

# Reply to Pre-bid queries Tender Reference Number 59-4/8/2023-Rep(D)/Com Unit Tender ID 2023\_NAI\_767120\_2

S.No	Company Name	Query No	Bidding Document Reference(s) (Section Number/ Page Number)	Content of RFP Requiring Clarification	Points of Clarification Required	NAI's Response
1.	GVP Infotech Limited	1	Clause 11.1 (Pre-Qualification Criteria), Point no:3, Page 19	Bidder should have undertaken digital image processing/optical character recognition (OCR) project in last three years (03) ie FY 2020-21, 2021-22 and 2022-23.....	We suggest that the last three years condition for having project experience should be increased to 8-10 years, as such in technical qualification you are allocating more marks to the bidder having more years of experience, hence there should not be any limitation of the years for pre-qualification criteria.	As per RFP
2.						As per RFP

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		2	Clause 17 (Payment Terms) page no: 36	Payment will be made to the firm on monthly basis.....	We understand that 100% payment shall be made for the work done on monthly basis, please confirm the same. Also we request to please define the number of days in which the payment shall be done after submission of the monthly bill.	
		3	Clause 18 a (Penalties) page no: 37	If more than 20% of randomly checked images/metadata is found to be incorrectly certified, a flat deduction of 25% will be made from the bills related to the month.....	We request department to consider to reduce the penalty from 25% to maximum 10% because 25% is too high and may put undue pressure on the staff/company. It is a technical work and best	As per RFP

*Spencer Wilson*

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					quality can be achieved with high motivation levels of the team.	
		4	Clause 18 b (Penalties) page no: 37	The bidder shall start work for the same PO within maximum of 45 days of issuance of PO. In case of failure to initiate project in 4 weeks, penal provisions of 2% of the order value per week of delay shall be levied.....	1. Please clarify for penal provisions a period of 4 weeks is from which date. We suggest that start of work should be within 45 days of agreement signing instead of PO and penal provisions should be activated after 4 weeks of 45 days period allowed to start work. Also we suggest that this penalty should be lumpsum instead of percentage of PO value since there is always a chance of positive and	As per RFP

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					negative variation of PO value in such cases. What if the other vendor is not able to deliver images in the agreed contract period due to any reasons, it would result in a negative variation of PO value in the agreed contract period.	
		5	Clause 18 c (Penalties) page no: 37	The penalty of 2% of the work order value shall be calculated..... the pendency of unaudited digital images exceeds 1.5 Cr images atany time.	We request this penalty should be removed because the RFP has not defined any schedule of availability of images. Moreover we understand the bid for scanning of the	As per RFP

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					images required to be audited is yet to be submitted, also as per our experience the availability of images is dependent on multiple factors.	
		6	Clause 18 e (Penalties) page no: 37	The maximum penalty at any point of time and for any period should not exceed 20% of project cost as per commercial bid.....	We request that this clause should be removed and maximum capping of penalty should be defined as 10% of overall project value. Also it may please be considered that all respective penalties applicable in percentage has to be only on the value of bill raised and not on the total PO value.	As per RFP

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		7	Additional Point		We suggest that there should be a PMU setup for this project and the remuneration of the PMU should be on a fixed monthly cost basis. This is suggested because the project needs lot of coordination by the Audit service provider between scanning vendor and department and also the schedule of image availability is not known. The PMU will help expedite and optimise the overall project schedule.	As per RFP
					The project requires	As per RFP

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		8	Additional Point		manpower and machine deployment in line with the delivery schedule of the PO/agreement, however the availability of images is dependent on multiple agencies and circumstances, in such a scenario we request department to give a minimum guarantee of images for the billing purpose. The billing will be done for actual images audited or minimum guarantee number whichever is higher.	

*Spencer Wilson*