

**Reply for the pre-bid queries of Tender Reference Number 59-4/1/2024-Rep(D)/Com Unit
Tender ID 2024_NAI_790963_1**

| S.No. | Query Serial Number | RFP Document Reference (s) (Section & Page No) | Content of RFP requiring Clarification | Points of Clarification | Reply |
|-------|------------------------------------|---|---|--|---|
| 1 | M/s Akshar Graphics Society | | | | |
| | 1 | Section 11.1 (Sr. No. 1), Page No. 19: Legal Entity | Should be a company registered under Companies Act, 1956/ 2003 or a partnership firm registered under LLP Act, 2008 | Give permission to Societies or Trust for participation in the bid. | Societies or Trust or Proprietary firm are allowed for participation in the bid clarification will be published |
| | 2 | Section 11.1 (Sr. No. 2), Page No. 20: Sales Turnover | Average annual turnover at least Rs. 10 CR. | Sir please decrease it, because conservation of archival records are not the regular works. So we have limited opportunities to increase the turnover. | No change as per RFP |
| | 3 | Section 11.1 (Sr. No. 3), Page No. 20: Bidders Experience/ Capability | Not less than 25000 sheets | You are requested to decrease it to at least 15000 of a single order for more participation. | No change as per RFP |



M/s Capital Business Systems Pvt Ltd.

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| 1 | Page No. 15 (6.6 Consortium) | <p>Consortiums shall be eligible to participate in the bidding process. A maximum of three firms are allowed to enter into the consortium. The Consortiums partner should jointly satisfy the pre-qualifications of bid. The agreement between consortium members has to be submitted along with the bid clearly mentioning the roles of the consortium firms.</p> | <p>As per the clause, we understand that the all the consortium partner has to satisfy the qualification bid jointly. We request you to modify the clause ans any one instead on jointly.</p> | No change as per RFP |
| 2 | Page No. 20 (11.1. pre-Qualification Criteria) 1. Legal Entity | <p>Should have been operating in India or abroad for the last five years as on the last date of RFP response submission and have a registered office in India</p> | <p>We should read this clause as "Should have been operating in India for the last five years as on the last date of RFP response submission" Kindly modify this clause. Remove Abroad work, Bidder should be Indian Company</p> | No change as per RFP |



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| | 3 | Page No. 21 (11.1. pre- Qualification Criteria) 4. Quality & Security Certification | The primary bidder should have below mentioned certification for providing Conservation & Preservation services valid as on the last date of bid submission: ISO 9001:2015 or ISO 9001:2008 | It should be read as The Primary bidder should have below mentioned certification for providing services for Document Managemnt Management Service & Record management Services valid as on the last date of bid submission ISO 9001:2015 or ISO 9001:2008 | No change as per RFP |
| | 4 | Page No. 23 (11.2. Technical Scoring Criteria Sr. No. 2 | Consortium partners should jointly have minimum experience of three years in conservation of Archival documents/records/Manus cripts as defined in the RFP More than 10 years- 15 marks 6 years to 10 years- 15 Marks 5 years to 6 years-10 marks 4 years -5 years-5 marks 3 years to 4 years-3 marks | This clause should modify as below "Any of the consortium partners should have minimum experience of three years in conservation of Archival documents/records/ Manuscripts as defined in the RFP More than 10 years- 15 marks 6 years to 10 years- 15 Marks 5 years to 6 years-10 marks 4 years -5 years-5 marks 3 years to 4 years-3 marks" | No change as per RFP |

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| 5 | Page No. 23 (11.2. Technical Scoring Criteria Sr. No. 2) | Sales Turnovers Average Annual Sales Turnover of all consortium partners together generated from services related to conservation/Restoration and other services related to archival | This clause modify as below Average Annual Sales Turnover of all consortium partners together generated from services related to conservation/Restoration <u>or</u> other services related to archival | No change as per RFP |
| 6 | Page No. 23 (11.2. Technical Scoring Criteria Sr. No. 2) | Bidders Experience/Capability | It should be as " Bidder or Consortium Experience/Capability " | No change as per RFP |
| 7 | Page No. 33 (15.2 Job Specification) | 24. Every month, the Service Provider has to complete the treatment of, at least, 9,37,500 — 10,00,000 Sheets of documents. | Kindly confirm the completion of sheets as mentioned in all the locations separately of jointly. | No change as per RFP |
| 8 | Page No. 36 (Working Hours) | Normal working hours of the vendor would be in two shifts from 7.00 AM to 2.00 PM and 2.00 PM to 9.00 PM (Monday-Friday). If the work involves extended hours and additional working days, that may be indicated clearly along with the number of staff proposed to be deployed at various levels. Permission to work on Saturdays and Sundays also may be considered. | As per the Clause, Working haour claculated is 7 Hrs working time. It should be 8Hrs working time for each shift | No change as per RFP |
| 9 | Page No. 43 (24.Instruction for Online Bid Submission) | Submission of Bid 3) Bidder has to select the payment option as "offline" to submit EMD as applicable and enter details of the instrument. | Kindly provide the Bank Guarantee format for the required EMD. | No change as per RFP |

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| 3 | M/s Crystal Infosystems and Services | | | | |
| 1 | Page 19 | Should be a Company registered under Companies Act , 1956/2003 or a partnership firm registered under LLP Act 2008. 2) A Consortium between maximum three firms. | Please clarify whether only primary bidder should be registered under Companies Act 1956/2003 or all three consortium bidders should be registered under Companies Act 1956/2003 | No change as per RFP | |
| 4 | M/S SG informatics(I) Pvt.Ltd | | | | |
| 1 | Sales Turnover page no 20 | Average annual turnover from Conservation & Restoration and other services related to archival documents during the last three years i,e 2020-21, 2021-22 and 2022-23 should be at least Rs. 10 Cr. | IT Services and IT support also playing an important role in making archival documents easy to access, hence IT services turnover should also be considered among other services. | Only IT services and IT support related to actual handling of archival records would be cosidered | |

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| | 2 | Technical Scoring Criteria (2. Sales Turnover) page no 24 | Average Annual Sales Turnover of all consortium partners together generated from services related to Conservation /Restoration and other services related to archival documents/Manuscripts during the last three financial years i.e 2020-21, 2021-22 and 2022-23 should be minimum Rs. 10 Cr. More than Rs 100Cr-20 marks Rs 50 Cr to Rs 100 Cr-15 marks Rs 25 Cr to Rs 50 Cr- 10 marks Rs 10 Cr to Rs 25 Cr- 5 marks | 1. The value of the project itself is only Rs 45 crore, then there is no justification in preferring Rs 100 crore turnover in higher marking so please arrange this: More than Rs 25Cr-20 marks Rs 20 Cr to Rs 25 Cr-15 marks Rs 15 Cr to Rs 20 Cr- 10 marks Rs 10 Cr to Rs 15 Cr- 5 marks 2. Also consider IT services and IT support turnover. | No change as per RFP |
| | 3 | Deliverables & Timelines page no 37 | Project Duration is 2(two) years from the date of issuance of Letter of Award (LoA). | Four and Half (4.5) Crore pages, i.e. Conservation of 2.25 Crore Sheets* is to be done and that too at different locations. 2 years time is very less for this. The work should be done for at least 3 years. | No change as per RFP |
| | 4 | Tender Value Rs. 45,000,0000 | Conservation of 4.5 crore pages or 2.25 crore Sheets | In this short period, huge skilled manpower will be required, which will also have to be paid properly, hence the budget is very low, it should be at least Rs 60 crore plus | No change as per RFP |



| 5 | | | | | | M/s Aasbuildcon | | | | | |
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| 1 | | Section 11.1 (Sr. No. 2), Page No. 20: Sales Turnover | Average annual turnover at least Rs. 10 CR | We request to decrease the same | No change as per RFP | | | | | | |
| 2 | | Section 11.1 (Sr. No. 3), Page No. 20: Bidders Experience/ Capability | Not less than 25000 sheets | We request to decrease the same by at least 15000. | No change as per RFP | | | | | | |
| 6 | | | | | | M/s Save and Conservation | | | | | |
| 1 | | Section 11.1 (Sr. No. 1), Page No.- 19: Legal Entity | Should be a company registered under Companies Act, 1956/ 2003 or a partnership firm registered under LLP Act, 2008 | What about the Societies or Trust. Several Societies or Trust are working in the field of heritage . conservation including conservation of archival records, like INTACH and others. So we request you to kindly allow us for bid participation. | Societies or Trust or Proprietary firm are allowed for participation in the bid clarification will be published | | | | | | |
| 2 | | Section 11.1 (Sr. No. 2), Page No.- 20: Sales Turnover | Average annual turnover at least Rs. 10 CR. | Request: You are requested to DECREASE IT. | No change as per RFP | | | | | | |
| 3 | | Section 11.1 (Sr. No. 3), Page No. 20: Bidders Experience/ Capability | Not less than 25000 sheets | Request: You are requested to decrease it at least 20000 for more participation. | No change as per RFP | | | | | | |

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M/s Sagar

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Section 11.1 (Sr. No. 1), Page No. 19: Legal Entity

Should be a company registered under Companies Act, 1956/ 2003 or a partnership firm registered under LLP Act, 2008

We are the Society and working in the field of heritage conservation including conservation of archival records. Request: You are requested to allow us for participation

Societies or Trust or Proprietary firm are allowed for participation in the bid clarification will be published

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Section 11.2 (Sr. No. 4), Page No. 25: Manpower Strength

Certification by the authorized signatory or Head of HR Dept.

Certification by the authorized signatory or Head of HR Dept. with TDS Certificate or EPF Challan for last six months (July, 2023 to Dec., 2023)

No change as per RFP

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M/s VYE.world

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In reviewing the Pre-qualification criteria in Section 11.1, Legal Entity, we suggest reconsidering the requirement for registration exclusively under the Companies Act or LLP Act. This stipulation might exclude sole proprietorships, which could lead to a Limitation on competition. We advocate for a revision of the criteria, focusing on a firm's proven ability to carry out the work, irrespective of its registration type, to promote a fair and equitable bidding process for all capable firms.


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Societies or Trust or Proprietary firm are allowed for participation in the bid clarification will be published

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| | 2 | <p>In Section 11.1, point 2 of the RFP regarding Sales Turnover, we suggest revising the turnover requirement to remove the vagueness around 'other services related to archival document'. As the RFP is specifically for Conservation & Restoration with Archival Binding, defining turnover criteria that reflect relevant technical experience would ensure that only bidders with the right expertise are considered, thereby preserving the integrity of the process.</p> | No change as per RFP |
| | 3 | <p>In the pre-qualification criteria of the RFP (Section 11.1, point 3), we seek clarifications on 'Global Experience' to ascertain if it includes international projects or is confined to domestic experience, for proper alignment of bid proposals. The turnover and experience expectations seem disproportionate to the project's estimated value, warranting an alignment with the General Financial Rules.</p> <p>Additionally, for validating services to private organizations, we suggest mandatory submission of notarized Forms</p> | No change as per RFP |
| | 4 | <p>In reference to Section 11.1, point 8 of the RFP concerning the Solvency Certificate, we note the requirement for a certificate from the current financial year; however, the document does not detail the expected financial amount to be certified. Clarity on the solvency amount would be invaluable for bidders to ensure submission of compliant and aligned documentation in accordance with the RFP stipulations.</p> | No change as per RFP |
| | 5 | <p>We've identified a potential issue in Section 11.2, Technical Scoring Criteria, Point 4 on Manpower Strength, which assigns points based on team size. Given the specialized nature of paper conservation, the set points for team sizes over 100 may not align with the practical needs of projects, which are often tailored to their specific requirements. We suggest a criteria revision in accordance with Annexure-1, focusing on role-specific requirements rather than team size. This change would lead to a more accurate assessment of bidder capability and encourage the appropriate scaling of manpower to project needs, enhancing the bidding process's effectiveness for this specialized conservation work.</p> | The manpower must be regular employees of bidder |



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| 6 | <p>We've noticed some inconsistencies in how points are allocated across various technical criteria in Section 11.2, from pages 23 to 25. It appears that the distribution is not proportionate, particularly regarding experience, turnover, volume of work, and manpower. For instance, 20 points are given for over 10 years of experience and a similar amount for a 100 crore turnover, with each category's maximum being 30 points. Additionally, the points for manpower exceed the maximum. We request a clear explanation for these allocations to ensure a fair and transparent bidding process.</p> | corrigendum will be published |
| 7 | <p>The estimated tender cost of Rs 45 Crores stated in the RFP for the conservation of 2.25 care sheets appears to be under calculated considering the scope and complexity of the required work. We recommend a review and potential increase of the budget to ensure that the quality and meticulousness expected for such a significant Conservation and Restoration project are met.</p> | No change as per RFP |
| 1 | <p>In terms of Experience Requirements: Agencies should demonstrate a solid track record with a minimum of ten completed Conservation and Restoration projects in the last five years, including at least five with the National Archives of India or equivalent.</p> | No change as per RFP |
| 2 | <p>Preference should be given to agencies actively involved in multiple ongoing Conservation and Restoration projects, ensuring they are currently engaged in the field.</p> | No change as per RFP |
| 3 | <p>For Transparency in Procurement Demonstrated Agencies should be required to submit detailed purchase documentation, including GST bills, for conservation materials acquired in the past two years to assess procurement practices and material quality.</p> | No change as per RFP |
| 4 | <p>Additionally, the six-day interval between bid submission and technical bid opening could be shortened to within 24 hours to uphold transparency and efficiency, matching common industry standards. We suggest moving the bid submission deadline to the 20th of February to facilitate this change and preserve the tender process's integrity.</p> | corrigendum will be published |


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