

S. No.	Page No.	Clause No.	RFP clause	Bidder's Clarification	Reply
1	3	Q (Tender Fee) R (Bid Security/EMD)	Not required in case of MSEs/MSMENSIC/SSI	Please confirm that work allocation norms for allotment to MSME as per MSME guidelines of Govt. of India will also be followed while awarding the work.	MSME guidelines of Government of India are being followed keeping in view the requirements of the work as specified in RFP
1 b	11	Est. No. of Pages to be Digitized	The tender for digitization of only 4.5 crore pages inclusive of scanning and digitization of pages lying with Regional offices and other records centres.	Please advise us the number of pages to be scanned at NAI Hqr. and at Regional Offices and records centres, centre-wise and type wise (i.e. books, file , etc..) The information requested may be give page size wise i.e. A0, A1, A-2, etc.	i. Details of records mentioned at 1.2 of RFP under 'About NAI' ii. Approx. 3 crore pages to be done in NAI, New Delhi and approx. 60 lakh pages may be digitized in RO, Bhopal
2	19	7(iii)	All firms participating in the test must confirm in advance, latest by 17:00 hrs on 11.09.2020 for participation in TEST for scanning.	We suggest the bidder should be advised time and date of test only after the last date of submission of bids. This would ensure the fairness in the tendering process and would avoid the chances of cartelization as nobody would be aware as to who the other bidder is and who would be coming for the test. Taking an advance information would defeat the very purpose of tendering and maintaining secrecy.	Only the firms qualifying for the technical bid after evaluation on prequalification criteria will be considered for the test and informed accordingly. For the revised date of test please see corrigendum timeline issued on 11 September 2020

3	21	2	<p>Extract from the audited Balance Sheet and Profit & Loss Certificate from the statutory auditor/CA clearly mentioning the Annual Sales Turnover included should be from Digitization of archival records as specified in para 3 below only.</p>	<p>Please advise us the meaning of archival records for this purpose. In our opinion this would include old and fragile records of various Govt. Departments, Public organizations etc. etc.</p>	<p>Archival records are more than 30 years old according to Public Records Act, 1993. Samples of more than 30 years old r Archival Records were exhibited during Pre-Bid meeting</p>
			<p>Average annual Sales turnover from digitization of records as defined in Para 3 below during the last three years i.e. 2016-17, 2017-18 and 2018-19 should be at least Rs. 3 Cr.</p>		
4	24	9(Solvency Certificate)	<p>Should be solvent and present solvency certificate issued in the current financial year showing the financial stability of the firms/company</p>	<p>Please advise us the value of solvency certificate to be submitted.</p>	<p>As per standard procedure being followed by reputed banks</p>
5	29	5	<p>Test of quality</p>	<p>Please advise us the objective criteria on the basis of which marking for presentation will be done.</p>	<p>The test and its criteria is self explanatory; evaluation of the test and presentation will be uploaded on our website</p>

	30	8	Presentation	Please advise us the objective criteria on the basis of which marking for presentation will be done.	Evaluation of the Presentation would be uploaded on the website
6	37	2(d)-8	It is most important to capture the contextual information about the document, which cannot be derived from just the subject. The document has to be read from start to end, by experts with History and Archival background to derive the right context of the document and extract relevant "Keywords" for the record which would aid the users in efficient retrieval.	Please confirm that the manpower for reading of documents from starting to end will be provided by NAI as each and every document will be unique and Department's expert will be able to read out the document properly providing the "Keywords" required for metadata.	Manpower for all work related to digitization, as per RFP, to be engaged by the selected firm.
7	35	2(a) 4	Original scanned records to be captured in TIFF v 6.0 Format with LZW compression (ISO 12234-2:2001)	We understand that we will be required to provide a self certificate in compliance of these provisions. Kindly confirm.	As per RFP

		2(b) 10	The enhanced images will have to be delivered in the JPEG v1.02 format (ISO DIS 10918-1/ISO/IEC 10918-5:2013		
8	36	2(c) 3	OCR compatible with documents language over 95% accuracy is desired to be achieved for the Digitized Documents with printed text	Please note that nowhere, OCR correctness can be 95% when the documents are very old and fragile. OCR for all languages cannot be fulfilled by vendor in general. It seems that certain items of work have been included in RFP to favour some particular bidder (which may be Ninestar or some other company). Therefore we request to delete clause of OCR in different languages. However, OCR can be in English language documents. For other documents in other languages, if translation is provided in English, OCR can be done easily.	95% accuracy for printed and typed English documents and 80-85% accuracy for printed and typed documents in Indian languages where OCR is available.

		<p>The present rate of scanning is around Rs. 3.00 per page for such kind of activity. The tender contains lot of intricacies in scope and eligibility vis a vis evaluation criteria. As such, the rate will go up substantially for NAI whereas the Govt. of India has issued directions to exercise economy of 20% in its expenses due to Covid-19 situation. Therefore, this needs to be looked into critically and all such unusually clauses in the tender need to be withdrawn.</p>	<p>Suggestion not accepted.</p>
2(c) 4	<p>The digitized documents would be in the following language – English, Hindi, Gujarati, Marathi, Bengali, Sanskrit, Arabic, Urdu and Persian.</p>		<p>No query/ clarification</p>
2(c) 5	<p>OCR should support recognition of multiple languages on the same page.</p>		<p>Same as above</p>

		2(d) 6	Manpower engaged should have the language skills to prepare metadata for non-English language records		Same as above
9	36	2(d) 1	Metadata of the all the digitized files describing the content of scanned document, in searchable format should be assigned for each chapter/sub-chapter as per Dublin Core for field structure.	Please let us know the total number of fields for which metadata has to be done and the number of characters to be fed into in general for meta data. This affects the input cost and hence is needed to quote properly.	Metadata fields would be 21; at least two of the 21 fields would have fixed length (date and identifier).
10	41	17(b)	Release of payment would be subject to verification of uploading of digitized material on www.abhilekh-Patal.in , search portal of NAI.	Please confirm that the uploading of digitized material on portal will be done by NAI.	NAI to upload digitized images on Abhilekh Patal
B					
r. No	Reference (s)	Section	Content of RFP requiring	Point of clarification	
1	Page no 23	clause no 8	Audit report of the company for the FYs 2016-17,2017-18 and 2018-19 should establish that it is a profit making company	kindly ammend this clause as "Audit report of the company for the FYs 2016-17,2017-18 and 2018-19 should establish that It is a company having a positive net worth."	As per RFP

C

S.No	Content Reference (Section)	Content of RFP Requiring clarification	Points of Clarification	
1	Page 3 : Point K	Submission is online only at the CPPP website.	Do we have to submit the EMD DD/any specific documents offline as well?	EMD in physical form also to be submitted
2	Page 19 : Point 7	Test Of scanning	Kindly share why this test & equipment setup is required as bringing equipment may be challenging during these times. Can a bidder share a self-declaration on the quality or work to be provided?	As per RFP
3	Page 9 : Point S	Selection Process	Kindly share more details on the QCBS. How is the bid winner going to be selected?	Detailed information in RFP
4	Page 10 ; Point 2.1.1	Uploading of documents on Abhilekh patal	Kindly share how the upload mechanism works on this portal. Is there any option for bulk upload of digitized files along with mapping of data entry/metadata?	NAI to upload digitized images on portal.
5	Page 10 ; Pont 2.1.1	Uploading of documents on Abhilekh patal	Is the document uploading system centralized or the team has to do the uploading process from each location as mentioned in the RFP? If it is centralized, who will provide the temporary storage space for the digitalized data?	i. Centralized ii. Selected firm to provide storage space. Corrigendum issued on 11.09.2020 to be checked for details.

6	Page 11	Total estimated pages to be digitized	The total value shown as per the table is 18 Cr pages while in the RFP its mentioned 4.5 Cr pages. Kindly let us know which volume is to be considered?	RFP is for digitization of 4.5 crore pages over a period of three years	
7	Page 17: Point 1.6	Consortium	Please clarify if subletting is allowed?	Not allowed	
D					
S.N.	Reference(s)	Sec	Content of RFP requiring Clarification(s)	Points of Clarification	
1	11.1 Page No. 21		Point # 2- Sales Turnover		
	Pre Qualification Criteria		Average annual Sales turnover from digitization of records as defined in Para 3 below during the last three years i.e 2016-17, 2017-18 and 2018-19 should be at least Rs 3 Cr.	With references to Notification/order issued by MOF/Dept of Expenses PP Div dt 10/3/2016 & Notification/order dt 25/7/2016 & Notification/order dt 20/9/2016 & Notification/order dt 8/11/2016 & Notification/order dt 27/7/2017 & GFR 2017 Rule 173(i), Government has granted relaxation from the condition of Sales Turnover for start-ups. As there is no mention about the aforesaid relaxation in the Tender document , we seek clarification in the RFP with regard to providing relaxation in Average Annual Sales Turnover condition for Start-ups	MSME guidelines of Government of India are being followed keeping in view the requirements of the work as specified in RFP

2	11.1 Page No. 22	Point # 3- Firms Experience / Capability		
	Pre Qualification Criteria	<p>Firms should have executed at least one project worth not less than 80% of the Gross Total Value i.e Rs. Thirteen (13) Crores or two projects worth 50% or three projects numbering 40% of the Gross Tender Value</p>	<p>With references to Notification/order issued by MOF/Dept of Expenses PP Div dt 10/3/2016 & Notification/order dt 25/7/2016 & Notification/order dt 20/9/2016 & Notification/order dt 8/11/2016 & Notification/order dt 27/7/2017 & GFR 2017 Rule 173(i), Government has granted relaxation from the condition of Prior Experience for start-ups. As there is no mention about the aforesaid relaxation in the Tender document , we seek clarification in the RFP with regard to providing relaxation in Firms Experience condition for Start-ups</p>	<p>MSME guidelines of Government of India are being followed keeping in view the requirements of the work as specified in RFP</p>
3	11.1 Page No. 23	Point # 6- Manpower strength		

	Pre Qualification Criteria	Firms should have minimum 50 Graduates on PayRoll	<p>From our past experience in the Archival domain, we are of the opinion that Graduates are required only for the Metadata creation and Project Management. It is critical that we use the right skilled manpower for the specific job requirement in this project. Vendor is expected to ensure that the Project cost is kept as low as possible without compromising the quality standards of NAI and the Vendor must have the freedom to use their Project management skills to achieve this objective. Tender spells out very clearly the productivity and quality deliverables and the penalty clauses for violating these norms. We request that the criteria of having minimum 50 Graduates on PayRoll should be</p>	Suggetion not accepted
4	11.2 Page No. 24	Point # 1- Firms Experience / Capability		

	<p>Technical Qualification Criteria</p>	<p>Maximum Marks - 10 > 3.5 Cr pages - 10 > 2.5 to 3.5 Cr pages - 7 >1.5 to 2.5 Cr pages - 5</p>	<p>With references to Notification/order issued by MOF/Dept of Expenses PP Div dt 10/3/2016 & Notification/order dt 25/7/2016 & Notification/order dt 20/9/2016 & Notification/order dt 8/11/2016 & Notification/order dt 27/7/2017 & GFR 2017 Rule 173(i), Government has granted relaxation from the condition of Prior Experience for start-ups. As there is no mention about the aforesaid relaxation in the Tender document , we seek clarification in the RFP with regard to how the marks will be assigned to those Start-Ups, eligible for relaxation under Prior Experience.</p>	<p>MSME guidelines of Government of India are being followed keeping in view the requirements of the work as specified in RFP</p>
5	11.2 Page No. 25		Point # 2- Sales Turnover	

	Technical Qualification Criteria	<p>Maximum Marks - 10</p> <p>> 7.5 Cr - 10</p> <p>> 6.0 Cr to 7.5 Cr - 7</p> <p>> 4.5 Cr to 6.0 Cr - 5</p> <p>> 3.0 Cr to 4.5 Cr - 3</p>	<p>With references to Notification/order issued by MOF/Dept of Expenses PP Div dt 10/3/2016 & Notification/order dt 25/7/2016 & Notification/order dt 20/9/2016 & Notification/order dt 8/11/2016 & Notification/order dt 27/7/2017 & GFR 2017 Rule 173(i), Government has granted relaxation from the condition of Sales Turnover for start-ups. As there is no mention about the aforesaid relaxation in the Tender document, we seek clarification in the RFP with regard to how the marks will be assigned to those Start-Ups, eligible for relaxation under Sales Turnover.</p>	<p>MSME guidelines of Government of India are being followed keeping in view the requirements of the work as specified in RFP</p>
6	11.2 Page No. 27	Point # 6- Manpower Strength		
	Technical Qualification Criteria	<p>Maximum Marks - 10</p> <p>> more than 80 graduates - 10</p> <p>> between 70-80 - 7</p> <p>> between 60-70 - 5</p> <p>> between 50-60 - 3</p>	<p>Going by the clarification given by us at S.No. 3 above, this Criteria does not deserve any technical marking. We request that this point may please be reconsidered and removed, since it will increase the project cost of the Government.</p>	<p>Suggetion not accepted</p>

E				
Sr No	Category	Reference Clause no	Query	
1	Test Scanning Day	Page 29 Clause 6	We would like to know the type of records that will be provided for test scanning, whether it will be books, loose pages, etc. So that we can arrange to bring necessary equipment to carry out test scanning.	Archival documents of the type to be used for test were displayed during Pre-Bid meeting. The documents will be of legal size.
2	Estimated no. of pages to be	Page no 11	The table mentions the total as 18 Cr, whereas the description towards the end of page says 4 Cr pages only. Please clarify the volume that this RFP would serve to.	4.5 Cr. pages over three years
	Criteria for evaluation		Pre-qualification criteria. Serial 2 in table, say that firm should have an average turnover of 3cr for last three years from scanning/digitization. However the Serial no 3 in the table states the experience of the company should be 80% to 13 Cr work completion in last years. These two statements are contradicting. Can you provide break of volume estimates location wise.	Self explanatory

3			Page No. 21 & 22: S.No. 11	Secondly, We have experience in large volume document digitization projects for over 20 years in India serving many large enterprises. So it mandatory to provide experience from PSU or Government related organizations?	
4	Technical qualification criteria	Page 29, and 30, Clause T11.2	Page 30, Clause 11.3 Commercial bid evaluation, points c and d. require elobaration.	Self explanatory	
5	Commercial bid evaluation		Point e. Say the charges are including taxes however the BOQ states excluding GST.	Financial bids to be submitted as per BOQ; Form 14 (rates per page exclusive of GST which would be as per prevailing rates; payment would be made on the actual)	
6	oint 2(c) Optical characte	Page 36. Clause 15.2	The requirement stated in this clause require more details. As far we understand, the job is to digitize the records and create images as per the specification provided. The properties mention in this clause seem to be related to a document management system. Please elobarate your requirement wrt. language recognition, encrytion and watermark.	As per RFP	

7	Job specification, Point 2(c) Subject metadata and captioning.	Page 36. Clause 15.2	We would like to know the no. of fields to be captured and tentative character length for each field.	Metadata fields would be 21; at least two of the 21 fields would have fixed length (date and identifier)
8	General Terms & Conditions	Page 39, 15.3.	Point 22 - Like to confirm that NAI will provide the HDD to handover scanned data and metadata.	Successful firm to provide physical storage space for digitized images and its metadata.
9	General Terms & Conditions	Page 39, 15.3	Point 23. This point states that produced images and metadata will be imported on your NAI portal. However the earlier clauses that the data should be handover via HDD. Please confirm	Successful firm to provide physical storage space for digitized images and its metadata.
10	General Terms & Conditions	Page 39 Point 23. b.	Do we need to provide a web based DMS for other files to be uploaded. Where this DMS to be hosted and the features of the DMS to be elaborated.	Yes,as stated in last line of point 23(b) a web based application is to be made available by the selected firm. Refer to Corrigendum issued on 11.09.2020 for details.

11	BOQ		BOQ - The BOQ contains only one line item, but there are several activities like preparation, indexing, scanning pagination, etc and setup of scan station. Do you expect us to quote a price that is all inclusive. If yes, please provide answer to above stated technical queries related to scanning. Can you provide break of volume estimates location wise.	As per RFP
F				
S. No	RFP Document Reference	Content of RFP requiring	Points of Clarification	
	(Section and Page Number)	Clarifications		
	Page 11 Section 2		How many pages have to be digitized? a: 4.5 Crore (<u>OR</u>)	4.5 Cr. over a period of three years
1	Point 1.2		b: 18 Crore	
		Number of Pages to be digitized.		

		Page 17 Section 5		Consortium will allow client to get best of technology solution at competitive prices and also ensure wider participation. Will request you to please consider our request and allow CONSORTIUM of stakeholders to come together and offer you a competitive	Suggestion not accepted
		Point 1.6	Key Requirement of Bid	solution.	
			Consortium		
2					
		Page 22 Section 11		Will request you to consider including alongside experience with International	Suggestion not accepted
3		Point 11.1 / 3		Organizations of Repute.	
			Firm Experience / Capability		

		Page 22 Section 11		Will request addition of latest / Higher level of Certifications, which SOC 2 TYPE 2 & ISO 9001:2015. These will ensure adherence to higher Quality and	Suggestion not accepted
		Point 11.1 /5		Security Parameters.	
4			Quality and Security Certification		
		Page 29 Section 11		Date: 18.08.2020 appears dated, request correction.	Please see corrigendum issued on 11.09. 2020
5		Point 11.2/5			
			Test for Quality		
6		Page 40 Section 17		Will request release of 10% of bid value	Request not accepted
		Point a	Payment of Work	as advance.	
G					
SI. N		RFP Document Reference(s)	Content of the RFP requiring Clarification(s)	Points of Clarification	
		(Section & Page Numbers(s))			

1		<p>Test of scanning, image cleaning and enhancement and Optical Character Recognition</p>	<p>Test of scanning, image cleaning and enhancement and Optical Character Recognition – 15/09/2020</p> <p>iii) All Firms participating in the test must confirm in advance, latest by 17:00 hrs on 11.09.2020, by email to the Nodal Officer their participation in the Test and also the details of the equipment and manpower they propose to bring to NAI, New Delhi for the tests</p>	<p>It confirmed by 11th September, 2020 before the bid is submitted and thus suggest only the bidders who have submitted their proposal be asked to confirm for presentation.</p>	<p>Please refer to Corrigendum dated 11 September 2020.</p>
2		<p>Test of scanning, image cleaning and enhancement and Optical Character Recognition</p>	<p>g. Results of the Test for Scanning, Image Cleaning & Enhancement and OCR shall be evaluated by a Committee of Experts</p>	<p>It is to be noted that OCR works primarily on typed/ printed documents and doesn't have much success on handwritten papers and there may be several languages which may impact the quality of OCR.</p>	<p>i. Documents to be used in the Test were displayed during the pre-bid meeting; documents will be of legal size</p>

			We thus request to kindly specify the type of pages and the sizes to be tested so that the bidders can plan for their equipments and logistic requirements.	
3	Critical Dates	Query Response/Corrigendum Date - 11/09/2020 up to 15:00 hrs.	The time period given between issuance of pre-bid response and bid submission is just 3 days. The procurement guidelines requires the bid inviting authority to provide minimum 7 days between the issuance of response/ addendum and bid submission.	Please refer to Corrigendum dated 11 September 2020.
			We thus request you to kindly provide 7-10 days for bid submission from the date of issuance of bid response	
		Bid Submission End Date & Time - 14/09/2020 up to 17:00 hrs		
4	11.1 Pre-Qualification Criteria	2 Turnover	Digitization of Records is a very open ended term which can only be simple Data Entry Work and may not include Scanning, OCR, Data Entry, Metadata & Archival System which is mandatory for NAI	

	Page 20-24	Average annual Sales turnover from digitization of records as defined in Para 3 below during the last three years i.e 2016-17, 2017-18 and 2018-19 should be at least Rs 3 Cr.		Self Explanatory
			Thus we request to define Digitization of Records as Work which includes Scanning/ OCR, Data Entry, capture Metadata and Archival of Records.	
5	Clause 1.6	Consortiums/Joint Ventures/Proprietorship	The work involves several locations and high volumes and for best delivery of work adhering to the quality and timelines, we suggest to allow consortium of 2 members (1 Lead and 1 Partner).	Suggestion not accepted.
	Section 5 Key Requirements of the Bid	Firms shall not be eligible to participate in the bidding process		
6	11.1 Pre-Qualification Criteria	3 Firms Experience/ Capability	We request consider experience of continuous and running works which are ongoing even before	

		Page 20-24	Firms should have undertaken Digitization of documents including old files, old maps, old books, old photographs, old newspapers, etc. or similar assignments/projects in last three years (03) years i.e., F.Y. 2016-17, 2017-18 and 2018-19 of Central or State Autonomous bodies / Public Sector Undertakings (PSUs)/ Trusts/Government Missions/Government SPVs	last three years be considered under this criteria.	Request not accepted
	H				
1		Pg 11, Pg 12	Total Estimated No. of Pgs=18 Crores, Tender Value=Rs 13 Crores(Approx)	Is Rs13 Crores value for 18 Crores pages or 4.5 Crores images?	Estimated value is for digitization of 4.5 Cr pages over three years
2		Pg 22, P-Q3	1 project@80% of Rs13 Crore OR 2 projects@50% of Rs13 Crore OR 3 projects@40% of Rs13 Crore	It is requested to relax the criteria further to allow participation of small MSME units with similar work experience	MSME guidelines of Government of India are being followed keeping in view the requirement of the work as specified in RFP

3	Pg 22,P-Q4	Digitization related equipment incl. overhead scanner worth Rs1 Crore	Is this value as per the original purchase invoice, irrespective of the current depreciated rate?	As per RFP
4	Pg 24, T-Q 1	Volume of work	It is requested to relax the criteria to allow participation of small MSME units with similar work experience. The criteria appear to be 3 times stricter than last year's cancelled tender.	MSME guidelines of Government of India are being followed keeping in view the requirement of the work as specified in RFP
5	Pg 30, point 6	Presentation	Request to hold the presentation online	Suggestion not accepted
6	Pg 2	Pre-Bid & Corrigendum	i>Request to hold the pre-bid online simultaneously. ii>The date between query response and bid submission date is only 3 days. Requesting to give a few more days between the two.	Please refer to corrigendum dated 11 September 2020
7	Pg 36,2c	OCR	i>What is the estimated quantity of printed and handwritten pages? ii>Is OCR required for non-English content?	i. Estimation not possible at this juncture ii. Yes, for all languages where OCR is available.

I					
	Sr. Reference (s)(Section &	Content of RFP requiring Clarification(s)	Points of Clarification		
1	No. of Pages to be Digi	The tender for digitization of only 4.5 crore pages inclusive of scanning and digitization of pages lying with Regional offices and other records centres.	<p>It has been mentioned that there are a total of 18.00 crore pages of different types and sizes at NAI New Delhi, as detailed in the RFP. The work is to be done within a period of three years viz. for one year at NAI, New Delhi and thereafter in Regional offices and three Record Centres in remaining two years. A total of 4.5 crore pages are to be digitized as per RFP.</p> <p>During first year, scanning is to be done at NAI New Delhi, which means approx. 1.5 crore pages will be scanned / digitized at NAI New Delhi as per terms of RFP. Since variety of records lying at Delhi are</p>		<p>i. Details of records mentioned at 1.2 of RFP under 'About NAI' ii. Approx. 3 crore pages to be done in NAI, New Delhi and approx. 60 lakh pages may be digitized in RO, Bhopal and of the remaining 30 lakh each are likely to be digitized in RCs at Bhubaneswar, Jaipur and Puducherry</p>

2	7(iii) & 19	<p>All firms participating in the test must confirm in advance, latest by 17:00 hrs on 11.09.2020.....NAI, New Delhi for the tests.</p>	<p>The last date for submission of bid is 14.09.2020. The scanning test is proposed to be conducted on 15.09.2020 wherein all the bidding firms will be participating. However, it is required that all the participating bidders must confirm in advance for participating in the Test before 11-09-2020.</p> <p>This is highly inconsistent and will lead to unhealthy competition as bidders and NAI would become aware in advance as to who are going to be the Bidders in the RFP even before the last date of submission of Bids.</p> <p>The result of the test will</p>	<p>Please refer to Corrigendum dated 11 September 2020.</p>
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3	2(Sales Turnover) & 21	<p>Extract from the audited Balance Sheet and Profit & Loss Certificate from the statutory auditor/CA clearly mentioning the Annual Sales Turnover included should be from Digitization of archival records as specified in para 3 below only.</p> <p>Average annual Sales turnover from digitization of records as defined in Para 3 below during the last three years i.e. 2016-17, 2017-18 and 2018-19 should be at least Rs. 3 Cr.</p>	<p>We trust archival records means all old records. Please clarify as to what is meant by Archival records.</p> <p>The financial year 2019-20 has already been closed and Balance Sheet for the year are already audited/under audit for various companies. Therefore, we suggest that data for financial year 2019-20 alongwith unaudited Balance Sheet duly certified by the CA (if Balance sheet is not audited so far) should be taken for the purposes of Sales Turnover and other parameters in the RFP.</p> <p>This is also applicable for point No. 8 at page 23.</p>	<p>Archival Records are Records atleast 30 years old according to Public Records Act 1993. Various types of archival records, over 30 years old, were displayed during Pre-bid meeting.</p>
4	Solvency Certificate) &	Should be solvent and present solvency certificate issued in the current financial year showing the financial stability of the firms/ company	We understand that the value of solvency certificate should be equivalent to at least the value of contract, say Rs. 13 crores. Please confirm the value of solvency certificate needed.	As per standard practice followed by reputed banks.
5	11.2 (1) & 24	Firm's experience / capability – volume of work completed in terms of number of pages of archival documents digitized annually in the last three financial years.	We understand that this means last three financial years, i.e. 2017-18, 2018-19, 2019-20. Please confirm. Further, we understand that this is needed per annum or on average for three years. Please confirm	As stated in RFP

6	6 & 30	Presentation	<p>30 marks are kept for presentation. Parameters for marking for presentation are not specified. We suggest that an objective and transparent mechanism should be laid down for awarding the score because any subjective marking without any objective point will not make the process transparent.</p> <p>To ensure transparency and fairness, it is also advised that the panel for evaluation / marking of Test of Bidders should be from an independent agency like NIC and must not include the persons like internal archivist of the department, involved</p>	<p>The test and its criteria is self explanatory. Evaluation of test and presentation will be uploaded on our website.</p>
7	11.3(e) & 31	The bid price will include all taxes and levies and shall be in Indian Rupees.	In the RFP (on Financial Proposal format – P 64), it is mentioned that the commercial bid has to be submitted exclusive of GST. Hence, this clause needs to be amended accordingly.	Financial bids to be submitted as per BOQ; Form 14 (rates per page exclusive of GST which would be as per prevailing rates; payment would be made on the actual)

8	15.1	70% of NAI documents are in legal size and the remaining are in other sizes such as A-4,A-)/B-4/A-2/A-3. Maps and treaties are to be mainly undertaken in A0 size.	<p>What will be quantum of papers to be scanned at five different locations – location wise? This will help us to assess the number and kind of scanners required to be deployed at various sites and would accordingly affect costing for work because a common rate has been asked for in the financial bid format for all types of pages and all centres,</p> <p>The information may kindly be shared in the</p>	<p>Approx. 3 crore pages are to be digitized in NAI, New Delhi and 60 lakh pages may be digitized in RO, Bhopal and 30 lakh pages each are likely to be digitized in RCs at Jaipur, Bhubaneswar ana Puducherry. Over 70% of records are of legal size. Of the remaining 30%, approximately 1.5 lakh records, including cartographic records, are oversize.</p>
9	2(d)-8 & 37	It is most important to capture the contextual information about the document, which cannot be derived from just the subject. The document has to be read from start to end, by experts with History and Archival background to derive the right context of the document and extract relevant “Keywords” for the record which would aid the users in efficient retrieval.	<p>This is highly technically matter and requirement will vary from page to page. We trust that NAI would be providing manpower for this activity of reading the documents and giving key words. Please confirm.</p>	<p>Manpower for all work related to digitization, as per RFP to be engaged by the selected firm</p>

10	2(a) 4 & 35	Original scanned records to be captured in TIFF v 6.0 Format with LZW compression (ISO 12234-2:2001)	Please let us know how this will be satisfied by the NAI. What we are supposed to give in this regard. We hope that self certification will serve the purpose. Please confirm.	Manpower for all work related to digitization, as per RFP to be engaged by the selected firm
11	2(b) 10 & 35	The enhanced images will have to be delivered in the JPEG v1.02 format (ISO DIS 10918-1/ISO/IEC 10918-5:2013)	Please let us know how this will be satisfied by the NAI. What we are supposed to give in this regard. We hope that self certification will serve the purpose. Please confirm.	As stated in RFP
12	2(c) 3 & 36	OCR compatible with documents language over 95% accuracy is desired to be achieved for the Digitized Documents with printed text	As per our understanding OCR has to be done only in English language because it may not be possible to do OCR in other language which please confirm. Further accuracy level of 95% cannot be possible if the records are very old. Therefore, this clause needs to be relooked into and duly deleted.	95% accuracy for printed and typed English documents and 80-85% accuracy for printed and typed documents in Indian languages where OCR is available.

13	2(c) 4 & 36	The digitized documents would be in the following language – English, Hindi, Gujarati, Marathi, Bengali, Sanskrit, Arabic, Urdu and Persian.	As per our understanding OCR has to be done only in English language because it may not be possible to do OCR in other language which please confirm. Further accuracy level of 95% cannot be possible if the records are very old. Therefore, this clause needs to be relooked into and duly deleted.	As stated in RFP
14	2(c) 5 & 36	OCR should support recognition of multiple languages on the same page.	As per our understanding OCR has to be done only in English language because it may not be possible to do OCR in other language which please confirm. Further accuracy level of 95% cannot be possible if the records are very old. Therefore, this clause needs to be relooked into and duly deleted.	As stated in RFP
15	2(c) 10 & 36	The PDF file will be delivered in the PDF/A format (ISO 19005:1/ISO 19005 - 1:2005)	Please let us know how this will be satisfied by the NAI. What we are supposed to give in this regard. We hope that self certification will serve the purpose.	As stated in RFP

16	2(d) 1 & 36	Metadata of the all the digitized files describing the content of scanned document, in searchable format should be assigned for each chapter/sub-chapter as per Dublin Core for field structure.	Please let us know the total number of fields for which metadata has to be done. This is needed to estimate our cost for financial bid purposes.	Metadata fields would be 21; at least two of the 21 fields would have fixed length (date and identifier).
17	2(d) 6 & 36	Manpower engaged should have the language skills to prepare metadata for non-English language records.	This may be kindly be noted that metadata can be done only in English language only. In case this is required in other language, Department may provide us a copy of the documents duly translated in English language to complete the metadata.	Matadata to be prepared in English
18	15.3(1) & 37	The firms should be in compliance with Federal Firms Digital Guidelines Initiative (FADGI)/NARA scanning guidelines.	Please let us know the specific guidelines which have to be complied with. We trust that a self certification would be required for the purpose. Please confirm.	As per RFP

19	17(b) & 41	Monthly progress of work undertaken is to be provided to the DG NAI, on the last Wednesday of every month. Release of payment would be subject to verification of uploading of digitized material on www.abhilekh-Patal.in, search portal of NAI.	We presume that the uploading of digitized material on portal will be done by NAI. Please confirm. Further the definite time frame should be fixed within which the Department will give QC to the vendor.	NAI to upload digitized images on portal. Information to be provided to the successful firm in the work order
J				
S. No	Reference(s) (Section & Paragraph)	Content of RFP requiring Clarification(s)	Points of Clarification	
1	- 2 / Brief description of V	RFP for digitization of at least Four and a half crore pages within a period of three years as available onsite at National Archives of India, Janpath, New Delhi (in the first year) followed, thereafter, of those in Regional Office, Bhopal and Records Centres at Jaipur, Bhubaneswar and Puducherry and uploading on the search portal of NAI i.e. www.abhilekh-patal.in.	(1) Request to specify approx pages to be digitized at each location wise i.e. New Delhi, Bhopal, Jaipur, Bhubaneswar and Puducherry. (2) We assume that connectivity for data uploading to NAI i.e. www.abhilekh-patal.in. will be provided by NAI at each location, please confirm.	(1) Approx. 3 crore pages to be done in NAI, New Delhi and approx.60 lakh pages may be digitized in RO, Bhopal and of the remaining 30 lakh each are likely to be digitized in RCs at Bhubaneswar, Jaipur and Puducherry (2)NAI to upload digitized images on portal.

2	Page-19 / 7	Test of Scanning, Image Cleaning & Enhancement and Optical Character Recognition (OCR)	(1) Please specify approx page quantity and type of documents to be scanned for testing purpose.	Samples of archival documents were displayed during pre-bid meeting. Details to be provided to the firms qualifying for the test.
			(2) What is the duration of testing	Details to be provided on the day of the test.
			(3) What type of scanner is required to be brought for testing as we do not know, what type of documents will be provided for scanning.	Equipment that reflect the quality and capacity of the firm to undertake the work to be used. Documents of legal size to be provided for the test.
			(4) What will be mode of delivering of testing data.	Details to be provided to the firms qualifying for the test.
3	Page-26 / 3 Tools and Machines	The firms should have Digitization related State of the Art equipment including overhead scanners (as mentioned in Item 15.2 para 1) of total worth of at least INR 1 Cr as on date of submission of proposal. Firms should provide details of the type, number and make of the State of Art equipment they propose to use for digitization of the archival records and submit documentary proof regarding their ownership, possession or lease of the said equipment at the time of submission of online bids. > 3 Cr to 4 Cr.: 10 Marks >2 Cr. to 3 Cr.: 7 Marks 1 Cr. to 2 Cr.: 5 Marks	(1) Does self-certificate of authorized signatory is sufficient to get evaluation marks or we have to submit invoice as well. Please confirm.	As stated in RFP

4	1. 1 / 3 Pre-Qualification	<p>Firms should have undertaken Digitization of documents including old files, old maps, old books, old photographs, old newspapers, etc. or similar assignments/projects in last three years (03) years i.e., F.Y. 2016-17, 2017-18 and 2018-19 of Central or State Autonomous bodies / Public Sector Undertakings (PSUs)/ Trusts/Government Missions/Government SPVs.</p> <p>Firms should have executed at least one project worth not less than 80% of the Gross Total Value i.e Rs. Thirteen (13) Crores or two projects worth 50% or three projects</p>	<p>(1) We understand that "Firms should have executed at least one project worth not less than 80% of the Gross Total Value i.e Rs. Thirteen (13) Crores" It would be considered cumulatively in last three years (03) years i.e., F.Y. 2016-17, 2017-18 and 2018-19.</p> <p>Please confirm.</p>	As stated in RFP
5	Page-34 / 15. 1	Maps and treaties are to be mainly undertaken in AO size.	(1) Please specify approx quantity of pages of A0 Size from total volume to be scanned.	Approx. 1.5 lakh records including cartographic records are oversized.
6	Page-34 / 15. 1 / 5	The pages of some records have become translucent due to ageing	(1) What is the documents age for scanning.	Archival records are records that are more than 30 years old according to Public Records Act, 1993. More than 30 Years old archival records of various types were exhibited during Pre-Bid meeting.
7	Page-34 / 15.2 (2c) / 3	OCR compatible with documents language over 95% accuracy is desired to be achieved for the Digitized Documents with printed text.	(1) Accuracy is directly proportional to the quality of the image.	95% accuracy for printed and typed English documents and 80-85% accuracy for printed and typed Indian language documents where OCR is available.

8	Page-34 / 15.2 (2c) / 4	The digitized documents would be in the following language - English, Hindi, Gujarati, Marathi, Bengali, Sanskrit, Arabic, Urdu & Persian	(1) Accuracy is directly proportional to the quality of the image. Combination of languages on a single page may also impact on the accuracy.	Same as above
9	Page-34 / 15.2 (2c) / 5	OCR should support recognition of multiple languages on the same page.	(1) Accuracy is directly proportional to the quality of the image. Combination of languages on a single page may also impact on the accuracy	Same as above
10	Page-36 / 2(c) / 1	Optical Character Recognition process will be one step conversion from JPEG files.	(1) As per JPEG file format, it saves as only single image file and PDF image saves as single or multiple file.	As stated in RFP
11	Page-36 / 2(c) / 7	The JPEG files will be converted after the OCR process to a searchable PDF/A format with the text layer below the original image.	So OCR should be performed in PDF/TIFF files only for creating searchable PDF/TIFF file. Please suggest.	
12	Page-36 / 2(d) / 2	The list of metadata which are to be captured shall be discussed by NAI team	(1) Request to provide approx metadata field details per record/file along with average characters as it is required for project costing / commercial purpose.	Metadata fields would be 21; at least two of the 21 fields would have fixed length (date and identifier).
13	Page-36 / 2(d) / 6	Manpower engaged should have the language skills to prepare metadata for non English language records	(1) Please specify language of metadata entry other than English language.	Metadata to be in English.

14	Page-36 / 2(d) / 7	The metadata indexing has to be done with the right spelling, punctuation, grammar and information to the satisfaction of the NAI.	<p>(1) As per RFP, digitized data will be delivered in searchable PDF file where any contents can be searched into the respective file. However few unique keywords may be entered for file searching purpose.</p> <p>We believe that there is no need of grammar etc.</p>	As stated in RFP
15	Page-36 / 2(d) / 8	It is most important to capture the contextual information about the document, which cannot be derived from just the subject. The document has to be read from start to end, by experts with History and Archival background to derive the right context of the document and extract relevant "Keywords "for the record which would aid the users in efficient retrieval.	<p>(1) Without helping of NAI, it is not possible to extract relevant Keywords of the record/image for retrieval. We request NAI to provide the valid data entry or keyword details before project execution.</p> <p>We suggest NAI, records/files can be searched by entering any 1 or 2 unique key fields or through searchable pdf file. Please remove this clause.</p>	Suggetion not accepted
16	Page-36 / 2(d) / 9	The records contain handwritten values for the subject, that cannot be understood most of the times and it is imperative to go through all the pages of the document, to capture this right.	(1) Request to provide unique key fields of a record/file for entering and searching purpose. It will not be easy task to go through entire page or record for metadata capturing. Please remove this clause.	Suggetion not accepted

17	Page-36 / 2(d) / 10	A value addition, very much required by the end user is to know, along with the search results, if the Document contains vital elements such as photographs, maps, letters, newspaper articles etc. without having to open every document. This information to be captured by reading the complete -e-document and indexing these values in a field called 'Keywords'.	(1) Please elaborate more on this clause, as we are unable to understand this requirement.	Self explanatory
18	Page-38 / 15	Adequate number of Menders should also be deployed by the Firm/s to attend to any minor repair, straightening, unstitching of records before digitizing and restitching, etc. after digitizing, if needed.	(1) We understand that files/books can be unstitched/unbind for scanning purpose. Please confirm	As and when required
19	Page-39/22	The digital images are to be supplied in below mentioned standard of TIFF, JPEG and PDF/A Format in HDDs or optical disk as decided by NAI	(1) We assume that HDD or optical disk will be provided by NAI for data delivery, please confirm.	Storage to be provided by selected firm. Please refer to Corrigendum dated 11.09.2020

20	Page-40 / 23 / a)	Please note that only PDF/A file shall be imported into the database of AbhilekhPatal portal, whereas, the access to the TIFF and JPEG files needs to be made available for NAI by the selected firms through the web based application. Also, this application should facilitate to add the desired metadata in future as and when required by NAI	(1) We understand that NAI is looking for web based Document Management System (DMS) application for storing and accessing the TIFF and JPEG image files. We request to provide following details of DMS application. a) Hardware, server and database for deployment of DMS Application will be provided by NAI. b) Number of users required for accessing the application. c) Cost must be included in financial proposal/boq format. d) DMS application will be deployed whether centralized.	a) Cloud based server, MySQL or other open-source database.b) 10-100 c) Yes d) Centralized
21	Page-41 / iii Quarterly Target	Time is of essence in this project. If the selected Firm/s fails to complete the quarterly target (Target per quarter -37.5 lakh pages (approx.) within the quarter, then penalty at the rate of 2% (two percent) of the contract value for the quarter (excluding taxes) per fortnight will be deducted from the due payment of the firms or from the performance security / performance guarantee as the case may be.	(1) We understand that quarterly target (Target per quarter -37.5 lakh pages (approx.) would be cumulative of all locations. Please confirm.	As per RFP

22	Page-42 / b / iii Penalties:	The maximum penalty at any point of time and for any period should not exceed 20% of project cost as per the Commercial Bid submitted by the successful firms. If the penalty exceeds this amount, NAI has the right to terminate the contract.	(1) As per standard RFP process, it should be 10%, request to reduce this penalty clause.	Suggetion not accepted
23	Page 34 Scope of work	General clarification	(1) Kindly mention the number of users that will use the scanning solution?	10-100
24	Page 35, 15 Scope of work, 15.2 job specification, 2(a) Image scanning	General clarification	(1) As per our understanding from the RFP, NAI requires an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution	As per RFP
25	Page 35, 15 Scope of work, 15.2 job specification, 2(a) Image scanning	General clarification	(1) Do you require the scanning solution to be web-based or desktop-based application? In case of web-based solution, please mention the number of users who would access the scanning tool?	i. Yes ii. 10-100
26	Page 35, 15 Scope of work, 15.2 job specification, 2(a) Image scanning	General clarification	(1) Kindly specify the ratio of structured and non-structured documents to be scanned. Please share few sample documents for extraction.	Sample of documents to be digitized displayed during Pre-Bid meeting

27	Page 34 Scope of work	General clarification	(1) Is document/data migration required from any existing systems? If yes, kindly specify the size and no. of documents.	Not relevant to RFP
28	General	General clarification	(1) Is there any existing document repository for archival of digital documents?	
29	General		(1) As per our understanding of the RFP document, we are assuming that NAI will also require an application which would be robust enough to store the scanned documents depending on	
30	General		(1) To manage the humongous volume of content we recommend the usage of an Enterprise level Application capable of addressing the requests of multiple organizational users with role based/administered access of the documents/contents at the same time without any error.	

31	General: DMS	<p>(1) To effectively manage the digitized content and documents of such volume an enterprise level application with below mentioned features is recommended:</p> <ul style="list-style-type: none">• Scalability: To manage Crores of documents without effecting the performance of the system.• 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.• Web based rights management for granting user/group/role based access to various functionalities.• Server based Inbuilt Document Image Viewer for displaying image document without native viewer and
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32	General: DMS		<p>(1) As per our understanding the digitization of crores of documents would also require storage and subsequent retrieval as per requirement. To manage efficient retrieval Enterprise level search capabilities are required. some of the methods of search are:</p> <ol style="list-style-type: none">1. Indexed based search2. Wildcard search3. Document name based search4. Folder name based search5. FTS(Full Text Search) is the content based search required which would search the content inside the documents and will fetch the results.
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These General Clarifications appear not to be specific to RFP and, therefore, not considered.

33	General: RMS		<p>(1) We also recommend a robust application at the backend along with a system which has the below mentioned capabilities for managing different records policies like retention, expiration,etc</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 including warehouse location, box no etc.</p> <p>c. Capability to track Physical records movement</p> <p>d. Compliance with industry grade standards like DoD 5015.2, ISO 15489, VERS etc.</p>
34	General: Training		<p>(1) Please provide clarity on the number of users undergoing the training program and number of batches in which training would be conducted on the new application.</p>
35	General: Training		<p>(1) Please provide clarity on the number of users undergoing the training program at each site and number of batches per site in which training would be conducted on the new application.</p>

36	General: Training		(1) We understand that the training is a crucial part of the project implementation. So, the language in which training is to be delivered is in English. Training material and manuals shall be provided in English only. Please confirm.	
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	Sr. Reference (s)(Section & P	Content of RFP requiring Clarification(s)	Points of Clarification	
1	Number of Pages to be Dig	Estimated number of pages (in Crores)	The detailed table provided in RFP for volume of the document suggests that there are approx. 18 Cr. Pages required to be digitized. Please confirm if under scope of this RFP digitization of all 18 Cr. is required to be done.	4.5 Cr pages to be digitized over three years

	<p>2. Qualification Criteria: 3. Firms should have undertaken Digitization of documents including old files, old maps, old books, old photographs, old newspapers, etc. or similar assignments/projects in last three years (03) years i.e., F.Y. 2016-17, 2017-18 and 2018-19 of Central or State Autonomous bodies I Public Sector Undertakings (PSUs)/ Trusts/Government Missions/Government SPVs. Firms should have executed at least one project worth not less than 80% of the Gross Total Value i.e Rs. Thirteen (13) Crores or two projects worth 50% or three projects numbering 40% of the Gross Tender Value. A certificate of completion of work from</p>	<p>We presume that the last three FY means, 2017-18, 2018-19 & 2019-20. Please clarify</p>	<p>As per RFP</p>
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3	Qualification Criteria:5.Quali	<ul style="list-style-type: none"> • ISO 9001:2015 • ISO/IEC 27001 :2013 	<p>The work pertains to highly important record for which utmost care is expected to be taken by the selected vendors during execution. Hence in order to accomplish the project by the selected vendors the vendors should have some prior experience of similar kind of work and have required following certifications as well:</p> <p>(a) The Bidder must possess OHSAS 18001:2007 for Occupational Health and Safety Management System and ISO 14001:2015 for Environmental Management System as well ISO 20000.</p> <p>(b) Since upkeeping of old valuable record is most important in this case, therefore the bidders must have PRISM certification in order to ensure expertise in</p>	Suggestion not accepted
4	Qualification Criteria:5.M	<p>*For metadata, Graduates with requisite training in the working of archives as detailed at Item no.15.2 under the sub heading 2(d)'Subject Metadata and Captioning'para 5-6 should be proposed for the job. Decision of NAI would be final in the matter.</p>	<p>We understand that the training would be provide by Department only to understand the contents, for the data required to be captured etc. Please clarify</p>	No. SOP to be provided to the firm awarded the work.

5	cope of Work:15. 1 Input	1. 70% of NAI documents are in legal size and the remaining are in other sizes such as A-4, A-)/B-4/A-2/A-3. Maps and treaties are to be mainly undertaken in AO size.	Please confirm the expected percentage of volume of A2, A1 and A0 documents.	Majority of records are of legal size; quantum of records of different sizes cannot be estimated. There are approximately 1.5 lakh records, including cartographic records, that are oversized.
6	Job specification:(2c) Opt	<p>3. OCR compatible with documents language over 95% accuracy is desired to be achieved for the Digitized Documents with printed text.</p> <p>4. The digitized documents would be in the following language - English, Hindi, Gujarati, Marathi, Bengali, Sanskrit, Arabic, Urdu & Persian.</p> <p>5. OCR should support recognition of multiple languages on the same page.</p> <p>6. Text should be Unicode supporting of all major Indian languages.</p>	<p>1. We understand that the OCR will be done only for ENGLISH TYPED contents. Please confirm.</p> <p>2. The department has confirmed in the RFP that the Records are old, fragile, deteriorating, rare and brittle. We understand for these documents maintaining OCR with 95% accuracy is not feasible. We request to please remove this clause.</p>	95% accuracy for printed and typed English documents and 80-85% accuracy for printed and typed documents in Indian languages where OCR is available
7	Job specification:(2c) Opt	9. The searchable PDF/A file to be compressed over 90% without altering the original capture dpi, retaining of the page dimensions and without losing the legibility of the document.	We understand the purpose of digitization of rare documents is also to maintain its originality in digitized documents. More compression will lead to change the quality of the documents. Please remove this clause.	Suggestion not accepted

82	Job specification:2(d) Su	Metadata fields	<p>1. Please detail the meta data fields</p> <p>1.b. Number of fields</p> <p>1.c. Number of expected characters per field (required to be entered)</p> <p>2. We understand the Entry of Meta data will be in ENGLISH only. Please confirm.</p> <p>3. We understand for the Meta data entry for NON-ENGLISH content, the department will provide reader to understand the content and final entry will be in ENGLISH only.</p>	<p>1.Details of metadata fields to be provided to the firm getting the workorder 1b. 21 1c Cannot be provided as it may vary; only two (date and identifier) of the 21 metadata fields may have fixed number of characters 2. Metadata to be in English only 3.No</p>
92	Job specification:2(d) Su	6. Manpower engaged should have the language skills to prepare metadata for non-English language records.	<p>1. We understand the Meta Data Entry will be done in ENGLISH only. Please confirm.</p> <p>2. We understand for NON-ENGLISH contents the department will provide reader to understand the contents so that the same may be entered in ENGLISH.</p>	<p>1.Metadata in English only 2.No</p>

102	Job specification:2(d) Su	<p>8. It is most important to capture the contextual information about the document, which cannot be derived from just the subject. The document has to be read from start to end, by experts with History and Archival background to derive the right context of the document and extract relevant "Keywords"for the record which would aid the users in efficient retrieval.</p> <p>9. The records contain handwritten values for the subject, that cannot be understood most of the times and it is imperative to go through all the pages of the document, to capture this right. 10.A value addition, very much required by the end user is to know, along</p>	<p>We understand that for "the contextual information" the department will depute a person to capture the required data. Please confirm.</p>	<p>Manpower for all work related to digitization, as per RFP, to be engaged by the selected firm.</p>
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11	of Work:15.3 General Ter	<p>23. Access to digitized files/records: a) All the digitized files/records should be made accessible from the NAI portal 'www.abhilekh-patal.in'. The successful firm/s will have to import the scanned images/files and metadata into the AbhilekhPatal portal. Please note that only PDF/A file shall be imported into the database of AbhilekhPatal portal, whereas, the access to the TIFF and JPEG files needs to be made available for NAI by the selected firms through the web based application. Also, this application should facilitate to add the desired metadata in</p>	<p>The clause states that "the access to the TIFF and JPEG files needs to be made available for NAI by the selected firms through the web based application. Also, this application should facilitate to add the desired metadata in future as and when required by NAI." 1. Please share the detail the requirement of the application for search and retrieval. 2. Will this be web-based or windows/desktop based? 3. Where this application will be deployed or hosted? 4. Who will provide the server/connectivity/storage to run the application? 5. Please include separate cost for Application.</p>	<p>Please refer to Corrigendum dated 11.09.2020.</p>
12	7.Payment TermsPage:40	<p>b. Monthly progress of work undertaken is to be provided to the DG, NAI on the last Wednesday of every month. Release of payment would be subject to verification of uploading of digitized material on www.abhilekh-Patal.in , search portal of NAI.</p>	<p>1. We understand that the uploading to "www.abhilekh-patal.in" will be done by the department only. The service provider will provide the data in external HDD (which will be returnable). Please confirm. 2. Request to please fix a timeline for getting submitted data QCed by the department so that payment can be released on time.</p>	<p>1.NAI to upload digital data on portal; firm getting the work order to provide requisite physical storage devices/ equipment 2. Will be shared in the work order being provided to the firm getting the contract. For further details please refer to Corrigendum dated 11.09.2020.</p>

13	el Agreement (SLA)& Pen	<p>a. SLA for Digitization services:</p> <p>i. Images digitized shall be verified by NAI or its authorized representatives. The digitized images shall be compared with reference to the original document.</p> <p>For every image Improperly scanned:50% of the per page cost</p>	<p>As confirmed by the department that the Records are old, fragile, deteriorating, rare and brittle; request to please relax the Penalty for Improperly Scanned document. The vendor should rescan the images if the output is not at par. Please change the clause accordingly.</p>	<p>Suggestion not accepted</p>
14	b. Penalties:Page:42	<p>iii. The maximum penalty at any point of time and for any period should not exceed 20% of project cost as per the Commercial Bid submitted by the successful firms.</p>	<p>The clause could be read as "iii. The maximum penalty at any point of time and for any period should not exceed 10% of project cost as per the Commercial Bid submitted by the successful firms." Please change it accordingly.</p>	<p>Suggestion not accepted</p>

15	rt to be provided by NAI	<p>I. Assistance and Exemptions: Unless otherwise specified in the RFP, NAI shall use its best efforts to ensure that the Government shall:</p> <p>i.i Provide the Firms, and Personnel with work permits, sitting arrangements and such other documents, files etc. on time as shall be necessary to enable the Firms or Personnel to perform the digitization work</p> <p>i.ii Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the</p>	<p>We understand that NAI will provide following support to successful bidder:</p> <ol style="list-style-type: none"> 1. Furniture (chair, tables), Almirrah 2. Electricity with power baclup 3. Clean and space with cool temperature so that scanner can run properly. 4. Drinking water, basic amenities to service provider's staff. <p>Please confirm.</p>	<p>1.No 2. Yes 3. Yes 4. Yes</p>
16	Sheet for Pre-qualification	<p>2. tender Fee,3. EMD</p>	<p>We understand that for MSME, inplace of copy of tender fee and EMD deposit slip/proof. MSME certificate will be submitted. Please confirm. Please also clarify that the percentage of work would be given to the MSME bidder as per govt rule?</p>	<p>As in RFP</p>

17	Test for Quality Page no.	Firm to also recod the procedure for use in the Presentation	what would be be machanism for quality testing whether it would be done by any other central Government agency or by the department itself. We suggest that the testing should be done by any other Central Government department, who has been handling the IT services and software like e-office and other projects.	Suggestion not accepted
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S No.	Reference(s) (Section &	Content of RFP requiring Clarification(s)	Points of Clarification	
1	Terms of Reference/ Scope	Metadata of the all the digitized files describing the conten t of scanned document, in searchable format, should be assigned for each chapter/ sub-chapter as per Dublin Core for field structure.	The document does not specify the list of metadata which are to be captured or how many metadata fields to be captured. Kindly specify the numbers	Metadata fields would be 21; at least two of the 21 fields would have fixed length (date and identifier).

2	15.3.5	<p>The Firm is required to setup the infrastructure On-Site for digitization of the records for which adequate space will be provided by NAI. The setup would consist of requisite quantity of equipment like computers, high performance overhead scanners, software, UPS, tables and chairs required for sitting arrangements for its manpower, etc. and are required to be deployed by the Firms. NAI will not be responsible for installation of the required infrastructure setup. The space, electricity, electrical points, AC environment would be provided by the NAI</p>	<p>Can we use ADF Scanners for the documents which are in good physical condition? (For Infosys Limited Digital archiving Project, we have successfully used a combination of ADF and Over head scanners). Kindly clarify.</p>	<p>No, as per RFP.</p>
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3	15.3.5	<p>The Firm is required to setup the infrastructure On-Site for digitization of the records for which adequate space will be provided by NAI. The setup would consist of requisite quantity of equipment like computers, high performance overhead scanners, software, UPS, tables and chairs required for sitting arrangements for its manpower, etc. and are required to be deployed by the Firms. NAI will not be responsible for installation of the required infrastructure setup. The space, electricity, electrical points, AC environment would be provided by the NAI</p>	<p>What would be the provision for the Scanning Center Area? Looking at the scale of work, the vendor will have to deploy atleast 6250 Overhead scanners to successfully complete the project within the contract period. This scale of deployment will consume a massive area of space and hence we seek the clarification here (If ADF scanners are permitted for the documents in good condition, the number of scanners and inturn the space consumption could be reduced considerably)</p>	<p>Adequate space to be provided by NAI.</p>
4	on 11 Criteria for Evaluat	<p>Average annual Sales turnover from digitization of records as defined in Para 3 below during the last three years i.e 201617,2017- 18 and 2018-19 should be at least Rs 3 Cr.</p>	<p>As per the Government Policy, MSME/ NSIC registered bidders are privilage o avail the Turnover Criteria Exemption. As an enterprise registrered under MSME & NSIC can we avial the Turnover exemption for this tender</p>	<p>MSME guidelines of Government of India are being followed keeping in view the requirements of the work as specified in RFP.</p>

5	11.1.3 (Section 11 Criteria for Evaluation Page No.22)	<p>Firms should have undertaken Digitization of documents including old files, old maps, old books, old photographs, old newspapers, etc. or similar assignments/projects in last three years (03) years i.e., F.Y. 2016-17. 2017-18 and 2018-19 of Central or State Autonomous bodies I Public Sector Undertakings (P8Us)/ Trusts/Government Missions/ Government SPVs.</p> <p>Firms should have executed at least one project worth not less than 80% of the Gross Total Value i.e Rs. Thirteen (13) Crores or two projects worth 50% or three projects numbering 40% of the Gross Tender Value. A certificate of</p>	As per Governments MSME policy MSME registered enterprises may be given exemption on Experience criteria for Government tendres. As an enterprise registrered under MSME & NSIC Can we avail the Experience Criteria exemption for this tender. Please clarify.	Same as above.
6	15 (Section 15 . Terms of Reference I Scope of Work Page No.34)	Digitization of at least Four and a half crore pages in three years onsite at National Archives of India, Janpath, New Delhi -110001 (in the first year) followed, thereafter, of those in Regional Office .Bhopal, Records Centres at Jaipur, Bhubaneswar and Puducherry and uploading on the NAI' s portal i.e.www.abhilekh-patal.in	Unable to load www.abhilekh-patal.in	Not relevant.

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Srl	Reference(s) Section	Content of RFP requiring Clarification(s)	Points of Clarification	
1	11.1 Page No. 22	3- Firms Experience/Capebility		
		Firms should have undertaken Digitization of document including old files,old maps,old books,old photgraphs,old newspaper,etc of similer assignments/projects in last three years 3(3) years i.e. F.Y. 2016-17,2017-18,2018-19 of Central or States Autonomous bodies / Public Sector undertaking (PSUs)/Trusts/Government missions/Government SPVs	The Tenderer should have the relevant experience in Digitization services / scanning services for last three consecutive years. The tenderer should furnish at least three completion certificates/testimonials from Govt. departments for which scanning /digitization work was done along with work order copies. (As per NMM tender)	

		Firms should have executed at least one project worth not less than 80% of the Gross total value i.e. Rs Thirteen (13) Crores or two projects worth 50% or three projects worth 40% of the gross tender value. A certificate of completion of work from the clients should be uploaded with the technical bid. the work should have been digitization of documents as mentioned above	or, Firms should have executed at least one project worth not less than 80% of the average turnover i.e. Rs Three(3) Crores or two projects worth 50% or three projects worth 40% of the gross tender value. A certificate of completion of work from the clients should be uploaded with the technical bid. the work should have been digitization of documents as mentioned above	Suggestion not accepted
		Note:		
		a) More than one 910 consecutive years continuous assignment/project with the same entity would be considered as one 910 assignment/project.		
2	11.2 Page No. 24	1- Firms Experience/Capebility		
		Volumes of work completed in terms of number of pages of archieval documents digitized annually in the last three financial year	Volumes of work completed in terms of number of pages of documents including files,maps, books,photgraphs,newspaper,etc of similer assignments/projects documents digitized annually in the last three financial year	Suggestion not accepted.
		>3.5 CR - 10 Marks		
		>2.5 CR to 3.5 CR - 7 marks		

			>1.5 CR to 2.5 CR - 5 Marks		

