

**Responses of the Pre-bid Queries of Tender No: SW07062017135 - "Selection of Service Provider for Digitization of Records of Gujarat Medical Services Corporation Limited."**

***The queries have been responded in this document. RFP Document stands modified to the extent clarifications have been made as enclosed below. In addition, GMSCL makes following changes in the RFP bid document itself.***

1. Bidder has to bear the cost of application security.
2. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges. Prices shall be inclusive of Excise Duties, if any. The prices shall strictly be submitted in the given format. Quoted prices shall be without GST. The tax components as applicable shall be mentioned separately in the respective columns. Successful Bidder will have to supply/provide services with an Invoice from a place located within State of Gujarat.
3. Offered price should be exclusive of all applicable taxes such as GST.

<b>S. No.</b>	<b>RFP Document Reference(s) (Clause &amp; Page Number(s))</b>	<b>Content of RFP requiring Clarification(s)</b>	<b>Points of clarification</b>	<b>Responses by GMSCL/GIL</b>
1.	Pg. no. 30 Cl. 6	OCR Search: System provides the facility of Optical Character Recognition from scanned documents	Please note OCR recognizes only Printed English words and not the Hand written or any other language. So, request you to amend the clause accordingly.	Accepted: OCR search shall be limited to Printed words Documents.
2.	Pg. no. 10, Cl. 2.2 Pre-Qualification Criteria, Pt. 4	Bidder should have on going/completed at least 1 project of Data Entry in Gujarati with value of 5 Lacs.	As this project scope carries only English Data Entry Work and asked Gujarati Data Entry experience is not directly relevant to this tender. So, we request please remove this clause.	Clause Removed. Bidder has to deployed scanning/data entry operator having adequate knowledge of Gujarati Language. The self-certification of the same should be provided.
3.	Page no. 39; Section VIII	Financial bid form	Do we have to include DMS cost with scanning because in the price bid there is only scanning cost mentioned?	No Change. As per RFP.

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4.	-	-	There is no mention of AMC cost, Do we have to include one year AMC cost in existing price bid format?	AMC is required form 6 (Six) Month. Then after will be extended on satisfactory performance, if Required. AMC will be Considered after work completion.
5.	Page.no-30; Section-5.1.1; Point no-3	System should have facility for the migration of the data in some other application of GMSCL	What is the nature of that application we need to know? Also as per your response today if you don't want integration to done right now, then also we need it to be clarify or you can dilute it from current SOW.	This clause is removed.
6.	-	-	Do you need DMS as SaaS based or License based? Do we consider unlimited users?	Bidder may propose any DMS. There will be N. no. of users.
7.	-	-	Who will bear the application security testing cost?	SP may bear the cost of security testing.
8.	Bidder should have ongoing/completed at least 1 project of Data Entry in Gujarati with value of 5 Lacs .	Bidder should have ongoing/completed at least 1 project of Data Entry in Gujarati with value of 5 Lacs .	We have enough experience of Digitization but we do not have any experience of doing so in Gujarati language	As above.
9.	Bidder should have ongoing/completed at least 3 such Scanning projects	Bidder should have ongoing/completed at least 3 such Scanning projects with each of value more than 15 lacs or 2 such projects with value more than 25 Lacs or 1 such project with value of more than 50 lacs in the	<ul style="list-style-type: none"> <li>The work we doing for our clients are long term contracts and still going on, therefore providing the work completion certificate is not feasible as the</li> </ul>	1. In such case, bidder has to provide the work order and client certification of

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	with each of value more than 15 lacs or 2 such projects with value more than 25 Lacs or 1 such project with value of more than 50 lacs in the last five years as on last date of submission of bid.	last five years as on last date of submission of bid.	<p>work is still going on</p> <ul style="list-style-type: none"> <li>We do not get frequent and regular work orders from our existing clients but do have the Agreement copy</li> </ul>	completed work and remaining work. 2. Ok. The agreement copy with details asked in RFP shall be considered.
10.			Can we have flexibility to use overhead scanner to scan bind books which is more efficient and hardy	Bidder may use. However, such details should be mentioned in technical bid.
11.			As we all have to do data entry in English only, so can we remove clause 2.2 – 4 at page no 10	As above
12.			Workstation and electricity with ac will be provided by GMSCS	Only electricity, space and fixture & furniture will be provided by the GMSCS. Other arrangement like Computer, Scanners, Printers, resources etc. shall be done by selected service provider.
13.			Can we have scanning and DMS cost	As per RFP.

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			separate and evaluation on the basis of weightage calculation	
14.			Is there any minimum billing guarantee for Billing amount	Billing will be done based on work completed.
15.			Do we have to scan and data entry of all Documents?	Yes, it is require to scan all the documents and make the data entry per RFP.
16.			What Level OCR required? ( DO you need search engine based on OCR data or Keywords and metadata for each File)	Search Engine based OCR required.
17.			Who will provide Hosting server Infrastructure for online application?	Department will provide the server and storage. However, the selected bidder has to give the bill of material for the same.
18.			Can you please elaborate CMS level?	As per RFP