

**Department of Delhi Archives
Government of NCT of Delhi**

Bidder's Request For Clarification

SI No	Section No.	Clause No. Reference	Page Number	Queries	Remarks
1.	RFP section 4.3.3 D-DA's Application, point no 20	Workflows Module ,point no 20	RFP page 101	As per our understanding,Delhi Archives requires a workflow solution which should comply to various open workflow standards such as BPMN, BPEL, WFMC.Kindly confirm	The understanding is correct
2.	RFP section 4.3.3 D-DA's Application, point no 20	Workflows Module ,point no 20	RFP page 101	As per mentioned in the RFP document, Delhi Archives has the requirement for flexible and configurable workflow engine to handle complex workflows including multi-level hierarchical workflows. So our recommendation is that Delhi Archives needs COTS based Business Process Management (BPM) platform having the capabilities of graphically modelling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm our understanding is correct.	The bidder is expected to assess and propose a solution as per the requirement of the RFP

3.	RFP section 4.3.3 D-DA's Application, point no 20	Workflows Module ,point no 20	RFP page 101	<p>As per the RFP document, Delhi Archives needs the capability of Inbuilt configurable rules engine as part of process automation.</p> <p>So taking the requirement into consideration, we recommend that Rule engine should have atleast the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through "If else" statement or through "Decision Table". 5) Audit logging of changes/modifications done in the rules. <p>Please confirm.</p>	The bidder is expected to assess and propose a solution as per the requirement of the RFP
4.	RFP section F. Digitization Module	F. Digitization Module	RFP page 87	<p>As per mentioned in the RFP, there is a requirement of capture solution/data digitization application for scanning for ongoing paper documents with support for following :</p> <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning. Please confirm our understanding is correct. 	The understanding is correct

5.	RFP section F. Digitization Module	F. Digitization Module	RFP page 87	As per our understanding, the proposed solution for digitization/ scanning should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc so that the quality of digitized data is ensured.Kindly confirm	The understanding is correct
6.	RFP section 4.2.1 Digitization	F. Digitization Module	RFP page 80	As per the RFP document wrt to scanning and data digitization there is a requirement for digitization of 4 crores pages Kindly share the details of the documents such as (age of the documents,size of the page,document format etc.)	This information is provided in the RFP, however the bidder can also check the physical documents at the department on any working day.
7.	RFP section F. Digitization Module	F. Digitization Module	RFP page 87	Is documents scanning to be done from a central location or multiple locations?In case multiple locations involved then kindly share the details of the number of locations from where the document scanning activity will be carried out.	The scanning of documents will be carried out from a central location only
8.	RFP section F. Digitization Module	System should be able to export images in pdf/a or any other govt. approved higher version available file format. Point no 10	RFP page 89	As per the RFP,the Document Management System will be storing critical documents of various business functions of Delhi Archives which needs to be archived for long term, so Delhi Archives looking at archiving documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most Government/public sector projects.Please confirm	The format suggested is indicative and the bidder is expected to propose a solution in line with Industry standards

9.	RFP section 4.2.4 D-DA's Application, point D. Record Search	Provide search for Archival records based on the following: Keyword Based Search on the metadata fields Nested Searches based on OR, AND, NOT operators Content based search Thesaurus based search	RFP page 86 and 98	As per the RFP text based search functionality will be required which should provide Delhi Archives user to access the text based search over documents. As per our understanding Delhi Archives is looking for a document management system that should provide a full text search on documents both in English and Hindi languages. Kindly confirm if the understanding is correct.	The understanding is correct, however the Bidder needs to take cognizance of other languages depending on which language document that they digitize
10.	RFP section 4.2.5-Right to Information module	Right to Information module	RFP page 91	As per our understanding, RTI module required by Delhi Archives which is of the key administrative activity in the organization. RTI Management module required by Delhi Archives need to be based on BPM framework (workflow) with the following features: <ul style="list-style-type: none"> • Ability to record incoming RTI queries into the system. • Ability to upload the documents along with the queries. • Ability to route the RTI queries to different department users. • Ability to send the response of the queries to the Applicant who had filed the RTI. • Ability to reopen old RTI request in case of First and Second RTI Appeal. Kindly confirm if the understanding is correct.	The bidder is expected to assess and propose a solution as per the requirement of the RFP

11.	RFP section 4.3.4.Integration	Integration	RFP page 103	As per our understanding the proposed solution need to be integrated with e-mail server,sms gateway,web portal,LDAP,Library Information management system and Payment gateway.Are there any other applications/system that need to be integrated with the proposed solution besides these.If yes,then kindly share the details of such applications/system that need to be integrated with the proposed solution.	The integration details are provided in the RFP in section 4.2.4, 4.2.6 and 4.3.4 of Volume 2
12.	RFP section 4.2.4 D-DA's Application-point H. Letter Archives: Inward Letter receipt and forwarding	Letter Archives: Inward Letter receipt and forwarding	RFP page 90	As per mentioned in the RFP document, Delhi Archives has the requirement of File /DAK management capability as per the business requirement which is suitable for organization for managing files, noting with workflows." So based on our experience of working with various organizations in India, we strongly feel that Delhi Archives has the requirements for File/DAK/Noting Management system with below mentioned features: <ul style="list-style-type: none"> • File/DAK(Letter) Management System should be based on Manual of office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances) • DAK/File Management with features like online DAK/File register etc • Whitehall based file movement (File view with all Documents are shown on one side and Green NoteSheet on other side) • Supports for Green Note sheet • Secure notes and annotations. • Electronic correspondence/ file creation, management, movement and performance of related tasks like diary entry, indexing, noting, cross referencing, search/ retrieval, etc. • Bilingual solution with support for Hindi. Please confirm.	Since, the Department has implemented the e-office platform of NIC, the features are not required.
13.	RFP section B Enrollment module	w)The enrolment forms should have field for remarks by the approving authority		The required workflow solution should have an inbuilt form designer to design Custom forms that can be attached at one or more stages of workflow. Please confirm our understanding	Please refer to the section 4.2.4 B in volume 2

		as per the workflow. The authority should be able to accept or reject the forms.			
14.	RFP section 4.2.4 D-DA's Application-point H. Letter Archives: Inward Letter receipt and forwarding	Letter Archives: Inward Letter receipt and forwarding	RFP page 90	The electronic view of the file should be similar to the physical file structure being followed widely in various government organizations. Therefore, the file should open in a Whitehall file view wherein all documents are shown on one side and green Note Sheet on other side. Kindly confirm	The bidder is expected to assess and propose a solution as per the requirement of the RFP.
15.	RFP section 4.2.4 D-DA's Application-point H. Letter Archives: Inward Letter receipt and forwarding	Letter Archives: Inward Letter receipt and forwarding	RFP page 90	As per RFP requirement, Delhi Archives is looking for Workflow system which involves correspondence management (File /letter Management and Tracking system) based on Enterprise Content Management & Business Process Management framework in order to allow the competent authority to define/modify the workflows. Please confirm if our understanding is correct.	Since, the Department has implemented the e-office platform of NIC, the features are not required.
16.	RFP section 4.2.4 D-DA's Application-point H. Letter Archives: Inward Letter receipt and forwarding	Letter Archives: Inward Letter receipt and forwarding	RFP page 90	As per our understanding, the electronic file view should have a support for green Note sheet wherein different users can add remarks/notes to the file. Users should also be able to link these notes with various documents in the file. Kindly confirm if the understanding is correct.	Since, the Department has implemented the e-office platform of NIC, the features are not required.

17.	RFP section 4.3.4, point no 5	Scalability: Should be able to add new content, deliver new services, enable access to the growing stakeholder community, etc	RFP page 104	Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of the system : The system should store only index information in database while images should be stored in separate file server. DMS should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS. Please confirm.	The bidder is expected to assess and propose a solution as per the requirement of the RFP
18.	RFP section 4.2.4 D-DA's Application and RFP section 4.3.3	Document Management System	RFP page 83 and 98	Request you to include the following specification to ensure best of breed solution: The proposed Document Management System should have at least one live implementation site in Indian with more than 10 crores document archived in document management repository with more than 10000 users using this Document Management System.	The terms in the RFP remains unchanged
19.	RFP section 4.2.4 D-DA's Application and RFP section 4.3.3	Document Management System	RFP page 83 and 98	As per our understanding Delhi Archives requires a Document Management System having the following capability Document View - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users. Kindly confirm	The bidder is expected to assess and propose a solution as per the requirement of the RFP

20.	RFP section 4.2.4 D-DA's Application and RFP section 4.3.3	Document Management System	RFP page 83 and 98	DMS as mentioned in the RFP is an important function of the envisaged system. As per our understanding Delhi Archives requires document management system that provides Archival of Documents - Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents Kindly confirm if our understanding is correct.	The bidder is expected to assess and propose a solution as per the requirement of the RFP
21.	General	Number of Users	NA	What will be the number of DMS and workflow users who will be accessing the proposed system.Kindly provide the details for the same.	The bidder is expected to assess at the time of study
22.	General	Number of Users	NA	As per the RFP,there will be external users(citizens)who will be indirectly accessing the proposed solution via portal.Kindly share the details of the number of citizens and their concurrency who will be be accessing the system via portal	The bidder is expected to follow other citizen portals of similar nature
23.	RFP section 4.3.3 D-DA's Application,point 17 Reports and alerts	i) Provide statistical report on activity and status of all process flows ii) Customizable dashboard view based on user rights. Provide the capability for end-users to create ad-	RFP page 101	The required workflow solution should have a configurable Business Activity Monitoring tool to design reports and dashboards.	The bidder is expected to assess and propose a solution as per the requirement of the RFP

		<p>hoc reports, to run “on thefly”</p> <p>iii) Audit trail reports</p>			
24.	<p>RFP section 4.3.3 D-DA’s Application, point 17 Reports and alerts</p>	<p>i) Provide statistical report on activity and status of all process flows</p> <p>ii) Customizable dashboard view based on user rights. Provide the capability for end-users to create ad-hoc reports, to run “on thefly”</p> <p>iii) Audit trail reports</p>	<p>RFP page 101</p>	<p>Based on the RFP requirement,our understanding is that the proposed solution should have a reporting tool which allows user to configure their individual dashboard view, report view (tabular/graphical) and number of reports in one screen.</p> <p>Is our understanding correct?</p>	<p>The bidder is expected to assess and propose a solution as per the RFP</p>
25.	<p>RFP section 4.3.3 D-DA’s Application, point no 13</p>	<p>Security must conform to US DoD standards of records management</p>	<p>RFP page 100 and 102</p>	<p>As per the RFP, Delhi Archives has a requirement of the system that needs to keep the records for the long term. Therefore, we understand that the Delhi Archives has a requirement for Records Management System for long term archival of the documents.</p> <p>So, with this understanding, request to include following specifications of the Records Management System to ensure best of breed solution:</p> <p>a. Capability to define retention policy, disposition policy etc</p> <p>b. Capability to capture details about the electronic as well physical records</p>	<p>The bidder is expected to assess and propose a solution as per the requirement of the RFP</p>

				including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc. Please confirm our understanding.	
26.	Pre-qualification	Clause No. 10	Page 48	The proposed Solution should be compliant to industry standards and it should have 5 installations in India or globally. At least 1 installation should be in Govt/ PSU in India . The proposed Solution should be complaint to Industry standards and it should have either been supplied either in India or Globally to any Archives	The terms in the RFP remains unchanged
27.	Pre-qualification	Clause No. 12	Page 48	The primebidder must possess a valid Certification in the Capability Maturity Model Integration (CMMI) level 3 or above at the time of submission of the bid (the bidder will have to ensure that the certification is valid during the lifecycle of the whole project) OR ISO 14641 1. Copy of CMM certificate OR ISO 14641. "The primebidder must possess a valid Certification in the Capability Maturity Model Integration (CMMI) level 3 or above at the time of submission of the bid (the bidder will have to ensure that the certification is valid during the lifecycle of the whole project) OR ISO 14641 or ISO 16175-2:2011 standard which is also caters to the Digital Records Management Systems.	The terms in the RFP remains unchanged
28.	General			We wish to further state that some of the terms and conditions of the tender require some amendment so that Global companies like our SER Solutions International GmbH – Germany can participate as a Partner / consortium of Partners.	This query is not clear hence the terms remains unchanged

29.	Section 4.2.4	D-DAs Application	page 83	Clause No. C "Record Requisition"-Point P, it has been stated that p) the system should support physical tracking of documents. Kindly Clarify - 1. Will the records be uploaded manually or Delhi Archives have to uploaded it automatically? 2. What does physical tracking mean exactly? (enrolment/p). 2. What is the total number of Home Users / standalone Users in Delhi Archives who will access the date independently? 3. What is the total number of concurrent users required by Delhi Archives	Please refer to the Section 4.2.4 point C in volume 2 of the RFP
30.		Payment Schedule	page 130	a) Installation of IT and Non IT Infrastructure at D-DA : Time Line : 04 months and Percentage of Payment as : 75 % of the quoted value for Infrastructure Set Up. This clause does not clarify whether the proposed DMS Solutions software / Digital content supplied by the OEM is also as part of the Infrastructure set up. So, we request you to kindly amend this clause as Percentage of Payment as: 75 % of the quoted value for Infrastructure that includes the Software supplied by the OEM for Digital Conent /Archiving / DMS Software to D-DA.	Corrigendum will be published
31.					
32.	8.3	M2	129	It has been mentioned in the only 75%of the billing on unit price *no of pages after adjusting penalties and that too after 3 months . It is requested to kindly amend the clause for payment terms by 1 month	The terms in the RFP remains unchanged
33.					
34.	7	Liquidation Damage	184	Requesting you to reduce the maximum liquidity damage from 20% to 10% of the project cost.	The terms in the RFP remains unchanged

35.	8.4	Ownership of number of active overhead color scanners with the bidder or consortium	33	The Archive Writers (35 mm) machines is only available with 2-3 companies in India and also the overhead machines which are mentioned is also not a regular machines and is available with very limited company in India. But it doesn't mean that the other companies cannot procure the machines. As if other hardwares of the magnitude mentioned in your RFP can be deployed then these machines can also be procured and deploy.	Query unclear, therefore, terms in the RFP remains unchanged
36.	8.4	Ownership of number of active Archive writers (35mm) by Bidder or consortium	34	It is sincerely requested to amend these clauses of pre ownership of the machine and it is suggested that you may ask for an undertaking that if any bidder was declared as L1 then he have to procure the machine immediately and submit the invoice to the department. This amendment can give fair chance to other companies also to participate in the tender and also the quote for the tender will be competitive.	The terms in the RFP remains unchanged
37.	RFP section 4.3.3 D-DA's Application, point no 20	Workflows Module ,point no 20	RFP page 101	As per our understanding, Delhi Archives requires a workflow solution which should comply to various open workflow standards such as BPMN, BPEL, WFMC. Kindly confirm	The understanding is correct
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41.	RFP section F. Digitization Module	F. Digitization Module	RFP page 87	<p>As per our understanding, the proposed solution for digitization/ scanning should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc so that the quality of digitized data is ensured. Kindly confirm</p>	The understanding is correct
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46.	RFP section 4.2.5-Right to Information module	Right to Information module	RFP page 91	<p>As per our understanding, RTI module required by Delhi Archives which is of the key administrative activity in the organization. RTI Management module required by Delhi Archives need to be based on BPM framework (workflow)with the following features:</p> <ul style="list-style-type: none"> • Ability to record incoming RTI queries into the system. • Ability to upload the documents along with the queries. • Ability to route the RTI queries to different department users. • Ability to send the response of the queries to the Applicant who had filed the RTI. • Ability to reopen old RTI request in case of First and Second RTI Appeal. <p>Kindly confirm if the understanding is correct.</p>	The bidder is expected to assess and propose a solution as per the requirement of the RFP
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58.	General	Number of Users	NA	As per the RFP,there will be external users(citizens)who will be indirectly accessing the proposed solution via portal.Kindly share the details of the number of citizens and their concurrency who will be be accessing the system via portal	The bidder is expected to follow other citizen portals of similar nature
59.	RFP section 4.3.3 D-DA's Application,point 17 Reports and alerts	i) Provide statistical report on activity and status of all process flows ii) Customizable dashboard view based on user rights. Provide the capability for end-users to create ad-hoc reports, to run "on thefly" iii) Audit trail reports	RFP page 101	The required workflow solution should have a configurable Business Activity Monitoring tool to design reports and dashboards.	The bidder is expected to assess and propose a solution as per the requirement of the RFP

60.	RFP section 4.3.3 D-DA's Application, point 17 Reports and alerts	<p>i) Provide statistical report on activity and status of all process flows</p> <p>ii) Customizable dashboard view based on user rights. Provide the capability for end-users to create ad-hoc reports, to run "on thefly"</p> <p>iii) Audit trail reports</p>	RFP page 101	<p>Based on the RFP requirement,our understanding is that the proposed solution should have a reporting tool which allows user to configure their individual dashboard view, report view (tabular/graphical) and number of reports in one screen.</p> <p>Is our understanding correct?</p>	The bidder is expected to assess and propose a solution as per the RFP
61.	RFP section 4.3.3 D-DA's Application, point no 13	Security must conform to US DoD standards of records management	RFP page 100 and 102	<p>As per the RFP, Delhi Archives has a requirement of the system that needs to keep the records for the long term. Therefore, we understand that the Delhi Archives has a requirement for Records Management System for long term archival of the documents.</p> <p>So, with this understanding, request to include following specifications of the Records Management System to ensure best of breed solution:</p> <ul style="list-style-type: none"> a. Capability to define retention policy, disposition policy etc b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc. <p>Please confirm our understanding.</p>	The bidder is expected to assess and propose a solution as per the requirement of the RFP

62.	General	Microfilm	95	we would like to bring your kind attention on page 95 of 223 pages tender document under 4-3-2 Microfilming under Microfilming Type - International brands like Agfa, Fuji , Kodak etc. preferably to be used by the selected vendor. We would like to inform you that Agfa & Kodak has stopped promotion of Microform(Microfilm rolls & Microfiches) with effect from June 2013 and both Agfa & Kodak has been replaced by 'IMAGELINK" brand promoted by Eastman Park Micrographics (EPM), USA. IMAGELINK roll has the same specifications which were earlier present in Agfa & Kodak. We, M/s Patel Microdata Pvt. Ltd., Mumbai are the resellers of IMAGELINK microfilm rolls in India and recently we have supplied these rolls under the brand IMAGELINK to National Archives of India, Nehru Memorial Museum & Library , US Library of Congress etc. we request you to make necessary amendment in your above mentioned tender document towards Microfilm Type	Corrigendum be issued
63.	General			Does the bidder have to bid for part of the project or the complete project as a whole?	The bidder is expeted to bid for the complete project
64.	General			Experience for huge Foreign Government projects and International archives will be considered as criteria ?	The terms in the RFP remains unchanged
65.	Library Information Management system	Point 4.6		The Library Information Management software shall be deployed at the Library section of D-DA . At present , the Library section has 20,000books/ manuscripts in its possession. It is proposed to deploy e -granthalaya at the library for 2 users i.e/ Librarian and guest users. Do we have supply the E -Granthalaya and the hardware? What about AMC?	The libraray management software will be provided by the department
66.	Payment schedule			What will be the payment reimbursement schedule after submission of bills? The schedule for submission?	Please refer to the corrigendum
67.	General			10 technically qualified personnel having at least 2 years of experience in digitization/ microfilming /application development project. Atleast 5 PMP /PRINCE 2 certified personnel. Can the same be exempted with any other similar certification or against having carried large projects successfully?	The terms in the RFP remains unchanged

68.	General			Our request is to split the tender. Part Participation should be encouraged. To each to his . One for digitization – This will take up the digital portion along with DMS and the second can be microfilming/microfich which can be outsourced to a vendor directly by them	The terms in the RFP remains unchanged
69.	General			Also the workflow calls for privacy and security of Documents. The document management system should have prevention mechanism to protect against the "unrestricted file type" security vulnerability. (https://www.owasp.org/index.php/Unrestricted_File_Upload . The DMS should have the capability to restrict the allowed file types so that the system allow uploading only the allowed file types and reject any other file types. DMS should have the capability to detect the file type based on content, not from the file names only.The document management system should have in-built protection mechanism against the Cross-Site Request Forgery (CSRF) attack. (https://www.owasp.org/index.php/Cross-Site_Request_Forgery_(CSRF)).	The bidder is expected to assess and propose a solution which meets the requirement of the RFP
70.	General			The PDF have dynamic watermarking feature. PDFs stored/ have any watermark applied. Watermark should be applied at run time only when a non-admin user downloads/views a PDF uploaded in the DMS shouldn't. But for admin user, no watermark should be applied. ISO –security standards like ISO- 27000 should be Implemented as a criteria.	The terms in the RFP remains unchanged
71.				Since the project involves workflow and system integration, workflow solution, Integration with E- Granthalaya and customization for D-DA and web hosting. Quality standards like ISO for Digitisation specific to” Digitisation, archival and DMS should be given due consideration” and not general ISO certification. CMMI 3 for software integration for uploading at the minimum are recommended?	The terms in the RFP remains unchanged
72.				The tender calls for supply of microfilm of a particular technology. Can other microfilms technology be accepted?	The terms in the RFP remains unchanged

73.				For the pilot project for 5000 you have asked for the same to be done at site. We request you to have the assets digitized at site, create the metadata, embed the metadata and the PDF A with water-marking (static/ dynamic) in the deliverables and get the same microfilmed with the equipment offsite with the mandatory test results. A Non disclosure agreement can be signed for this specific purpose. The reasons for this are the prime bidder may be engaged at a particular site and it may be difficult to withdraw the same equipment from site and bring the same for the pilot without upset the current engagement. The microfilms can be evaluated for quality	The terms in the RFP remains unchanged
74.				Can you accept co-ordination office with appointed personnel from the company at Delhi, against the clause that states “company should have an office at Delhi/ NCR?”	As per RFP
75.				We have asked for equipments to be supplied as infrastructure. These are to be supplied at the start of the project with 3 years commitment of support and maintenance and further costs for additional 3 years to be specified. This means that we have to hand over the IT infrastructure / after non IT infrastructure after the completion of the projects. Also against the installed equipment for the project payment of 70 % will be made and the balance against the completion. Are we correct?	As per RFP
76.				Can there a relaxation against the amount of EMD? It would be appreciated. Any way after the successful bidding one has to submit the performance Bank Guarantee	The terms in the RFP remains unchanged
77.				What will be the payment reimbursement schedule after submission of bills? The schedule for submission of bills?	Please refer to the corrigendum

78.				10 technically qualified personnel having at least 2 years of experience in digitization/ microfilming/ application development project. At least 5 PMP /PRINCE 2 certified personnel Can this certification be exempted /with any other similar certification or against having carried large projects successfully?	The terms in the RFP remains unchanged
79.				Projects done with foreign Government archives, International universities and Institutes should be allowed to qualify for the contract criteria with these assignments. In other words "Experience for huge Foreign Government projects and International archives" will make us eligible	As per RFP
80.	General			The reasons for this are the prime bidder may be engaged at a particular site and it may be difficult to withdraw the same equipment from site and bring the same for the pilot without upset the current engagement. The microfilms can be evaluated for quality.	The terms in the RFP remains unchanged
81.	General			In the Pre-Bid Criteria, Section B- Certification, Sl. No. l, It is mentioned that the Prime Bidder should possess either CMM or ISO 14641. In Sl. No. m, it is mentioned that the prime bidder should possess active ISO 9001:2008 certification during the submission of Bid. We request you good self to change these two criteria as "Any of the Consortium members should possess the certifications" instead of "The Prime Bidder".	Please refer to the corrigendum

82.	General		<p>We have a request you to consider your storage media as Blu-ray disc as it has more advantages over micro film as storage media.</p> <p>We have Archiving system solution to save your data, and all other important data & videos can store more than 50 yrs. And we are sure this will help you to archive and retrieve your data. We would like you present you a world class technology product of Data Archiver with salient features like: Our product required less Air-condition compares to LTO 7 - saving power consumption, Robustness against Disaster.- No mechanical parts , Scalability - As data increases keep adding modules, Over all Low bit rate compared to LTO 7 (3.6 TB magazine), Data read / write through Blue Laser beam not magnetic tape, Latest Technology to store data tested and proven for long time, now we are talking about 100 years life. RAID configuration for Data redundancy , environment friendly</p>	The terms in the RFP remains unchanged
83.	General		<p>You are converting the your precious documents in to digital form and at the end again you are storing in Analog media (micro film) form only, where as whole world is moving from Analog to Digital form even our Prime Minister mentioned that "Digital India ".</p> <p>2. Microfilm / Micro Fiche is outdated and almost all manufacturing companied are shut down and down the road it will be very difficult to get the film.</p> <p>3. Other countries like USA, Japan they are converting from film to PDF form for Deep Archive.</p> <p>4. In process of storing film we have to use so many chemicals and it will increase pollution levels, as you are aware Delhi pollution levels are very high and where as Blu-ray disc is clean media for Deep Archive and you can retrieve any time</p> <p>5. They is No quality control in Micro film where as in Blu-ray disc you have a quality control and over period of time you need to develop films otherwise films will be rejected where Blu-ray disc not needed.</p> <p>6. I came to know that Overall cost of Ownership is very less for Blu-ray disc compared to Microfilm.</p>	The terms in the RFP remains unchanged

84.	Pre-qualification Criteria	Clause 6 (d)	Page 15	We request below amendment: "The Prime Bidder / <u>consortium partner</u> should have positive net worth and annual turnover of not less than INR 30 Crores preferably from IT/ICT and related services in each of the last Five (5) financial years. IT and related services include: · Implementation of Digitization, · Application development and maintenance/support of application, · Installation and maintenance of IT Infrastructure."	The terms in the RFP remains unchanged
85.	Pre-qualification Criteria	Clause 6 (l)	Page 15	We request below amendment: "The prime bidder / <u>consortium partner</u> must possess a valid Certification in the Capability Maturity Model Integration (CMMI) level 3 or above at the time of submission of the bid (the bidder will have to ensure that the certification is valid during the lifecycle of the whole project) OR ISO 14641 at the time of submission."	Please refer to the corrigendum
86.	Variation in Statutory Taxes	Clause 5.3.3 Clause 7.19	Page 183 Page 24	This is a long duration project and variation in government taxes will not be under the control of vendor. Any upward / downward revision of applicable tax rates or any impact due to introduction of new taxes by the statutory authorities shall be passed onto the Customer. Kindly confirm.	Please refer to the corrigendum
87.	Penalties Capping: Clause 7.2 Compliance & Reporting procedures SLAs	Clause 7.2	Page 119 to Page 123	We request for the aggregate service level penalties during Implementation and Support period to be capped at 10% of the total project value. Kindly confirm.	The terms in the RFP remains unchanged
88.	Payment Terms	Clause 8.3 Clause 5	Page 129 Page 182	1) Payment period for release of payments is not specified in RFP. We propose for Payments to be released within 15 days of submission of bill and supporting documents by the supplier. Kindly confirm. 2) We understand the bill submission and payment release will be centralized from a single location. Kindly confirm.	Please refer to the corrigendum

89.	Clean Track Record	Annexure 5	51	We understand the declaration is for not being debarred / black listed as on date of submission. Kindly confirm.	Yes, the understanding is correct
90.	Risk Purchase	8.7.3	38	We request below amendment: Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD. In case of exigency, if D-DA gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful bidder, <u>limited to 10% of the quoted value of the affected work. D-DA will provide a notice/cure period of 30 days to the successful bidder before it initiates any action for Forfeiture or Risk Purchase.</u>	The terms in the RFP remains unchanged
91.	Forfeiture of Bid Security	7.10.7	21	We propose to add below terms: 'Customer may forfeit the EMD should the Bidder fail to sign the mutually agreed contract'	The terms in the RFP remains unchanged
92.	Contract for balance 6 Crore pages	7.24.3	25	We understand there will be a separate agreement for the remaining Six crore pages, which will be on mutual discussion and consent of both parties. Kindly confirm.	Based on the performance of this phase, The next 6 crore pages will be awarded subject to approval of the Competent Authority on the approved rates.

93.	Liquidated Damages	7	185	<p>We request below amendment: D-DA may without prejudice to its right to effect recovery by any other method deduct the amount of liquidated damages from any money belonging to the IA in its hands (which includes D-DA's right to claim such amount against IA's Bank Guarantee) or which may become due to the IA, <u>under this contract</u>. Any such recovery or liquidated damages shall not in any way relieve the IA from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.</p>	The terms in the RFP remains unchanged
94.	Termination and PBG forfeiture	12.1.1 and 12.1.4	199	<p>We request to delet the right of customer to terminate, without notice, if customer finds the work unsatisfactory, as the customer has other rights under this RFP like imposition of penalties and LDs.</p> <p>We request for customer to give a resonable notice/cure period to vendor to take necessary corrective actions, before Customer can initiate any action on termination or forfeiture.</p>	The terms in the RFP remains unchanged
95.	Confidentiality	14.3.5	209	<p>HP should request for a qualification of this clause as follows: 'The Receiving Party agrees that its obligation under this Section with respect to confidentiality will survive for a period of 2 (two) years from the date of termination of this contract'.</p> <p>This change is being proposed in line with Clause 7.27 of Vol. I of this RFP, which provides for this 2 year time period.</p>	The terms in the RFP remains unchanged

96.	Confidentiality	14.3.10	210	<p>We request the deletion of terms on "Civil, criminal and administrative penalties to be levied for any failure to protect confidentiality of information".</p> <p>These penalties have not been specified in the RFP and are open to conjectures; Further breach of confidentiality cannot be quantified in terms of penalties as the loss is not determinable in monetary terms; In addition, the customer already has the right to seek injunctive relief or sue for damages under this clause upon the breach of confidentiality.</p>	The terms in the RFP remains unchanged
97.	Indemnity	15.1	212	<p>Indemnity is very wide as it covers all loses or damages arising out of the work in scope under this RFP.</p> <p>While we are ok with the process for indemnification laid out in the RFP, we would request that the grounds of indemnity be limited to the below:</p> <ul style="list-style-type: none"> • Non-compliance with applicable laws including labour laws; • IPR infringement in any software being indigenously developed by the Bidder for the customer, or in any branded hardware manufactured by the Bidder; • Gross Negligence or willful misconduct attributable to the Bidder or its employees or sub-contractors (if any). 	The terms in the RFP remains unchanged
98.	Duration of Project	7.24	Page 25	<p>The duration of the project is for a period of 30 months. Kindly confirm if this duration includes the following:</p> <ol style="list-style-type: none"> 1. Digitization and microfilming/ micro Fiche of archival records. 2. IT and Non IT Infrastructure Implementation. 3. D-DA application and website "Go Live" <p>And Infrastructure setup for digitization and microfilming/ micro Fiche of archival records will be taken back after the project?</p> <p>5. Infra asked for IT & Non IT in section 9(Page 134)- Bill of material will be additional</p>	The understanding is correct

99.	Functional Requirements- Digitization	4.2 (4.2.1)	Page 80	How many location for 4 Cr document?	One single location
100.	D-DA's Application	4.2.4	page 83	D-DA application includes 8 modules, out of which one of the module is Digitization.i.e F ,Will all 8 modules be connected to each other ?	The bidder is expected to assess and propose solution as per the requirement of the RFP
101.	F. Digitization Module	4.2.4(F)	Page 87	1. How many DMS users? 2. Would they need any concurrency? 3. How many workflow users? 4. How many scanning stations?	The bidder is expected to assess and propose solution as per the requirement of the RFP
102.	D-DA's Application	4.3.3 (Point no.6)	Page 98	The clause says " Support for latest file formats like Tiff, JPEG, PDF, BMP, GIF, audio, video file etc." Our queries are: 1.Are Format FLV, MP3, MP4, 3GP are supported provided that is AVC1 codec? If there is any other requirement kindly share? 2. We support Audio/Video which are being streamed using Wowza Streaming Server with Strobe media playback (this requires Flash support/enabled in browser). Please share if there are any other types or formats for files.	The bidder is expected to assess and propose solution as per the requirement of the RFP
103.	Software requirement	e-Granthalaya	Page 108	Library Management Solution. e-granthalaya solution to be procured from NIC. Is this software already implemented.Only integration need to done with DMS.Please share details on e-granthalaya(LMS).	The department will provide the Library Management solution, the bidder has to integrate the solution
104.	Non-IT Infrastructure	5.2 (Point No. 4)	Page 108	Do a bidder need to provide the CCTV setup details also. Is there any requirement of providing bandwidth also?	Please refer to volume 2 of the RFP

105.				Also wanted to get a confirmation on the contract timelines which need to be addressed in multiple items including PBG formation (the current timeline suggests 3 years post go-live, however go-live is not defined and if the entire implementation is considered at 30 months, the contract timelines can run upto 66 months). Request you to kindly let us know if a finite number can be considered for the contract timeline.	Please refer to Section 8.2 of Volume 2 of the RFP
106.	General			We are highly committed to bid for such a prestigious project. And considering the complexity of it we wish to do full justice to the solution we want to propose, in terms of its completeness, scalability and efficiency. Hence requesting you to provide us with an optimum timeline of 15 days post release of the Corrigendum for the bid submission. We sincerely hope that the Department considers this request to help the prospective vendor(s) serve them better.	Please refer to the corrigendum
107.				“Notwithstanding anything contained herein above, the Bank’s aggregate liability under this guarantee shall not exceed Rs. (Rupees). This Guarantee shall be valid upto <dd/mm/yyyy> and unless the Bank receives any claim or demand from the Government on or before the above date, the Bank shall stand discharged from its liabilities and obligations under this Guarantee	The terms in the RFP remains unchanged
108.	Pre Qualification	Organisational capability		The clause mentioned in the qualification criteria i.e. "Atleast 5 PMP/PRINCE 2 certified personnel" you have already asked about technical personnel for the policy of employee retention then why 5 PMP /PRINCE 2 certified personnel is required. My humble submission on this that you may change this clause with "The project Manager should be PMP/PRINCE 2 / 6 SIGMA certified. In this regard the bidder should submit an undertaking with Technical Bid	The terms in the RFP remains unchanged

109.	Pre Qualification	In 8.4.2, criterion for evaluation of bids, clause no 12	<p>1. Documentary evidence for reference installation sites for the proposed Solution with the following criteria: a. At least 1 crore digitized pages repository at each installation b. At least 500 user base over internet / intranet - Query/Suggestion - If a bidder is having a solution implemented at two places with 2 Crore digitized pages in one installation and 25 lakh pages in other installation - he does not get any points. So suggestion/request is to modify the clause so that a bidder with total 2 crore or more pages in 2 installations should get 2 points. 2. Since this project is of good volume, the right to split the work in two bidders should be included</p>	The terms in the RFP remains unchanged
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