal, Computer Sheet, Scrutiny report, Annexure, Lower Court orders, etc. The Loose documents for Fresh Cases are some types of documents (Interlocutory applications, Process fee, objections, vakalatnama). Such and other related documents in Fresh Cases includes a vast majority of the documents comprise of Files of Legal and A4 sizes and other types. A single record may consist of one or several pages. Most of the documents are on papers. *The thick cover (physical index page) of all the files needs to be scanned.*

**Pending after Hearing Case files, Pending Disposed Case files, Disposes Case files, District Courts Records:** - Such type of Files includes Petition or Appeals, Computer Sheet, Scrutiny report, Annexure, Lower Court orders, **Judgment and orders etc.** The Loose documents for Pending after Hearing Case files are some types of documents (Interlocutory applications, Process fee, objections, vakalatnama), Copy of Petitions, Judgments and orders. Such and other related documents in above type of record includes a vast majority of the documents comprise

of Files of Legal and A4 sizes and other types. A single record may consist of one or several pages. Most of the documents are on papers. The Holdings comprise black & white. Most of the documents / records are Black & white. There might be possibility that some color books might be there. The documents of all type may contain old carbon paper for which caution is necessary during scanning and cleaning. The document of all type (old rare books, old disposed judicial cases) contains old tear and torn paper for which caution is necessary during scanning and cleaning.

**Administrative Records:** There are two prevailing patterns of keeping Administrative Record in High Court of H.P. Records are categorized on the basis of Major and Minor head. All the administrative records are placed at one Place. At Benches different Administrative Sections keeps their records with them. Establishment section, Account Section, Protocol Section Cash Section etc. are the sections in which Records are kept in sections itself. Each record type having its own characteristic hence needs to be separately addressed.

*The thick cover (physical index page) of all the files needs to be scanned*

### **3. Detailed action plan for digitization of documents.**

The staff of the High Court of Himachal Pradesh would be handing over the documents for digitization in batches based on the pre agreed daily target. A 'Batch Quality Form' detailing the current quality of the document to be digitized would be prepared and recorded by the staff of the High Court of Himachal Pradesh which would be duly signed by the Service Provider's staff while accepting. The Service Provider shall be responsible for returning all artifacts/documents in the same condition (as evidenced by the Batch Quality Form) as it got them. An officer in-charge from High Court of Himachal Pradesh would also be present (inside the Digitization Centre) for handling the document as well as providing assistance to the Service Provider. The Service Provider is responsible for taking expert care of all the artifacts/documents handed over to them. If the Service Provider is found to have caused damage to the documents due to any act of omission or commission,

penalties would be levied on the Service Provider and may result in the termination of the contract as per the contractual terms agreed with the Service Provider. Service Provider should ensure that the material/artifacts/documents they obtain from the High Court of Himachal Pradesh are in a condition suitable for working without damage. If a particular file / folder / batch received by the Service Provider are found to be in a very poor / fragile condition, the Service Provider is at liberty to carry out restoration / repair procedures as per approval of the Officer In-charge.

- a) Prepare a detailed work plan with the milestones and timelines for the digitization process for each category of archived material. This work plan once approved by the HPSEDC shall form the basis of monitoring the progress of work on this project.
- b) The work plan should also take into account the prioritization of the artifacts/documents to be digitized as decided by the HPSEDC.

Detailed workflows for digitization to include:

- I. **Pre-Scanning Activities:** Before starting the scanning work, files/documents should be prepared or ready for scanning. The pre-scanning activities which may include (but not limited to) removal of dust, removal of tags, pins, threads, rubber bands, application of curative techniques to biologically infected or otherwise damaged documents etc., sorting and numbering of pages in the document file in correct order. Special care and attention are required in preparing the documents which are too old and that may not be in good physical condition or are very delicate and cannot be directly scanned. It is recommended to review physical documents to verify completeness, legibility and “scan- ability” to ensure that it will scan smoothly. We may summarize these activities as follow.
  - Collection of documents from user record room/courts to be scanned
  - Maintain record of received documents for scanning.
  - Cleaning/Dusting, if required.
  - Unbinding a document, if required.
  - Numbering/sorting of each page in correct order.



- Flattening of wrinkles of folded pages.
- Staples/pins /rubber band/file tags/paper clips removing.
- Taping/pasting of torn pages.
- Weeding out of undesired pages.
- One should make photocopies of original documents/pages, if necessary, which have been identified by the Government Department as special documents but extreme fragile/ delicate and may get damaged upon movement through the scanner mechanisms.
- Application of curative techniques for biological infected or damaged pages if required.

- II. **Document Preparation:** The District Court staff deputed in Record Room/Courts shall deliver the physical files on day-to-day basis to vendor after taking due acknowledgement from the Vendor. The vendor shall do document preparation work by unbinding/un-tagging/un-dusting the physical files with due care. Document preparation work shall include the work of unbinding, repairing, cleaning, counting the number of pages of the physical file and also rebinding if requires. Proper tapes are to be affixed on torn pages.
- III. **Document Segregation:** After the document preparation, the work of document segregation by flagging the physical documents of files with indexing parameter will take place as mentioned in the Annexures. There are different types of documents in a case file. In this process it is required to identify and tag document types in a file. List of document types will be provided by the District Court. Further, the record will be scanned as per the technical specification mentioned in this document.
- IV. **Stamping/Segregation:** The vendor will differentiate the original copy and photocopy in the case file which will flag in the software so that scanned pages can be identified whether it is photocopy or original document. The work of pre-scanning activities may be in-house or can be assigned to the scanning agency. The documents would be handed over in lots as agreed mutually between the vendor and the user Government Department. The vendor will provide acknowledgement of number of documents and number of pages in each document received from user department. The scanning team will maintain a record of the collected documents received for scanning in a log register. This log register may contain the following details.

- Description/title of document collected
  - File number if any
  - Date of collection
  - Total number of pages
  - Collected from (court officials)
  - Collected by (Vendor representative)
  - Date of return
  - Return to (court officials)
  - Return by (Vendor representative)
- V. The digitization specifications are provided with 3 different digitization strategies as per multiple types of records based on whether they require Black & White or Gray scale or True Color scanning. All three digitization strategies can be applied depending on the assessment of records.
- a) **PPI & DPI:** The terminology of Pixels Per Inch (PPI) is used when it comes to onscreen viewing / rendering of scanned documents. The terminology of Dots Per Inch (DPI) is used when it comes to printing the document. We have come across different brands of scanners with their software using PPI and sometimes DPI terminologies while deciding the resolution. Both terms are used to convey the same meaning and to decide the resolution. JP2K file format for the final output of digitization is strongly recommended considering that it provides lossless compression with much smaller file size if compared with the traditional TIF format.
- b) **File Naming as per CNR guidelines:** The file naming of digitized files must comply with Case Number Record (CNR) Numbering System. Incremental serial numbers may be added in the CNR string of characters to define page numbers. An example is illustrated below.

*Each folder of the record to be exactly named as per the CNR of the record and it should contain the following folders.*

<b>Folder structure for each digitized record</b>		
<b>Record Name as per CNR System</b>	HPJL01-015294-2016	
<b>Main Folder Name</b>	HPJL01-015294-2016	
<b>Sub-folder Name 1</b>	Master- HPJL01- 015294-2016	Contents of folder HPJL01-015294-2022_001.jp2 HPJL01-015294-2022_002.jp2 HPJL01-015294-2022_003.jp2
<b>Sub-folder Name 2</b>	Access- HPJL01- 015294-2016	Contents of folder Access quality PDF/A file and Digitization Verification Information (DVI) in XML format HPJL01-015294-2022.pdf HPJL01-015294-2022-DVI.XML

The district court should copy the digitized records arranged in folders as indicated above in LTO tapes or Blue Ray Disks or DVDs and transfer the digitized records to the High Court for preservation. They may also maintain a copy of this data. The JDPS should suffix an auto generated number and timestamp after the ingest of SIP.

- c) **Optical Character Recognition (OCR):** Optical Character Recognition refers to recognition on machine-printed text that uses various fonts, such as Arial, New Times Roman or regional language fonts. This text is created with a word processor, typewriter, or printer.

For best recognition results, use a dpi (dots per inch) between 200 and 300 dpi. 200 dpi is a minimum dpi for text that is 10 point or larger. If the text is 9 point or smaller, the dpi would need to be higher. Languages that have small intricate characters use minimum 300 dpi for 10-point text.

Production of searchable PDF/A document requires OCR to be performed on digitized images containing printed text. The documents in regional languages will

require regional language OCR supported with properly trained data for good results.

It is quite likely that some records may contain text in English as well as regional languages. In such case, appropriate bilingual OCR should be used. The OCR may be selected on the basis of accuracy of the text output. New start-ups may be involved in OCR customization and optimization. It is difficult to perform handwriting recognition on handwritten documents.

**a) Black & white digitization:**

<b>Record Type</b>	Purely textual, laser printed or typeset documents having clear visibility of text with high contrast between white paper background and information
<b>Digitized Master Copy for Preservation</b>	
<b>Minimum desired quality</b>	1-bit bitonal mode - 300 ppi for documents with smallest significant character of 2.0 mm or larger
<b>High quality</b>	1-bit bitonal mode - 600 ppi for documents with smallest significant character of 1.0 mm or larger
<b>Output format</b>	JP2K (lossless compression) most preferred OR Uncompressed TIFF
<b>Access Quality Output for Online Usage</b>	
<b>Compression</b>	While producing the access quality PDF/A document, the digitized master. copies of individual pages in the record are resampled at a reduced size JPG Compression at minimum 72ppi to 96 ppi resolution (The size of master image is reduced while ensuring the ease of readability of information in the record. The ppi resolution can be increased to ensure clarity of text.)
<b>Searchable PDF/A:</b>	A composite searchable PDF for Archival as per ISO 19005 Minimum PDF/A-1a is acceptable as the basic profile for

	<p>access quality searchable document. PDF/A-2a is highly desirable as this format supports the following specification:</p> <p>JPEG 2000 image compression</p> <ol style="list-style-type: none"> <li>1. Support for transparency effects and layers</li> <li>2. Embedding of OpenType fonts</li> <li>3. Provisions for digital signatures in accordance with the PDF Advanced Electronic Signatures – PAdES standard</li> <li>4. The option of embedding PDF/A files to facilitate archiving of sets of documents with a single file</li> </ol>
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**b) Gray Scale Digitization:**

<b>Record Type</b>	Documents with poor legibility or diffuse characters (e.g. carbon copies, faxed copies, etc.), handwritten annotations or other markings, low inherent contrast, staining, fading, halftone illustrations, or photographs
<b>Digitized Master Copy for Preservation</b>	
<b>Minimum desired quality</b>	8-bit grayscale mode - 300 ppi for documents with smallest significant character of 1.5 mm or larger.
<b>High quality</b>	8-bit grayscale mode – 400 ppi for documents with smallest significant character of 1.0 mm or larger
<b>Output format</b>	JP2K (lossless compression) most preferred OR Uncompressed TIFF
<b>Access Quality Output for Online Usage</b>	
<b>Compression</b>	While producing the access quality PDF/A document, the

	<p>digitized master copies of individual pages in the record are resampled at a reduced size</p> <p>JPG Compression at minimum 72 ppi resolution</p> <p>(The size of master image to be reduced while ensuring the ease of readability of information in the record. The ppi resolution can be increased beyond the minimum recommended resolution to ensure clarity of text.)</p>
<p><b>Searchable PDF/A:</b></p>	<p>A composite searchable PDF for Archival as per ISO 19005 Minimum PDF/A-1a is acceptable as the basic profile for access quality searchable document. PDF/A-2a is highly desirable as supports the following specification:</p> <ol style="list-style-type: none"> <li>1) JPEG 2000 image compression</li> <li>2) support for transparency effects and layers</li> <li>3) embedding of OpenType fonts</li> <li>4) provisions for digital signatures in accordance with the PDF Advanced Electronic Signatures – PAdES standard</li> <li>5) the option of embedding PDF/A files to facilitate archiving of sets of documents with a single file</li> </ol>

c) **True Color Digitization:**

<p><b>Record Type</b></p>	<p>Documents as described for grayscale scanning and/or where color is important to the interpretation of the information or content, or desire to produce the most accurate representation</p>
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<b>Digitized Master Copy for Preservation</b>	
<b>Minimum desired quality</b>	24-bit RGB mode - 300 ppi for documents with smallest significant character of 1.5 mm or larger
<b>High quality</b>	24-bit RGB mode - 400 ppi for documents with smallest significant character of 1.0 mm or larger
<b>Output format</b>	JP2K (lossless compression) most preferred  <b>OR</b> Uncompressed TIFF
<b>Access Quality Output for Online Usage</b>	
<b>Compression</b>	While producing the access quality PDF/A document, the digitized master copies of individual pages in the record are resampled at a reduced size JPG Compression at minimum 72ppi resolution (The size of master image is reduced while ensuring the ease of readability of information in the record. The ppi resolution can be increased to ensure clarity of text.)
<b>Searchable PDF/A:</b>	A composite searchable PDF for Archival as per ISO 19005 Minimum PDF/A-1a is acceptable as the basic profile for access quality searchable document. PDF/A-2a is highly desirable as this format supports the following specification:  <ol style="list-style-type: none"> <li>1. JPEG 2000 image compression</li> <li>2. Support for transparency effects and layers</li> <li>3. Embedding of OpenType fonts</li> <li>4. Provisions for digital signatures in accordance with the PDF Advanced Electronic Signatures – PAdES standard</li> </ol> <p>2) The option of embedding PDF/A files to facilitate archiving of sets of documents with a single file</p>

**Note:** It is mandatory to store digital records in open standards-based formats in the Trustworthy Digital Repository and for clearing the audit and certification as per ISO 16363. Therefore, courts and other agencies like police stations should ensure that digitized records or digitally signed records are produced in compliance with the open standards-based formats as defined in this section.

The closed source and proprietary file formats are not sustainable over long term and can become obsolete. Converting the digitally signed documents into open formats in the later stage may result in loss of evidentiary value of the record. Therefore, existing software systems should be upgraded to produce the output in recommended file formats only

- 4. Verification of Digitized records:** The **designated officer(s) of the court** should verify each digitized record by comparing it against the original document as per following parameters (as applicable) and store the following information in a database. The following information forms the basis for issuing the certificate by the designated officer for certifying the admissibility of digitized record in the court as per the Section 65B of Indian Evidence Act. Refer the section on legal framework for specific clauses applicable in this context. The rank and designation of the officers in charge of the particular digitization processes should be identified for uniform implementation.

<b>Verification of Digitized Record</b>	
<b>1.</b>	Record number
<b>2.</b>	Document orientation (Portrait or landscape)
<b>3.</b>	Number of pages
<b>4.</b>	Original or photocopy
<b>5.</b>	Comparison of source and digitized record
<b>6.</b>	Legibility of text in scanned document
<b>7.</b>	Quality of images
<b>8.</b>	Date and time of digitization
<b>9.</b>	Master file name, size, format
<b>10.</b>	Special considerations
<b>11.</b>	Edits performed
<b>12.</b>	Integrity of the final digitized record



13.	The name of the agent associated with the digitization process (e.g. name of the outsourced bureau or name of the in-house operator)
14.	Capture device name (HW / SW)
15.	Date of last calibration of device
16.	Verified by

The Digitization Verification Information (DVI) gets linked with the Digitization Information in the Preservation Metadata as defined in metadata requirements

**5. Quality Control:** Quality control procedures should be defined, documented and implemented. Quality control is necessary to ensure the digital copy of the non-digital source record is a true and accurate copy. This is critical such that the records possess integrity and are authentic. Quality control procedures should not only be applied at the point where the digital output is produced, but also be documented and built into the ongoing operation of the digitizing process. Quality control procedures should, at minimum, address the following issues:

- Any acceptable variations from normal procedures;
- Scanner operation quality control;
- Verification to ensure that the digital output matches the quantity of non-digital source record input;
- Extent and frequency of sampling of digitized images;
- Criteria for checking image quality;
- Frequency and criteria for checks on metadata;
- Processes for re-digitizing

**6. Reviewing of Quality Control:** The results of quality control processes and quality checks should be documented. A review of quality procedures for digitizing should be undertaken regularly to ensure that the procedures continue to meet the business purpose. Appropriate training should be provided to all staff who create, manage or work with digitized records.

**7. Digitization Cell:** A dedicated digitization cell should be established at High Court comprising of Project Manager, digitization and metadata experts and technical persons as a permanent cadre in order to monitor the day-to-day progress of the digitization project as per project management guidelines. The digital cell should be headed by an officer with technical background such as Registrar (IT), Registrar (Computer) or an officer (Technical) nominated by Hon’ble Chief Justice of the High Court. Additionally, there is a need to set up Digitization

Offices at the District Courts for the entire duration of this exercise. These offices will manage contracts with accepted vendors for specialized services while being accountable to the judiciary for accomplishing phase wise digitization milestones.

8. **Digitization Progress Monitoring:** There should be an online common mechanism to monitor the progress of digitization in all the courts. Proper logs with date, timestamp and accession register of digitized records should be maintained to report and monitor the progress of digitization happening in courts across India. The reporting of digitized records and transferred records should be compared for verification. Release of payments to vendors involved in digitization should be linked with online reporting on the progress of digitization.
9. **Metadata Requirements:** The cataloguing parameters for e-records provide adequate access points for classification and retrieving the bibliographic data. The cataloguing parameters are mandatory to be filled for the purpose of archival and access. The metadata elements are clustered into 12 information blocks as listed below

- I. **Preservation metadata information blocks**

- II. **Preservation metadata elements**

- a. **e-Filing Information:**

<b>e-Filing Information</b>	
e-Filing No.	All petitions, applications, appeals and all pleadings/documents in fresh, pending and disposed of cases of all types are filed / uploaded electronically in PDF/A format with digital signature. The metadata elements defined here are meant to capture the information necessary for identification of e-filing.
e-Filing Type	
e-Filing Date	
e-Filing Year	

- b. **Caveat Information:**

<b>Caveat Information</b>	
Caveat No.	This information block captures the details necessary for identification of a caveat filed.
Caveatee Name	
Caveator Name	This information is useful to know whether

Registration Date	the caveat is filed before or after filing the case.
Caveator Serial No.	
Caveatee Serial No.	

**c. Case Information:**

<b>Case Information</b>	
CNR No	Case information block captures all the identifiers and particulars of the case. The case is identified by the CNR number, which is a unique number in entire judicial system in the country. Information, such as master of case type, case nature, pending and disposal remark, state, district, taluka and established code, is to be preserved for identification of the case related Information.
Case Type Code	
Case Type Name	
Case/Registration No.	
Registration Year	
Registration Date	
Name of the State	
Name of the District	
Name of the Head Quarter / Taluka	
Establishment Code	
Establishment Name	
Case Status (Pending/Disposed)	
Virtual Court CNR	
Filing No.	
Case Nature	

(Criminal or Civil)	
Connected Cases	
Lower Court CNR	

**d. Litigant Information:**

<b>Litigant Information (R)</b>	
Petitioner	This is a repeatable information block for all the petitioners and respondents associated with the case. It is a subset of Case Information. The serial number, identity and gender of the Petitioner/ Respondent is equally important when the case moves from a subordinate court to the higher court.
Petitioner ID	
Petitioner Gender	
Petitioner Organization	
Petitioner Serial No.	
Petitioner Email ID	
Petitioner Contact	
Petitioner Address	
Respondent	
Respondent ID	
Respondent Gender	
Respondent Organization	
Respondent Serial No.	
Respondent Email ID	
Respondent	

Contact	
Respondent	
Address	

**e. Advocate Information:**

<b>Advocate Information (R)</b>	
Advocate Type (Caveator)	This information block captures the details of advocates with serial numbers to link them with the serial numbers of petitioners and respondents. It is a subset of Case Information.
Advocate Name	
Advocate Serial No.	
Advocate Bar No.	
Petitioner /Respondent Serial No.	

**f. Subject Information:**

<b>Subject Information (R)</b>	
Subject	This is most important data for preservation which may be utilized for automatic categorization of cases with the help of text analytics.
Category	
Sub-Category	
Prayer of the Case	
Keywords	

**g. Document Information:**

<b>Document Information</b>	
Document No.	This information block can be used for identification of type of the document submitted by which user and what action has been taken on that document.
Date of Document	
Filed By Sr. No. of Petitioner/	

Respondent / Advocate	
Nature Of Document	

**h. FIR Information:**

<b>FIR Information</b>	
FIR District	This information block helps in identifying the location and time of the crime and the police station where the FIR was registered.
FIR No.	
FIR Year	
FIR Date	
FIR Tehsil/Taluka	
Chargesheet No./Date	
Police Station Code	
Police Station Name	

**i. Act Information:**

<b>Act Information (R)</b>	
Act	This is an important information block which helps in Section identifying the nature of the case.
Section	

**j. Judge Information:**

<b>Judge Information</b>	
JO Code	This information block helps in getting the name, designation and code of the presiding officer/Judge who disposed of the case.
Judge	
Designation	

Judge Name	
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**k. Case Status Information:**

<b>Case Status Information</b>	
Purpose	This information block defines the nature of disposal of the case and its final purpose listed before the court.
Sub Purpose	
Date of disposal	
Disposal Type	

**l. Order Information:**

<b>Order Information (R)</b>	
Order Type (Interim Order/ Zimini Order/ Final Judgment)	This information block indicates nature of order or final judgment along with date.
Order/Judgement Date	

**m. Digitization Information**

<b>Digitization Information</b>	
Status of Document (Original, Photocopy, Carbon Copy, True copy, Certified copy)	This information block picks up details from Digitization Verification Information (DVI) along with the incoming digitized records.

Date of Digitization	
Document Type	
No. of Pages	

**n. Record Room Information**

<b>Record Room Information</b>	
Date of Receipt	It helps in finding out the location of original hard copy of the file
Block/Room No.	
Almira No	
Rack No.	
Brief of Judgment	

**o. Old Case Information**

<b>Old Case Information</b>	
Old Case No.	This information block provides previous case number which was assigned manually before computerization started in the Court
Old CNR No.	

**p. Digital Signature Information**

<b>Digital Signature Information</b>	
Signer	This information block is repeatable, and it captures the signature details of all the digitally signed documents.
Signing Time	
Reason	
Location	
Signature	
Issuer	

**q. Integrity Information**

<b>Integrity Information</b>
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Hash 1	This information block is repeatable, and it captures the hash value of each document using 2 different algorithms.
Hash 2	

**r. Access Control Information**

<b>Access Control Information</b>	
Public	This information block is helpful in defining the access control for the digital record in terms of whether the record can be made online for public access or should be kept confidential.
Private	

**10. SIP Preparation:** It is important to transfer the digitized data in the form of Submission Information Package (SIP) as defined in the OAIS Reference Model. The SIP is an information package that is delivered to the repository and digital storage system for ingest. The valid SIP comprises of digital record in the specified format and preservation metadata to provide adequate understanding of the object being preserved. There has to be an interoperability between Case Information System (CIS) and the Judicial Repository Management System (JRMS), which is compliant with OAIS Reference Model. The Submission Information Package (SIP) is to contain following files:

- CNR\_Folder.
- CNR\_Case\_Record.PDF
- CNR\_FIR.PDF
- CNR\_Order.PDF
- DVR.XML
- CNR.XML

**11. Procedure for integration of digitized legacy records**

- The courts have to organize the digitized files of legacy records case wise in separate folders by following standard naming conventions.

- The digitized records arranged as above are sent to High Court JDR on monthly basis by storing it on offline storage media.
- High Court JDR makes the digitized records available through Judicial Digital Preservation System (JDPS), which is accessible online.
- The court officials / data entry operators can log into JDPS and access their digitized records online. • The data entry operators generate CNR number for the digitized record, enter the preservation metadata and link the digitized records using JDPS.
- The court officials can check the CNR number, metadata, linked digitized records and approve the ingest for preservation. They can also correct and revise the information or reject in case of gross inaccuracies

## **12. Procedure for integration of records received from CIS**

- The courts prepare the metadata for digitized records using Case Information System (CIS).
- The digitized records are linked with the metadata.
- Backup of CIS database along with linked digitized records is taken and sent to High Court JDR.
- Case wise SIPs are extracted from the database along with digitized records and stored in separate folders.
- Database records are extracted in the form of XML.
- Preservation metadata scheme is mapped with CIS database record and relevant metadata is extracted.
- Final SIP is verified, validated and then ingested into Judicial Trustworthy Digital Repository (JDR)

## **13. Interoperability requirements between JDPS and CIS**

- JDPS to implement same logic and naming conventions for generating CNR as existing in CIS.
- It should be possible to extract metadata from JDPS for integration in CIS.
- It should be possible to extract metadata and digitized records from CIS for integration in JDPS

## **14. Transfer of digitized records to JDR:**

### **Copy of data on storage media**

- The digitized records have to be organized with proper file naming and folder structure as per the guidelines given in on preparation of Submission Information Package (SIP).
- “Master Data” and “Access Quality Data” both should be copied in separate folders.
- SIP to include Access Quality Data.
- The prepared data as per the guidelines may be checked / verified and then encrypted.
- The encrypted data then can be copied on to a suitable storage media.
- The entire batch of the data should be copied on the storage media.
- Label the storage media with the proper information as per the following parameters

### **Label for storage media**

The label on the storage media should cover following details:

<p><b>PROFORMA for Storage Media Label</b></p> <p>Date:</p> <p>Batch No</p> <p>Media No.:</p> <p>Name of Court:</p> <p>Name of Officer:</p> <p>Signature:</p> <p>Mobile No:</p>
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### **15. Transferring the digitized records to JDR:**

- At the time of transferring of digitized data in LTO tapes or Blue Ray Disks or DVDs or Hard Discs, the responsible officer of the court should submit a CERTIFICATE along with the list of digitized records contained in the media to ascertain its evidentiary value.
- The proforma for CERTIFICATE is provided in Annexure 1 of this document

**16. Frequency of data transfer to JDR:** The digitized records should be transferred to JDR at the High Court on monthly basis.

**17. Online data tracking:** There should be proper tracking and monitoring of the progress of transferred data to High Courts. The district courts would need a proper receipt of the transferred data. Also, the progress on the data validation, ingesting and publishing should be trackable by the concerned stakeholders. Each digital deposit of a record in the JDR must be trackable all times. The district court should also have a computer-generated list of digitized records that are

transferred to High Court for verification to avoid any loss of data.

**18. Backup of digitized records:** Master data is the high resolution JP2K images along with access quality PDF/A documents of digitized records as described in the section on digitization specifications. This also includes digitally signed documents / e-records / e-files that require to be preserved as per the retention policies. The master data and access quality data should be copied on transferrable storage media after it is finalized, verified by designated officer and completed in all respects. Following are the guidelines for selection of storage media for backup and transfer of data to High Court.

**19. Basic guidelines for selection of storage media:**

- The digitized master data / source data may be stored on Hard Disc or Network Attached Storage (NAS) at the time of digitization.
- In order to transfer the master data to High Court, the designated officers must consider the following aspects related to storage devices for selecting the storage media.
- Proven experience of longevity
- Capacity (appropriate for the quantity of e-records)
- Durability (low susceptibility to physical damage)
- Viability (availability of support for its long-term readability, data recovery in case of media failure) – read / write speed
- Write Once Read Many (WORM) storage
- Mature and established technology
- Cost of storage media and reading / writing device
- Ensure that you are able to copy the data on minimum number of offline storage media for transferring to High Court.
- The storage media containing the digitized records /e-records should be numbered, classified, labeled and indexed in a register before transferring to High Court.
- Cost effective but reliable storage media may be chosen for data transfer.

**20. Data protection strategy:** Multiple copies stipulated by the 3-2-1 backup rule protect you from losing your primary data. Storing multiple copies ensures that there is no single point of failure and that your data is safe. 3-2-1 backup rule requires you to maintain at least 3 backups of your data (Primary copy + 2 copies on storage media + 1 copy at DR location).

**21. Backup at district courts:**

- District Courts are required to initially store the digitized data on re-usable NAS storage. They should keep a copy of master data and convert access quality data in LTO. The District Courts to maintain LTOs in e-record room.
- District Courts are required to transfer a copy of the master data and converted access quality data in separate folders on Blue Ray Discs or Hard Disks or Flash Drive (depending on the size of data) to the JDR at High Court on monthly basis

**22. Copies of data at high court and DR site:**

- High Court JDR to make 2 copies of master data separately on 2 LTOs(One for the High Court and another for DR).
- The PDF/A documents are ingested using JDPS for producing Archival Information Packages (AIPs) on the cloud i.e. primary storage.
- Successfully processed AIPs to remain preserved on cloud.
- copies of AIPs are maintained on 2 LTOs at the High Court JDR. 3rd copy of AIPs on LTO is maintained at the DR location.
- This ensures that High Courts will always have 3 copies of master data and 2 copies of AIPs in addition to the AIPs stored on cloud.
- DR Location to have a facility with a fire safe vault, secure and temperature-controlled environment as specified by the manufacturer for keeping the LTOs

**23. Refreshing of storage media:**

- The digital records stored in the storage media need to be retained for longer duration than the lifetime of the media. Therefore, the digital data must be migrated into another media before its expiry.
- All storage media used for backup to be checked to ensure that they are readable and in working condition. The LTOs / NAS / Hard Disks to be refreshed by transferring the data on new storage media after certain period. Refreshing of the media means transferring the data from old media to latest storage media

District Court	Master data Access copy	LTO Copy 1	A copy of master / source data is kept at district court.
High Court JDR	Master data	LTO Copy 1	A copy of master data at JDR
	AIP	LTO Copy 1	A copy of AIPs on LTO for the High Court.
Disaster Recovery Site	Master data	LTO Copy 1	It is to be used only if the backup available at the High Court JDR is lost in disaster.
	AIP	LTO Copy 1	It is to be used only if the backup available at the High Court JDR is lost in disaster.

**24. Cataloguing of storage media:** All the storage media meant for long term digital backup must be properly labeled and catalogued at the High Court using a software with a facility to search and retrieve the media according to its contents. The software should facilitate batch numbering and generate the label information. The software should also be able manage the updates the storage media at the time of refreshing.

**25. Step-by step implementation:**

Step-by Step Implementation	
High Court	District Courts
1. High Courts to establish separate Judicial Digital Repositories (JDR).	2. Courts to digitize the records.
	3. The district courts to transfer digitized records on monthly basis to the Judicial Trustworthy Digital Repositories (JDR) for preservation purpose. They can encrypt the data and transfer it through network (depending on the size of data and bandwidth) or through offline storage media.
4. JDR at High Court receives the data transferred by District Courts. The data is decrypted, verified and made available	

through the Judicial Digital Preservation System (JDPS) for online metadata creation.	
	<p>5. The operators from district courts can log into the system to check the digital records through online portal and enter and submit the metadata.</p> <p>6. The officials from district courts to check the digital record along with its metadata for quality and then approve for ingest in the preservation system.</p>
7. JDPS executes ingest process which culminates into Archival Information Package (AIP) for preservation purpose	
8. High Court to have access to all district court records.	9. The district court officials and designated users are then able to search, retrieve and download the digital records through online portal.
10. JDR at High Court to preserve the digital records of district courts.	11. District courts can have exclusive access to their own digital records
	12. District Courts may keep backup of all digitized data.
	13. District Courts continue transferring digitized records and born digital records to JDR for preservation as a regular practice
14. High Courts to maintain centralized digital repository infrastructure (Cloud) and Tape Library for backup.	
15. High Courts to maintain Disaster Recovery Site	

16. High Courts to develop digital preservation capabilities and competencies to manage the digital repository.	
17. High Courts to go through ISO 16363 Audit and achieve the certification of trustworthiness for the Judicial Digital Repository.	
18. High Courts to go through annual surveillance audits to retain ISO 16363 certification of trustworthiness for the Judicial Digital Repository.	

Broadly following types of judicial records are required to be digitized: -

- Fresh Filed Case Files
- Pending Disposed Case Files
- Pending After-Hearing Case Files (that are to be either completely scanned or to be partially scanned as some record is already scanned and some record is remaining to be scanned)
- Disposed Case Files.
- Electronic documents created (digitally signed) by different stakeholder.
- Administrative Records.
- Mechanism of storage of audio and video record in the respective case records

**25.1. Fresh Case Files:** Petitions filed in the High Court & District Courts are required to be digitized on the same day before the cases are listed for hearing. Digitization of Fresh Case Files will require execution of following processes:

**25.1.1. Document Collection:** Files required to be digitized will be provided by High Court & District Courts Officials from 12 pm to 5 pm on all working days after receiving and registering the same.



**25.1.2. Document Preparation / Repair:** The documents so received by the service provider shall be prepared and repaired. Special care should be taken for documents that are old and are not in good physical condition. An indicative list of activities to be performed by the service provider for document preparation as are follows:

- Dusting the files to remove dirt and other possible noise causing particles
- Removal of stapler pins, clips etc.
- Repair the documents for scanning using cello tape or enclosing the documents in plastic pouches (depending on the importance and condition of the documents)

**25.1.3. Document Scanning:** The records may be scanned by vendor by using flatbed/sheet fed scanner/book scanner. But the choice of scanner depends completely on the condition of the document.

**25.1.4. Cleaning and Image Quality Check:** After scanning, cleaning and quality check will be done by vendor by ensuring desired quality of images by checking/correcting the following:

- Image Clarity
- Confirm the pages of image with that of original
- Image Resolution
- Black band & blemish removal, if any
- Deletion of blank and invalid pages
- Black marks removal
- De-skewing
- De-speckling
- Cropping (No content should be missing)
- Image orientation etc.

**25.1.5. Documents Re-Filing:** Once the Images and data have gone through the Scanning, Cleaning process and quality checking, the activity of putting back the pages in the same

Files shall commence. Some of the key activities in this process are:

- **Stapling:** After the completion of scanning, cleaning, Quality Checking and uploading, the documents should be stapled / tag them which were de-stapled / de-tag by them.
- **Removal of Separation Sheet.** The separation sheet inserted as separator between two-files/records/Document types should then be taken out.
- **Rearranging / Re-Filing & handing over of documents:** The Document Re-Filing operator will receive the bundle of Files scanned and shall sort it in proper manner. He / She will check that mix-up of documents from two separate Documents should not happen, and right document should get filed back into the respective Documents. The Documents are handed in batches with the checklist attached with due signoff.

**25.1.6. Turn Around Time:** The service provider must return all fresh case files received on same day after completion of digitization by **6:00 PM to Filing section.**

**25.1.7. Indexing cum Quality checking work:** There are different types of documents in a case file. Document classification is the process which requires identifying and tagging document types in a file. **Indexing** is a process to give a name to scanned and cleaned documents with the relevant indexing parameter. For example scanned and cleaned document of Final Judgment will be indexed with the indexing parameter “Final Judgment” in digitization Software.

**After scanning, cleaning and quality check by the vendor, case files will be sent to concerning section (Filing Centre) by the vendor where High Court & District Court deputed team shall do the Indexing cum Quality checking work** for the scanned and cleaned record by vendor. Indexing shall be done by the District Court deputed team as per the approved indexing parameter by High Court of Himachal Pradesh.

Apart from the work of Indexing the deputed user shall also approve the Quality of the scanned and cleaned images by the vendor. During Quality checking the District Court team shall check the Image Clarity, whether the scanned total pages are same in original file, proper Image Resolution, blank pages should not be there, proper image orientation etc. While checking the quality at this stage the concerning user can also reject the

scanned and cleaned record by the vendor if not found appropriate. The rejections will be made in CIS/Digitization Software and Vendor has to cure it on same day otherwise penalty will be imposed as per the Penalty clause.

**25.2 Pending Disposed Case Files:** - The cases already registered in the Court and are recently decided and closed are called Pending Disposed Cases. Digitization of Pending Disposed Case Files will require execution of following processes:

**25.2.1. Document Collection:** Files required to be digitized will be provided by different sections of the High Court & District Court. The service provider is required to collect these files in lots from the respective sections and bring them to digitization center for processing. The Service Provider will need to maintain log register where details of files received will required to be entered along with signatures of the authorized receiver from the Service Provider and official of the Court who handed over the files.

**25.2.2. Document Preparation / Repair:** The documents so received by the service provider shall be prepared and repaired. Special care should be taken for documents that are old and are not in good physical condition. An indicative list of activities to be performed by the service provider for document preparation as are follows:

- Dusting the files to remove dirt and other possible noise causing particles.
- Removal of stapler pins, clips etc.
- Repair the documents for scanning using cello tape or enclosing the documents in plastic pouches (depending on the importance and condition of the documents)

**25.2.3. Document Scanning:** The records may be scanned by vendor by using flatbed/sheet fed scanner/book scanner. But the choice of scanner depends completely on the condition of the document, in order to meet out the requirement.

**25.2.4. Cleaning and Image Quality Check:** After scanning, cleaning and quality check will be done by vendor by ensuring desired quality of images by checking/correcting the following:

- Image Clarity
- Confirm the pages of image with that of original
- Image Resolution

- Black band & blemish removal, if any
- Deletion of blank and invalid pages
- Black marks removal
- De-skewing
- De-speckling
- Cropping (No content should be missing)
- Image orientation etc.

**25.2.5. Documents Re-Filing:** Once the Images and data have gone through the Scanning, cleaning and quality checking process, the activity of putting back the pages in the same Files shall commence. Some of the key activities in this process are: -

- Stapling: After the completion of scanning, cleaning, Quality Checking and uploading, the documents should be stapled / tag them which were de-stapled / de-tag by them.
- Removal of Separation Sheet. The separation sheet inserted as separator between two-files/records/Document types should then be taken out.
- Rearranging / Re Filing & handing over of documents: The Document Re-Filing operator will receive the bundle of Files scanned and shall sort it in proper manner. He/She will check that mix-up of documents from two separate Documents should not happen, and right document should get filed back into the respective Documents. The Documents are handed in batches with the checklist attached with due signoff.

**25.2.6. Turn Around Time:** The service provider has to return all pending disposed case files received on same day after completion of digitization by 6:00 PM to respective section.

**25.2.7. Indexing cum Quality checking work:** There are different types of documents in a case file. Document classification is the process which requires identifying and tagging document types in a file. **Indexing** is a process to give a name to scanned and cleaned documents with the relevant indexing parameter. For example, scanned and cleaned document of Final Judgment will be indexed with the indexing parameter “Final Judgment” in District Court Digitization Software. **After scanning, cleaning and**

quality checking work by the vendor, case files will be sent to concerning section by the vendor where High Court & District Court deputed team shall do the Indexing cum Quality checking work for the scanned and cleaned record by vendor. Indexing shall be done by the High Court & District Court deputed team as per the approved indexing parameter by High Court of Himachal Pradesh. Apart from the work of Indexing the deputed user shall also approve the Quality of the scanned and cleaned images by the vendor Digitization Software. During Quality checking the High court & District Court team shall check the Image Clarity, whether the scanned total pages are same in original file, proper Image Resolution, blank pages should not be there, proper image orientation etc.

While checking the quality at this stage the concerning user can also reject the scanned and cleaned record by the vendor if not found appropriate. The rejections will be made in CIS/Digitization Software and Vendor has to cure it on same day otherwise penalty will be imposed as per the Penalty clause.

**25.3. Pending After-Hearing Case Files:** The cases already registered in the court and were listed for hearing. These case files are required to be digitized – completely if not digitized earlier or updated with digitization. There are two scenarios available for such type of cases or documents.

- Pending After-Hearing Case Files which needs to be completely scanned and
- Pending After-Hearing Case Files which needs to be partially scanned.

**For such Pending After-Hearing Case Files which needs to be completely scanned vendor has to scan the complete record.**

**For such Pending After-Hearing Case Files which needs to be partially scanned as in such cases** some record is already scanned and some records still remaining to be scanned. For such cases, the work of finding out and flagging of such record which is remaining to be scanned shall be done by vendor and the work of scanning, cleaning and quality check will then be done by vendor.

Digitization of Pending After-Hearing Case Files of above mentioned both the types will require execution of following processes.

**25.3.1. Document Collection:** Files required to be digitized will be provided by different sections of the District Court. The service provider is required to collect these files in lots from the respective sections and bring them to digitization center for processing. The Service Provider will need to maintain log register where details of files received will required to be entered along with signatures of the authorized receiver from the Service Provider and official of the Court who handed over the files.

**25.3.2. Document Preparation and Repair:** The documents of the files so received by the service provider shall be prepared and repaired. Special care should be taken for documents that are old and are not in good physical condition. An indicative list of activities to be performed by the service provider for document preparation as are follows:

- Dusting the files to remove dirt and other possible noise causing particles
- Removal of stapler pins, clips etc.
- Repair the documents for scanning using cello tape or enclosing the documents in plastic pouches (depending on the importance and condition of the documents)

**25.3.3. Document Scanning:** The records may be scanned by vendor by using flatbed/sheetfed scanner/book scanner. But the choice of scanner depends completely on the condition of the document.

**25.3.4. Cleaning and Image Quality Check:** After scanning, cleaning will be done by vendor by ensuring desired quality of images by checking/correcting the following:  
Image Clarity

- Confirm the pages of image with that of original
- Image Resolution
- Black band & blemish removal, if any
- Deletion of blank and invalid pages
- Black marks removal
- De-skewing
- De-speckling

- Cropping (No content should be missing) Image orientation etc.

**25.3.5. Documents Re-Filing:** Once the Images and data have gone through the Scanning, cleaning and quality check process, the activity of putting back the pages in the same Files shall commence. Some of the key activities in this process are:

- Stapling: After the completion of scanning, cleaning, Quality Checking and uploading, the documents should be stapled / tag them which were de-stapled / de-tag by them.
- Removal of Separation Sheet. The separation sheet inserted as separator between two-files/records/Document types should then be taken out.
- Rearranging / Re Filing & handing over of documents: The Document Re- Filing operator will receive the bundle of Files scanned and shall sort it in proper manner. He will check that mix-up of documents from two separate Documents should not happen, and right document should get filed back into the respective Documents. The Documents are handed in batches with the checklist attached with due signoff.

**25.3.6 Turn Around Time:** The service provider has to return all fresh case files received on same day after completion of digitization by 6:00 P.M. to respective section.

**25.3.7. Indexing cum Quality checking work:** There are different types of documents in a case file. Document classification is the process which requires identifying and tagging document types in a file. **Indexing** is a process to give a name to scanned and cleaned documents with the relevant indexing parameter Digitization Software. For example, scanned and cleaned document of Final Judgment will be indexed with the indexing parameter “Final Judgment” in Digitization Software. After scanning, cleaning and quality check by the vendor, case files will be sent to concerning section by the vendor where District Court deputed team shall do the Indexing cum Quality checking work for the scanned and cleaned record by vendor. Indexing shall be done by the High Court & District Court deputed team as per the approved indexing parameter by the High Court of Himachal Pradesh. Apart from the work of Indexing the deputed user shall also approve the Quality of the scanned and cleaned images by the vendor on the

same screen on Digitization Software. During Quality checking the District Court team shall check the Image Clarity, whether the scanned total pages are same in original file, proper Image Resolution, blank pages should not be there, proper image orientation etc. While checking the quality at this stage the concerning user can also reject the scanned and cleaned record by the vendor if not found appropriate. The rejections will be made in CIS/ Digitization Software and Vendor has to cure it on same day otherwise penalty will be imposed as per the Penalty clause.

**25.4. Disposed Case Files:** Digitization of Disposed Case Files will require execution of following processes:

**25.4.1. Document Collection:** Files required to be digitized will be provided by **record rooms** of the High Court & District Court. The service provider is required to collect these files in lots from the record rooms and bring them to digitization center for processing.

The Service Provider will need to maintain log register where details of files received will required to be entered along with signatures of the authorized receiver from the Service Provider and official of the Court who handed over the files.

**25.4.2. Document Preparation / Repair:** The documents of the files so received by the service provider shall be prepared and repaired. Special care should be taken for documents that are old and are not in good physical condition. An indicative list of activities to be performed by the service provider for document preparation as are follows:

- Dusting the files to remove dirt and other possible noise causing particles
- Removal of stapler pins, clips etc. (this should not lead to further
- Repair the documents for scanning using cello tape or enclosing the documents in plastic pouches (depending on the importance and condition of the documents)

**25.4.3. Document Scanning:** The records may be scanned by vendor by using flatbed/sheet fed scanner/book scanner. But the choice of scanner depends completely on the condition of the document.

**25.4.4. Cleaning and Image Quality Check:** After scanning, cleaning will be done by



vendor by ensuring desired quality of images by checking/correcting the following:

- Image Clarity
- Confirm the pages of image with that of original
- Image Resolution
- Black band & blemish removal, if any
- Deletion of blank and invalid pages
- Black marks removal
- De-skewing
- De-speckling
- Cropping (No content should be missing)
- Image orientation etc.

**25.4.5. Documents Re-Filing:** Once the Images and data have gone through the Scanning, cleaning and quality check process, the activity of putting back the pages in the same Files shall commence. Some of the key activities in this process are:

- Stapling: After the completion of scanning, cleaning, Quality Checking and uploading, the documents should be stapled / tag them which were de-stapled / de-tag by them.
- Removal of Separation Sheet. The separation sheet inserted as separator between two-files/records/Document types should then be taken out.
- Rearranging / Re Filing & handing over of documents: The Document Re-Filing operator will receive the bundle of Files scanned and shall sort it in proper manner. He / She will check that mix-up of documents from two separate Documents should not happen, and right document should get filed back into the respective Documents. The Documents are handed in batches with the checklist attached with due signoff.

**25.4.6. Turn Around Time:** The service provider has to return all fresh case files received on same day after completion of digitization by 6:00 P.M. to respective section.

**25.4.7. Indexing cum Quality checking work:** There are different types of documents in a case file. Document classification is the process which requires identifying and

tagging document types in a file. **Indexing** is a process to give a name to scanned and cleaned documents with the relevant indexing parameter in Digitization Software. For example, scanned and cleaned document of Final Judgment will be indexed with the indexing parameter “Final Judgment” in Digitization Software. After scanning, cleaning and quality check by the vendor, case files will be sent to concerning section by the vendor where High Court & District Court deputed team shall do the Indexing cum Quality checking work for the scanned and cleaned record by vendor. Indexing shall be done by the High Court & District Court deputed team as per the approved indexing parameter by High Court of Himachal Pradesh. Apart from the work of Indexing the deputed user shall also approve the Quality of the scanned and cleaned images by the vendor on Digitization Software. During Quality checking the District Court team shall check the Image Clarity, whether the scanned total pages are same in original file, proper Image Resolution, blank pages should not be there, proper image orientation etc. While checking the quality at this stage the concerning user can also reject the scanned and cleaned record by the vendor if not found appropriate. The rejections will be made in Digitization Software and Vendor has to cure it on same day otherwise penalty will be imposed as per the Penalty clause.

**26. AI / ML based applications leveraging on JDRS:** Judicial Digital Repositories (JDR) will ensure the reliability of the source, integrity and authenticity of the judicial records. The quality of metadata, organized cataloging of digital records, uniformity of file formats, full text indexing will support easy retrievability. Implementation of this SOP across all the High Courts and Supreme Court can ensure interoperability between different JDRs. Interoperable JDRs serve as the foundation for building AI/ML based applications for the judiciary as they leverage on massive volumes of data / digital records:

**a. Intelligent decision support:** The e-Courts mission mode projects are aimed to make the justice delivery system affordable, accessible, cost effective, transparent, and accountable. JDRs established at the High Courts will prove to be a primary source of information for building intelligent decision support capabilities using Artificial Intelligence (AI) and Machine Learning (ML). The interoperability between multiple JDRs across different High Courts can widen scope of digital information resources with diversity, which are essential for any machine learning activity. But it is a fundamental requirement for the Supreme Court, High Courts and District Courts to agree on uniform standards and homogenous

systems. Fragmented and heterogenous approaches may be counter-productive. If the digitization efforts are invested with proper foresight and vision, then in the near future AI and ML techniques can be evolved to automate certain aspects of decision-making process with efficiency and accuracy to accelerate the justice delivery

- b. Big data analytics for identification of similar cases:** Judiciary also requires searching the precedence of the judgments delivered in similar cases in the past in order to ensure parity and consistency. Simple keyword searches over the text can produce hundreds of search results and make the task very challenging to analyze each and every case to find similarity in content. Therefore, advanced Natural Language Processing (NLP) based techniques have to be applied to perform intelligent content analysis over the subject matter of the cases to identify similar cases. Such AI tools and techniques can be helpful in ensuring uniformity across judgments. Machine Learning (ML) tools are heavily dependent on training models built using vast amounts of cleaned data which becomes available through JDRs for processing
- c. Machine translation for court case records:** High Courts frequently require translation of court cases in English from the regional languages. India has around 22 official languages. Therefore, it is extremely critical to develop and use the solutions for machine translation from regional languages to English and vice versa
- d. Cross-lingual search & retrieval and analytics:** Cross-lingual search & retrieval and cross-lingual analytics across different Judicial Digital Repositories (JDRs) based on machine translation of court cases in different regional languages can also supplement enhancement of efficiency of justice delivery system.
- e. Knowledge modelling, reasoning & semantic linking:** In addition, data mining, knowledge modelling, reasoning, semantic linking and information extraction techniques can be also applied for improved comprehensibility, analytics and visualization capabilities for enhancing the judicial intelligence
- f. Long term sustenance:** Digital preservation, infrastructure development and management, preservation of electronic evidence, cloud computing, cyber forensics, e-discovery, intelligent decision support, AI / ML based intelligent applications and multi-lingual analytics for acceleration of justice are extremely critical for meeting the daunting challenges of Indian Judiciary. The various areas of technologies for the judiciary

mentioned here are interlinked, interdependent and they have to function together in an integrated manner. Readymade/ off-the-shelf-solutions are unavailable to meet the emerging and future technological requirements of the judiciary considering the massive volume of pending court cases, freshly filed court cases, insufficient staff and the complexities posed by the diverse and exploding population of India. Therefore, the Indian Judiciary needs to collaborate with a technology partner with comprehensive strengths in above mentioned areas of technology on a long-term basis for sustaining the digital preservation infrastructure and development of new technological solutions

## 27. Pilot Project

- a) Successful completion of the pilot shall be the prerequisite for going ahead with the remaining contract. All payments under this contract shall commence only after the successful completion of pilot project.
- b) Using a representative sample of the artifacts/documents of High Court of Himachal Pradesh, the Service provider will conduct a **pilot** of the Digitization process. The purpose of the pilot project is to gauge the ability of the proposed work plan and workflow to digitize artifacts/documents with the required speed, quality of digitized records and care of original artifacts/documents. DMS will be implemented, and data incorporated from the digitized artifacts during the Pilot. The functionality and performance of the DMS will also be assessed. The criteria by which the Pilot Project Digitization processes are assessed:
  - Number of artifacts/documents digitized per day (according to the figures stipulated in the Expected Time Schedule).
  - Quality of digitized records and metadata (records conformity with image Technical Specifications and agreed metadata standards will be assessed).
  - Care and Handling of artifacts.
- c) In addition to the above three broad criteria, a detailed User Acceptance Criteria for the Pilot shall be prepared jointly by the High Court of Himachal Pradesh and Service Provider before the commencement of the Pilot. The Pilot shall be considered successful or otherwise based upon the detailed acceptance criteria so agreed.
- d) The Pilot Project allows the Service Provider to improve their Digitization

processes by adjusting the Workflow and Work Plan based on the findings of the ongoing assessment of the Pilot Project.

- e) The assessment of the DMS in terms of functionality and performance will be conducted as per the Service provider's response to the DMS Functionality Matrix submitted in the technical proposal.
- f) The Pilot Project would not be approved for full implementation by the High Court of Himachal Pradesh until all assessment criteria are approved by High Court of Himachal Pradesh.
- g) It is expected that a total of **10 Lakh pages** (artifacts/documents) would be covered in the pilot phase in District Court Shimla and High Court of Himachal Pradesh. **These 10 Lakhs artifacts (for the Pilot) would be selected in a manner to ensure that all kinds, types, categories and condition of artifacts are included in this sample (e.g., the papers which are unlisted and unpaginated shall also be included) so that this sample is adequately representative of the complete collection.**
- h) The Service Provider shall demonstrate how the complete Pilot data and metadata can be ported into DMS / Software to be deployed at High Court of Himachal Pradesh.

**28. Batch Preparation**

This would include sorting of documents, physical preparation of documents (De-filing, De stapling, creasing (removing wrinkles etc), pasting etc.), distributing batches to scanning operators and preparing documents for return after scanning.

**29. Digitization of the Artifacts/documents**

- a) The digitization of the records of the High Court of Himachal Pradesh will begin after successful completion of the Pilot Phase.
- b) The digitization process will follow the approved Workflow and Work Plan provided by the service provider and as refined and approved during the Pilot Phase.
- c) Digitization will be required to ensure the images to be as close to the original as possible. Image enhancements may be done at a later stage.
- d) As a rule of thumb unbinding of registers/files etc. shall be taken on extra care. The HPSEDC shall consider granting written permission for unbinding the cases, based upon receipt of such request made by the Service Provider furnishing the necessary justification. Rebinding, wherever required by the HPSEDC will be done by the Service Provider.
- e) Standard cleaning processes which do not interfere with/affect the original artifacts in any manner will be allowed. Suitable policy for what is considered acceptable levels will be mutually agreed by the selected Service Provider and by the HPSEDC during the implementation phase.
- f) The Service Provider must follow the following standards:
  - I.S.O.15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012,  
I.S.O./I.E.C. 20000-1:2011 or Minimum CMMI Level-3 certification

**30. Metadata and Indexing of the materials digitized**

- a) The Service Provider must ensure the proper indexing of the images/documents. The parameters for indexing and creating metadata have to be provided and finalized by High Court of Himachal Pradesh.

- b) Metadata at the High Court of Himachal Pradesh would be populated from three sources:
- Catalogues and metadata/indexing information provided by High Court of Himachal Pradesh along with the Data and other artifacts.
  - Metadata which can be picked up through intelligent automated OCR / ICR procedure inbuilt in the digitization workflow and
  - Keywords, abstracts, synonyms etc. as defined by “domain experts”. The first two categories mentioned above shall be the responsibility of the selected bidder while the last one will be the joint responsibility of High Court of Himachal Pradesh and the Bidder. The High Court of Himachal Pradesh encourages bidders to use latest cutting-edge technologies to maximize the automatic extraction of metadata.
- c) The Service Provider shall ensure that the metadata for all records includes article headlines extracted through zoning and segmentation techniques.
- d) The selected bidder would start with the available catalogue information and additional metadata would be added later in the existing tables, as required by Dublin Core Metadata Elements.
- e) The solution should have the capability to refine and add to the metadata over the years, based on user feedback captured in the system.
- f) The DMS must provide, and the Service Provider must implement a thesaurus of keywords / phrases of metadata so as to support the searching features. All search features must automatically use the thesaurus for locating the records for not only the word /phrase typed by the user but also all its synonyms.

### 31. Compliance Standard for Metadata Creation

- a) The Service Provider must follow the following standards for metadata:
- ✓ Dublin Core Metadata Elements
  - ✓ Open Archival Information Standards (OAIS)
  - ✓ MARC 21 formats standards for representation and communication of bibliographic information in machine readable form.
  - ✓ e-Governance standard for Preservation Information Documentation (e-

Gov-PID) of Electronic Records, Department of Electronics & Information Technology (DeitY), Govt. of India, December 2013.

- ✓ US Library of Congress Encoded Archival Description (EAD) standard based on SGML/XML syntax. In case of any differences in the above standards, the Service Provider shall recommend and suggest the equivalent or approach the High Court of Himachal Pradesh for approval.

32. **Quality checks and validation** of digitized material and checking of catalogue data /index in coordination with High Court of Himachal Pradesh:

- a) The High Court of Himachal Pradesh would constitute a team of internal staff, which may also include any expert or experts in the field from outside or within the High Court to do a quality check of the output produced by the selected bidder.
- b) The Quality Control Mechanism as defined by Service Provider and agreed by the High Court of Himachal Pradesh must be followed in all cases and the Service Provider must implement it through Quality Assurance Plan to ensure this.
- c) The Service Provider will prepare and implement a Disaster Management Plan for the safe upkeep of all electronic documents and DMS solution and other relevant Data.

### 33. **Documents Re-filing**

Once the Images and data have gone through the Quality Assurance process, the activity of putting back the pages in the same Documents shall commence. Some of the key activities in this process are:

- a) **Stapling:** After the completion of scanning, Quality Checking and uploading, the documents should be stapled back, if required.
- b) **Removal of Separation Sheet:** The separation sheet inserted as separator between two files/records/Document types should then be taken out.
- c) **Rearranging/Re filing & handing over of documents:** The Document Re-filing operator will receive the bundle of Files scanned and shall sort it in proper manner. He will check that mix up of documents from two separate



Documents should not happen, and right document should get filed back into the respective Documents. The Documents are handed over to client in batches with the checklist attached with due signoff.

- d) Finally, document would have to be arranged/re-filed in the same order as the original one so as to return them in the same form.

#### **34. Documents Management System (DMS)**

- a) The High Court of Himachal Pradesh requires three images/digital documents for each artifact/document which is digitized: Original File (for the original image before any cleaning procedures), Cleaned File (original image after it has been cleaned and enhanced), Print File (image used as standard file in DMS for user viewing).
- b) The details and specifications of each of these three files are to be mentioned by the bidder.
- c) The Service Provider should provide and maintain Production Server(s) and at least one Live Server at High Court of Himachal Pradesh. The Live server would be accessed by end users at different levels while the Service Provider would continue to work on the Production Server.
- d) All digitized images along with metadata would initially reside on the production server(s) and once they are quality assured by the High Court of Himachal Pradesh they would be transferred to the Live DMS Server to be used for High Court of Himachal Pradesh Intranet / Internet.
- e) The Service Provider shall as directed by High Court of Himachal Pradesh (Either during the contract period or just before completion) install DMS with all supporting software and utilities along with the FULL DATA onto the High Court of Himachal Pradesh, Server(s) so that High Court of Himachal Pradesh can run the solution smoothly and independently on its own Server(s) and supporting infrastructure, when they decide to do so.
- f) The Service Provider shall provide a tool within DMS for MIS reporting which gives a real time update on the status of digitization work (at different stages) and a complete audit trail of all activities using log reports.
- g) The Service Provider must ensure that all DMS searches must return results

within a maximum time of 3-4(Three- Four) seconds and ALL pages of the DMS must open (on the High Court of Himachal Pradesh intranet) within a maximum time of 2-3 (Two-Three) seconds. The Service Provider should suggest and install all equipment (especially Servers) keeping these service benchmarks in mind. The number of concurrent users can be considered as 300-350 for designing the system to achieve this response which may increase further by the same number or more.

- h) The DMS must have a facility for saving all searches so as to track the artifacts/documents usage patterns.

### **35. Solution Testing**

- a) Before going live, the Service Provider should carry out detailed QA/QC test (Quality Assurance / Quality Control) plans so that all the defined functionality features of DMS are thoroughly tested and found to be working satisfactorily and the service benchmarks (all searches must return results within a maximum time of 3-4 seconds and ALL pages of the application software must open (on the High Court of Himachal Pradesh intranet) within a maximum time of 2-3 seconds.) are being met fully. For evaluating these service benchmarks, the system shall be tested on the Servers and Desktops installed within the Digitization Center on LAN and not on internet by the Solution Provider.
- b) The HPSEDC would supervise the Service Provider in creation and monitoring of test cases, assistance in conducting test runs and reruns on the basis of cases.
- c) The Service Provider shall carry out testing procedures till they generate results which are acceptable to the HPSEDC.

### **36. Technical and User manuals**

- a) The Service Provider should submit a comprehensive, step by step user/technical manual (with screenshots) for digitization of new artefacts and maintenance of the DMS solution in future.
- b) At a minimum the following four manuals are expected to be delivered by the Service Provider:

- ✓ Digitization Process Technical Manual (Process flow centric)
- ✓ Digitization Process User Manual
- ✓ DMS Technical Manual
- ✓ DMS User Manual / production Server

\*All manuals must be available as online help as part of DMS system.

c) At a minimum, the user manual should provide detailed step by step procedure for the following modules:

- ✓ Adding New Content
- ✓ Editing Existing/New Content
- ✓ Deleting Content
- ✓ Adding keywords to Thesaurus
- ✓ Adding/editing metadata
- ✓ Updating of donors database
- ✓ Back Up of data
- ✓ Viewing/Creating Reports
- ✓ Creation and Maintenance of User Accounts
- ✓ A Trouble Shooting Guide
- ✓ Uploading of data on the Live Server / Production Server

d) The Service Provider should submit 05 hard copies and one soft copy (in a CD/DVD) of the user/technical manual to the High Court of Himachal Pradesh.

e) All manuals are subject to approval by the HPSEDC.

### **37. Detailed Specifications for ICT Infrastructure**

a) 4 months prior to the completion of the project, the Service Provider shall submit a detailed Hardware/Software Requirement Specification document to the High Court of Himachal Pradesh stating what equipment(s) the High Court of Himachal Pradesh would require in future to set up the requisite infrastructure to run and maintain the DMS (since the vendor will take back the equipment(s) after the completion of contract). The hardware and software requirement specifications documents should cover hardware, software, networking and any other additional equipment required for digitization and maintenance of DMS.

- b) The High Court of Himachal Pradesh shall procure the said infrastructure at its own cost as per the advice by the bidder/ Service provider.
- c) It shall be the Service Provider's responsibility to migrate the entire DMS solution (along with all the supporting software) and full data (RDBMS, image files etc.) onto the new Servers procured by the High Court of Himachal Pradesh and make sure that entire solution is Live and working satisfactorily.

**38. Training of the Staff / Officials**

- a) Capacity Building is an integral part of this project. The selected bidder would train the staff of the High Court of Himachal Pradesh (approximately 300-350) to use and maintain the DMS software solution on their own, on scanning the record, creating metadata etc. The training would be measured by requisite skills upgradation, not duration. A combination of class room sessions and practical training would be required for that.
- b) The Service Provider would identify the number of the staff of High Court of Himachal Pradesh that is to be trained for future maintenance/updating of the DMS system and digitized records, in consultation with the HPSEDC.
- c) The Service Provider should provide a detailed training roster / plan for the identified representatives of the High Court of Himachal Pradesh and should basically cover the following modules:
  - ✓ Operation and routine maintenance of all hardware equipment
  - ✓ Operation & routine maintenance of all aspects of the DMS software
  - ✓ Trouble shooting
  - ✓ Back Up / Restore of archival database
  - ✓ Scanning of the records
  - ✓ Creation of metadata
  - ✓ Indexing
  - ✓ Sorting

**39. Post Implementation Support**

- a) Implementation is expected to be carried out within 2 years of time. The Service

Provider shall provide a post implementation technical support for at least five years.

- b) The Service Provider should provide details of what is covered as part of this technical support.
- c) Post implementation support beyond the post implementation technical support period of 5 years may be considered at the discretion of High Court of Himachal Pradesh.

#### 40. Software Licensing / Development

(a) The Service Provider must provide details of all licenses required to operate the DMS solution. This includes any and all third party software licenses required for operating systems, databases and any other software components that form part of the solution. The software(s) should be on open platform. All supporting software(s) shall be the property of the High Court of Himachal Pradesh. The Service provider should have experience of development and implementation of software projects at Government level Public Sector, Corporation, State Government, Central Government, etc.

(b) The Service Provider shall also supply to the High Court of Himachal Pradesh through its Registrar General the **source code** of the software(s)/solutions/DMS used in the project of digitization, scanning, retrieval, archival etc. of the record of the High Court. However, it is made clear that the '**Source Code**' of operating system of the computer system shall not be required.

#### 41. DMS Technical Support

The Service provider will provide technical support services for the DMS which will include the following:

**a) Technical support for the staff of the High Court of Himachal Pradesh:**

The Service Provider shall provide all the required technical and managerial support to run and maintain the DMS software and all its components. It shall deploy in the High Court itself suitably qualified and experienced technical support person(s) to assist the staff of the High Court of Himachal Pradesh with DMS problems whenever necessary. The space for such technical support person(s) shall be provided by the High Court of Himachal Pradesh.

- b) Technical support which needs to be provided to DMS users shall include (but not limited to):
  - a. Webform where technical queries can be submitted and receive a response within an acceptable time period (as mutually agreed).
  - b. Phone number where technical queries can be directed at trained support staff.
  - c. **Frequently Asked Questions (FAQs):** The Service Provider shall compile details of common problems/mistakes and solutions to these so that the same can be made available as a standard help within DMS and also through email and web form.
  - d. Proper escalation matrix for support and proper response to the problems faced.

#### 42. Project Deliverables

- a) DMS software which consist of:-
  - SRS
  - SDD
  - Source Code
  - Test plans
  - Acceptance Plan
  - All respective manuals
  - Implementation Report / Plan
- b) Report about the records of the High Court of Himachal Pradesh
- c) Digitization Centre - Equipment Specifications
- d) Detailed Work Plan
- e) Digitization Workflows for all types and categories of artifacts
- f) Fully Equipped Digitization Centre
- g) Disaster Management & Recovery Plan
- h) Approved Project Pilot
  - Installation and Approval of DMS
  - Approved Digitization Processes
- i) Revised Digitization Workflows

- j) Ongoing reporting from Digitization
  - Monthly Progress Report
  - Quality Control/Assurance Reports
  - Artifacts/documents Batch Submission/Return Reports
  - Population of DMS Database
  - Various MIS Reports
- k) Technical and User Manuals
- l) Hardware/Software Requirement Specification documents
- m) Training Completion Report of the staff of High Court of Himachal Pradesh.
- n) Post implementation Support - ATS. (Annual Technical Support).
- o) Migration of full DMS Solution with complete data and metadata on the Servers of High Court of Himachal Pradesh, before project completion.
- p) Complete written documentation on procedures to be followed for full portability of all data and metadata into DMS Software.

## 43. Technical Specifications and Requirements:

<b>Specifications</b>	<b>Judgment / Order, Records A3 / Legal /A4/ Old Rare Books, Journals, ILR Publication</b>
File Format (Print File)* / view file	PDF/A OR EQUIVALENT/ XML output
Scanning – Optical Resolution	100x100,200x200,300x300 or as directed
Colour / Bit Depth	<b>12/ 24 Bit Colour or as directed</b>
Feeding (Scanning) Method (*)	Manual/Flatbed/Sheetfed/Book/ADF Scanners or as directed
Indexing	Documents
No. of Fields Indexed (indicative)	20-25
Threshold	Yes
De-skewing	Yes
De-speckling	Yes
Cropping	Yes
Pagination Required	Yes
Image Size	<b>Same as the Original document</b>
Image Enhancement Process(Scanning and Stabilization Intervention)	<b>Yes</b>
File Name	Accession No.
Invisible Water Marking	Yes
Automatic image processing tools and methods for perfect image and batch conversion	Yes

(\*) The Quality / Conditions / Age of the documents would determine whether to use **(flatbed / book /Sheetfed /Overhead/ADF etc.)**. Given the condition of the artefacts/documents, in some cases book / overhead scanners may be required. All images should be true colour representation of the original records. Generated PDF file should have provision for security features for the required outputs PDF. **Each scanned/digitized document on file or the data is to be stored by way of images in Portable Document Format PDF/ A with adequate resolutions with free text search facility and ensure the readability and ease in retrieval including cleaning and spot reduction.** The images so stored in the database should be properly indexed as per the requirements of the High Court of Himachal Pradesh and should be capable of adding more images, at later stage, if need be, in an old, stored file. The data stored shall be in a non-editable form. Below are the mandatory



specifications of required PDF / A File format.

#### 44. PDF Specifications

The PDFs should comply with the following specifications:

- a) PDF / A format (**ISO 19005-1:2005**)
- b) The compressed PDF files created for viewing should also be 50-80% compressed as compared to standard CCITT G4 / JPEG compression (in TIFF / JPEG / PDF file format) for Mono / Color / Grey scale images retaining Searchability, good view and print quality.
- c) Should be linearized PDF (as defined by PDF reference manual (**ISO 32000-1:2008**)) to ensure faster web viewing.
- d) In case of images with printed English text, the output PDF document should be searchable. In this case the PDF should also be reflowable so that the text readjusts itself on the basis of the size of the screen.
- e) Searchable PDF should be created in one single step by processing the input image file thus ensuring that no intermediate manipulation of content is possible.
- f) Should be enabled for interactive use (applying digital signature in batch mode). Also, it should be possible to digitally sign these PDF files using free Adobe Reader.
- g) Both the PDF's – Lossless PDF / A for archival and compressed PDF's for viewing, should be generated in a single step i.e. there should not be multiple / modules / processes for generating different types of required PDF outputs. Software should be capable enough of generating multiple type of PDF Files by selecting single source images for one time only.
- h) Automated Meta data insertion in the PDF files – Metadata available in spreadsheet **or** text file should be inserted into the PDF file in a single step during the creating of the PDF file itself.
- i) The metadata inserted inside the PDF should conform to the XMP specification for storing rich metadata. This will enable any content management system that supports XMP to import this metadata as indexes.
- j) Apart from above functionalities bidder should have readily available security

provision for below mentioned functionalities, Court may ask it at additional cost if required:

- Security features for the required output PDF's – All these security features should be applied to PDFs in a single step while creating the PDF files:
    - Password protected.
    - Certificate protected.
    - FIPS- 140 compliant AES-256 encryption.
    - Digital signature and secure Timestamping.
    - Print-disabled.
    - Policy- protected – it should be possible to apply persistent and dynamic policies that help maintain confidentiality and control use of PDF's.
    - The High Court of Himachal Pradesh should be able to change usage rights for PDF, even after the file is distributed to users outside the DMS.
    - The High Court of Himachal Pradesh should be able to create a short-term offline access to PDF by adding an expiration data after which the document can no longer be opened even when it is outside DMS.
    - It should be possible to apply dynamic watermark on these PDF's based on the policy used to create the PDF.
  - The viewing of the PDFs on Internet and Intranet should be secure.
    - PDF documents when opened in any browser should be viewed with download / save disabled.
    - These PDF files should be easily searchable on metadata using standard search utility on the local computer.
- k) 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 the needs of the High Court of Himachal Pradesh with water marking and digital signature facilities.

- l) Software in Open-Source platform Solution i.e., UBUNTU-LINUX as customized by the e-Committee of Hon'ble Supreme Court of India shall be used.
- m) The software module should have multiple accesses with security features, with facility for updating of Information.
- n) Licensed copy of the application software and database design as may be developed by the bidder or its employees for and during execution of the work shall vest in High Court of Himachal Pradesh and the bidder shall execute necessary documents for the same and also get as assignment from its employees, in favor of High Court of Himachal Pradesh.
- o) The data is to be stored by way of images in **Portable Document format** 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 High Court of Himachal Pradesh 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.

**10.15. Annexure 15: Hardware available with the High Court for use in Digitization / Scanning Project which shall be made available to the Service Provider by the High Court.**

<b>Item Head Code</b>	<b>Item Name</b>	<b>Quantity</b>	<b>Configuration</b>
1	Desktop PCs	12	Intel i-5 Processor with 4GBRAM and 500 GB HDD
2	Scanners	12	KODAK i1420
3	SAN Storage	1	10 Terabyte
4	Rack Server	1	

## **10.16. Annexure 16: DMS Technical Specification**

ISO 16363 is an umbrella standard requiring technical conformance with several ancillary standards such as Open Archival Information System (OAIS) ISO 14721, OWASP ISO 27034 Application Security, Information and Security Management ISO 27001, and several other standards dealing with metadata, file formats and open technologies. The digital repository is audited on basis numerous technological parameters to ensure long term preservation of digital data.

The Judicial Digital Repositories (JDRs) have to be audited and certified as per the ISO 16363 for their overall trustworthiness and reliability in the long-term to ensure legal admissibility of digital records. ISO 16363 Audit and Certification of Trustworthy Digital Repositories also require compliance with ISO 27001 and other ancillary standards.

It should include clear guidelines on Electronic Records Management (ERM) as per the ISO 15489 and digital preservation as per ISO 16363. Specially designed Judicial Digital Preservation System (JDPS) and Access Portal developed as per the ISO 14721.

Open Archival Information System (OAIS) Reference Model should be used for preservation, search and retrieval, which is necessary for obtaining ISO 16363 certification. Judicial Digital Preservation System and the Access Portal should be implemented in a uniform way to ensure interoperability across all Judicial Digital Repositories (JDRs). The Access Portal will be customized for multilingual search & retrieval as per the requirement of different states.

The Data Disaster Recovery (Data DRs) will be managed by the High Courts on reciprocal basis for each other with proper measures for accountability. Judicial Digital Repository (JDR) should be built as per the international standards and best practices, could be leveraged for AI / ML based applications to provide intelligent and accurate decision support and efficient methods to accelerate the justice delivery for common citizens in the near future.

The core concepts of 'preservability' are based on the requirements specified in IT ACT, ISO/TR 15489-1 and 2 Information Documentation - Records Management and ISO 14721 Open Archival Information Systems (OAIS) Reference Model. It introduces 5 distinct steps of e-record management i.e. e-record making, e-record capturing, e-record keeping, e-record transfer to trusted digital repository and e-record preservation which need to be adopted in all e-governance projects

During April 2010, Ministry of Electronics and Information Technology, Government of India entrusted the responsibility of preparing National Study Report on Digital Preservation Requirements of India with Human-Centered Design & Computing Group, C-DAC, Pune, which was already active in the thematic area of heritage computing. The objective of this project was to present a comprehensive study of current situation in India versus the international trends of digital preservation along with the recommendations for undertaking the National Digital Preservation Program by involving all stakeholder organizations.

Technical experts from around 24 organizations representing diverse domains. The expert group members were asked to submit position papers highlighting the short term and long-term plans for digital preservation with respect to their domain. **One of the key recommendations given in this report was to harmonize Public Records Act, Right to Information Act, Indian Evidence Act, Copyright Act and other related Acts with the Information Technology Act in order to address the digital preservation needs.** The foresight of this recommendation has proved right, as in 2018, the Indian judiciary has initiated the drafting of electronic evidence rules to be introduced under the Indian Evidence Act. In this context, the Joint Committee of High Court Judges visited C-DAC, Pune on 10 March 2018 to examine the technical aspects of the proposed electronic evidence rules in terms of extraction, encryption, preservation, retrieval and authentication of e-evidence in the court of law. Centre of Excellence for Digital Preservation was launched as the flagship project under the National Digital Preservation Program, funded by Ministry of Electronics and Information Technology, Government of India. The project was awarded to Human-Centered Design & Computing Group, C-DAC Pune, India

Digital preservation standard and guidelines are developed in order to help local data intensive projects in preparing for highly demanding standards such as ISO 16363 for Audit and Certification of Trusted Digital Repositories. The standard is duly notified by Ministry of Electronics and Information Technology, Government of India Vide Notification No. 1(2)/2010-EG-II dated December 13, 2013 for all e-governance applications in India

However, it is difficult to implement the digital preservation standard due to unavailability required tools and solutions. Therefore, the standard and guidelines are supported with a variety of digital preservation tools and solutions which can be given to the memory institutions and

records creating organizations for long term preservation. The project team at C-DAC Pune has developed a software framework for digital archiving named as DIGITĀLAYA (डिजिटालय in Hindi language) which is customizable for various domains, data types and application contexts such as

- E-records management & archival (a variety of born digital records produced by organizations on day-to-day basis)
- Large volume of e-governance records
- Audiovisual archives
- Digital libraries / document archives
- DIGITĀLAYA (डिजिटालय) is designed and developed as per the CCSDS Open Archival Information System (OAIS) Reference Model, ISO 14721: 2012.
- A number of digital preservation tools are developed to help in processing the digital data
- e-SANGRAHAN (ई-संग्रहण): E-acquisition tool
- e-RUPĀNTAR (ई-रूपांतर): pre-archival data processing tool
- DATĀNTAR (डेटांतर): E-records extraction tool
- SUCHI SAMEKAN (सूची समेकन): Metadata importing and aggregation tool
- META-PARIVARTAN (मेटा-परिवर्तन): Any to any metadata conversion tool
- DATA HASTĀNTAR (डेटा-हस्तांतर): Data encryption and transfer tool
- PDF/A converter tool

All the archival systems and digital preservation tools are developed in such a way that they enable in producing evidence / reports as required for the audit and certification of trustworthy digital repositories.

As a part of the pilot digital repositories, National Cultural Audiovisual Archive (NCAA) at IGNCA, New Delhi is established using DIGITĀLAYA (डिजिटालय). NCAA manages around 2 Petabytes of rare cultural audiovisual data. During June 2017, Primary Trustworthy Digital Repository Authorization Body (PTAB), UK got accredited by National Accreditation Board for Certification Bodies (NABCB), New Delhi, India. PTAB was involved to audit National Cultural Audiovisual Archive. Both NCAA and C-DAC teams worked together during the audit process.

Finally, NCAA has been awarded the certified status as Trusted Digital Repository on 27 November 2017, as per ISO 16363. It happens to be the first Certified Trusted Digital Repository (Certificate No. PTAB-TDRMS 0001) as per ISO 16363 in India and world.

The Judicial Digital Repository infrastructure, High Courts and the JDR management staff should collectively gear up the capacity for comply with international standards and best practices related to digital preservation as under –

- ISO 16363 Audit & Certification of Trustworthy Digital Repositories
- ISO 14721 Open Archival Information System (OAIS) Reference Model
- ISO 13008 Digital Records Conversion & Migration Process
- ISO 13028 Implementation Guidelines for Digitization of Records
- ISO 15489 Records Management
- BS 10008 Evidential Weight & Legal Admissibility of Electronically Stored Information (ESI)
- ISO 27001 Information Security Management

The list of international standards needs to be updated regularly for keeping pace with new technologies and the evolving nature of best practices. Also, the relevant national level digital preservation standard and guidelines notified by MeitY such as eGOVPID Metadata Dictionary & Schema and Production of Preservable e-Records (PROPeR) must be suitably incorporated as these are designed to meet the requirements of above listed ISO standards.

In order to ensure trustworthiness, the Judicial Digital Repositories to obtain ISO 16363 certification from the accredited third-party organization through regular surveillance audits

A comprehensive software system based on OAIS Reference Model needs to be especially designed and developed for the Indian Judiciary based on exhaustive study of the requirements of the legal domain. The software can be developed using open technologies with well-documented source code for regular upgradation and consistent version control. The Judicial Digital Preservation System development requires two distinct modules namely Archive Management and Access Portal. A separate module may be considered for managing the pending case records.



## 10.17. Annexure 17: Certificates

### Certificate for Transferring Digitized Records

As per the conditions referred to in sub-section (1) (2) and (3) in respect of a computer output in Section 65B of the Indian Evidence Act, for admissibility of electronic records in court, the responsible official in-charge of digitization should submit a certificate to ascertain evidentiary value of digitized records along with the storage media for transferring the digitized data to Judicial Digital Repository (JDR) at the High Court. It is possible to generate the proposed certificate using a software with digital signature.

#### **Model CERTIFICATE Proforma**

The following computer, digitization equipment and storage have been under lawful control of the office of this court from date ..... to .....

#### **Specification of Computer:**

- Operating System
- Memory:
- Storage:
- Processor:
- MAC Address:

#### Specification for Scanner / Digitization Device

- Scanner Make:
- Scanner Type:
- Scanning Technology:
- Maximum Document Size:
- Maximum Color Depth
- Maximum Resolution Supported:
- Device ID:
- Serial Number:

Specification of External Storage Device (e.g., NAS, SAN, Tape Drive, any other)

- Device Make:
- Type of Storage:
- Storage Capacity:
- Device ID:
- Serial No.:

The above Computer, Scanner and External Storage Device are being used regularly for the digitization activity during abovementioned period.

**(Tick as applicable)**

A) During the said period, the computer, scanner and storage device were operating properly.

**OR**

B) During the said period, the computer, scanner and storage device were operating properly except during date.....to ..... the Computer, Scanner, Storage (tick as applicable) was not operating properly or was out of operation during that part of the period. The equipment was repaired to ensure that this does not affect the electronic record or the accuracy of its contents.

A list of digitized records contained in the **Storage Media** Nos.

-----  
-----  
-----

**(Enclose a separate sheet in case of several storage media.)**

I have checked and verified the original records and the corresponding digitized copies stored in the Tapes / Blue Ray Disks / DVDs/any other ..... (Tick as applicable) to ensure that the information contained therein is captured accurately as in the source.

Enclosed is a list of digitized records along with Integrity Information and Digitization Verification Information (DVI) duly stored in the media.

Signature: \_\_\_\_\_

Seal: \_\_\_\_\_

Name of Officer in Charge – Digitization Project: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Court: \_\_\_\_\_

Address: \_\_\_\_\_

**Certificate by JDR**

As per the conditions referred to in sub-section (1) (2) and (3) in respect of a computer output in Section 65B, for admissibility of electronic records in court, a certificate should be produced by Repository Manager of the Judicial Digital Repository established at High Court, whenever any digital record is furnished as required by the High Court.

**Model CERTIFICATE Proforma**

The list of digital records enclosed herewith are preserved in the cloud-based Judicial Trustworthy Digital Repository under the lawful control of the High Court from date ..... To .....

List of records ----- (Tick as applicable)

A) During the said period, the Judicial Digital Repository was operating properly.

**OR**

B) During the said period, the Judicial Digital Repository was operating properly except for the period from date..... to ..... was not operating properly or was out of operation during that part of the period. The repository infrastructure has been repaired / maintained to ensure that this does not affect the electronic record or the accuracy of its contents.

I have checked and verified the digitized records retrieved from the Judicial Trustworthy Digital Repository to ensure its integrity. The computer-generated report is enclosed herewith.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Seal: \_\_\_\_\_

Name of Repository Manager: \_\_\_\_\_

Name of High Court: \_\_\_\_\_

Address: \_\_\_\_\_

<b>Encls: Annexures as above.</b>	<b>By Order etc. Repository Manager, High Court of H.P.</b>
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**Endst. No. As above.**

**Dated: \_\_/\_\_/2023.**

## 10.18. Annexure 18: OEM Authorization Form

### (Authorization to be taken from Hardware/Software OEM's)

Date: \_\_\_\_\_

Tender Ref. No. \_\_\_\_\_

To

The Managing Director,

HPSEDC, IT Bhavan,

Mehli, Shimla- 171013

Sub: RFP ref No:

Sir,

Please refer to your Notice Inviting Tenders for Appointment of an Agency for Digitization of the record of High Court of Himachal Pradesh.

M/S \_\_\_\_\_ (Bidder), who is our reliable distributor/partner for the last \_\_\_\_\_ years, is hereby authorized to quote on our behalf for this prestigious tender.

M/S \_\_\_\_\_ (Bidder) is likely to continue as our business partner during years to come. We undertake the following regarding the supply of all the equipment/products and related software as described in the said tender.

1. Authorization for M/S \_\_\_\_\_ (Bidder) to sell the hardware / software.
2. Confirm that the products quoted are not “end of life or end of sale products” as on Bid Submission date. If in case the support for the product quoted has been stopped/ withdrawn till the time of delivery of equipment, the same will be changed with the equivalent or superior product at no extra cost.

3. Undertake that the support including spares, patches, and upgrades for the quoted products shall be available for 7 years from the signing of contract or 6 years from the FAT.

Yours faithfully,

(NAME) (Name of manufacturers) \_\_\_\_\_

**Note:** This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.

## **10.19. Annexure 19: Legal Framework**

National Policy and Action Plan for Implementation of information and communication technology (ICT) in the Indian Judiciary–2005 was submitted by e-Committee, Supreme Court of India, with a vision to transform the Indian Judiciary by ICT enablement of Courts. As per this policy, e-Courts are being established to make justice delivery system affordable and cost-effective. The computerization of judicial procedures is producing massive volumes of e-records. The digitization of legacy records with the courts is also resulting in humongous volumes of data.

The risks associated with digital data due to rapid technological obsolescence are recognized globally. The obsolescence of digital records and the evidentiary proofs can create problems in administrative, judicial and legislative functions in addition to loss of valuable information, intellectual property and heritage. Therefore, it is necessary to ensure that the digital records, which require to be retained for long duration are preserved as per the international best practices and standards.

In addition, the relevant extracts from the Indian Evidence Act 1872, IT Act 2000, IT Act Amendments 2008, RTI Act 2005 and Public Records Act 1993 have been reproduced here, which make it mandatory to preserve the digital records. The specific sections and clauses from these acts are referred in this section.





### 1.1. Indian Evidence Act, 1872

The section 65B of Indian Evidence Act is reproduced here to highlight the conditions defined for admissibility of electronic records.

Section 65B, Admissibility of electronic records:

- (1) Notwithstanding anything contained in this Act, any information contained in an electronic record which is printed on a paper, stored, recorded or copied in optical or magnetic media produced by a computer (hereinafter referred to as the computer output) shall be deemed to be also a document, if the conditions mentioned in this section are satisfied in relation to the information and computer in question and shall be admissible in any proceedings, without further proof or production of the original, as evidence or any contents of the original or of any fact stated therein of which direct evidence would be admissible.

(2) The conditions referred to in sub-section (1) in respect of a computer output shall be the following, namely: —

(a) the computer output containing the information was produced by the computer during the period over which the computer was used regularly to store or process information for the purposes of any activities regularly carried on over that period by the person having lawful control over the use of the computer

(b) during the said period, information of the kind contained in the electronic record or of the kind from which the information so contained is derived was regularly fed into the computer in the ordinary course of the said activities

(c) throughout the material part of the said period, the computer was operating properly or, if not, then in respect of any period in which it was not operating properly or was out of operation during that part of the period, was not such as to affect the electronic record or the accuracy of its contents and

(d) the information contained in the electronic record reproduces or is derived from such information fed into the computer in the ordinary course of the said activities.

(3) Where over any period, the function of storing or processing information for the purposes of any activities regularly carried on over that period as mentioned in clause (a) of sub-section-2 was regularly performed by computers, whether—

- by a combination of computers operating over that period or
- by different computers operating in succession over that period or
- by different combinations of computers operating in succession over that period or
- in any other manner involving the successive operation over

that period, in whatever order, of one or more computers and one or more combinations of computers, all the computers used for that purpose during that period shall be treated for the purposes of this section as constituting a single computer and references in this section to a computer shall be construed accordingly.

(4) In any proceedings where it is desired to give a statement in evidence by virtue of this section, a certificate doing any of the following things, that is to say, —

(a) identifying the electronic record containing the statement and describing the manner in which it was produced

(b) giving such particulars of any device involved in the production of that electronic record as may be appropriate for the purpose of showing that the electronic record was produced by a computer

(c) dealing with any of the matters to which the conditions mentioned in sub-section(2) relate and purporting to be signed by a person occupying a responsible official position in relation to the operation of the relevant device or the management of the relevant activities (whichever is appropriate) shall be evidence of any matter stated in the certificate; and for the purposes of this sub-section, it shall be sufficient for a matter to be stated to the best of the knowledge and belief of the person stating it.

**Note:** - As required by section 65B, the proforma for issuing a certificate ascertaining the lawful control over the computers and monitoring of the digitization activities is provided at Annexure-I of this document, which may be helpful in establishing the evidentiary value of digitized records.

## **1.2. Information Technology Act 2000:**

IT Act 2000 specifies the requirements for retention of electronic records under section 7 as follows:

*Where any law provides that documents, records or information shall be retained for any specific period, then, that requirement shall be deemed to have been satisfied if such documents, records or information are retained in the electronic form, if*

- a. The information contained therein remains accessible so as to be usable for a subsequent reference.
- b. the electronic record is retained in the format in which it was originally generated, sent or received or in a format which can be demonstrated to represent accurately the information originally generated, sent or received.
- c. the details which will facilitate the identification of the origin, destination, date and time of dispatch or receipt of such electronic record are available in the electronic record

## **1.3. Information Technology Act Amendment 2008**

As per the IT Act Amendment 2008, Standing Committee Recommendations audit of electronic documents or e-records is essential as under.

- 1) Where in any law for the time being in force, there is a provision for audit of documents, records or information, that provision shall also be applicable for audit of documents, records or information processed and maintained in electronic form.
- 2) 67C Preservation and Retention of information by intermediaries
  - a. Intermediary shall preserve and retain such information as may be specified for such duration and in such manner and format as the Central Government may prescribe.
  - b. Any intermediary who intentionally or knowingly contravenes the provisions of sub section (1) shall be punished with an imprisonment

for a term which may extend to three years and shall also be liable to fine.

#### **1.4. IT ACT Notification, GSR 582**

As per the IT Act Notifications GSR 582, the e-record making system or software should take into account the following features of e-records-

- a) lifetime.
- b) preservability.
- c) accessibility.
- d) readability.
- e) comprehensibility in respect of linked information.
- f) evidentiary value in terms of authenticity and integrity.
- g) controlled destructibility and augmentability.

Note: - The notification of General Statutory Rules (GSR) 582 notified under the IT ACT are extremely important as most of the software systems being used by the Judiciary or the associated agencies are producing born digital documents in proprietary PDF formats, which are not suitable for preservation. Judiciary needs to instruct strict compliance with PDF/A-1a or PDF/A-1b profile for digitally signed documents or any other digitized documents provided by associated agencies. The software systems should immediately comply with the requirements of “preservability” as stated in the GSR notification.

#### **1.5. Right To Information ACT 2005**

As per the Right to Information Act 2005, Chapter II, Section 4(1) every public authority is obliged to maintain all its records duly catalogued and indexed in a manner and the form which facilitates the right to information under this Act and ensure that all records that are appropriate to be computerized are, within a reasonable time, computerized and connected through a network all over the country on different systems so that access to such records is facilitated.

#### **1.6. Public Records Act 1993**

The Public Records Act 1993 makes it mandatory that every record creating agency of the central government, any ministry, department, or office of the Government must provide proper arrangement, maintenance, and preservation of public records. Section 2 (e) of this Act clearly mentions that material produced by a computer or by any other device produced by the record creating agency must be preserved. In conclusion, the existing legal framework makes it mandatory to undertake the following activities –

- a) Consider digital information as records requiring preservation
- b) e-Records must be produced in preservable formats
- c) Apply the records retention policies to electronic records
- d) Preserve the digital information
- e) Protect the evidentiary value of e-records
- f) Ensure safe and secure custody of the digital records
- g) Audit requirements are applicable to e-records and digital documents
- h) Facilitate efficient access to digital records from anywhere in the country

## **10.20. Annexure 20: High Court Standard Operating Procedures**

**Note:** Please refer to the attached official Standard Operating Procedure (SOP) of the High Court of Himachal Pradesh for comprehensive clarification regarding the policies and regulations governing the scope outlined in this tender. Should any queries arise, the SOP document serves as the definitive source for a thorough understanding of the applicable rules and guidelines.