

Response to the Pre-bid Queries

TENDER FOR SCANNING of ARCHIVAL MATERIAL (Document Image) on behalf of GUJARAT STATE ARCHIVES, GANDHINAGAR (Tender No. SW140819183)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
1	Additional Request	Additional Request	The entire RFP does not mention the value of the project. It is very important that the value of the project should be fixed in any of the RFP because the value of the project asked as an experience, value of turnover and EMD depends upon the cost of project only. Refer the CVC and GFR guideline which is attached with this letter for reference. I have a strong observation that CVC and GFR guidelines are not followed in fixing the eligibility criteria, EMD etc. so it is to be clarified for my understanding.	No change. As per RFP.
2	Page No. 12 Qualification Criteria No. 4	The bidder should have completed at least 3 Data Entry/ Scanning projects during last five years as on 31 st March, 2019 with order value of Rs 50 lacs in each. Copy of the work order of the same must be attached.	Without mentioning the value of the project in the RFP how order value of 50 lacs in last 5 years has been asked. The CVC and GFR guideline clearly states that work of one work order of 80% value of the project or two work orders of 50% value of the project or three work orders of 40% of the value of project can only be demanded.	No change. As per RFP.
3	Page No. 12 Qualification Criteria No. 4	Total turnover of the firm should be at least Rs. 2 Crore during the each of last three financial years. (i.e. either 2015-16, 2016-17 & 2017-18). The bidder must attach Statutory Auditor's Certificate Certifying the turnover in each of the last three years. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts.	In the very first sentence turnover asked is at least 2 Crore during the each of the last three financial years where as it is explained in bracket that it is either in 2015-16, 2016-17, 2017-18. So this is contradicting so it needs clarification. Further as per CVC and GFR guideline only 30% of the project value can be asked for as a turn over for last three years. Therefore it is very much important to declare the value of project and fix the turnover accordingly.	No change. As per RFP.
4	Additional Request	Additional Request	The entire RFP has not provided any relaxation of Tender fee, Tender processing fee and EMD and other benefits for the MSME registered company. The MSME has clearly issued guidelines vide office memorandum no F.No-22(1)//2012-MA dated 24-10-2016 in relation to the benefits given to the company registered under MSME. The copy of MSME Memorandum with FAQ's is also attached for reference.	No change. As per RFP.
5	Page No. 7 Scope of Work Point No. 4	Unbinding of bounded volumes will not be permitted. Also, automatic page flipping machines and scanning by digital cameras will not be allowed.	In some old bound books, the bindings may be so close that proper capture will not be possible at the curve, even with industry standard book scanners. Will the ARCHIVES DEPT. allow unbinding/loosen up such books?	Bidder may be allowed Unbinding of bounded volumes but the bidder will have to rebind the unbounded volumes.
6	Page No. 27 Inspections and Tests Point No. 5	The hard disk of the computers shall contain only the operating system, and the application software required for digital Scanning of the documents, and shall be formatted before leaving the premises for any reason.	During execution of the project, where will the Service Provider store the data?	Data Should be stored in hard disk of the computers used for executing project.

7	Page No. 27 Payment	<ol style="list-style-type: none"> 1) All payments will be done to the agency after completion of the job. 2) Payment will be worked out on the basis of per page handled. 3) Any penalties imposed on the agency for non-performance will be deducted from the payments/ PBG. 4) All work contract tax, service tax and income tax will be deducted at source as per the prevalent rules & regulations at the time of making payments to the Bidder during the billing cycles. 5) Payment will be made within a month's time from the date of receipt of bill, provided there is no dispute. 6) It is binding on the agency to which the work will be allotted to complete the total job-work within the specified time-period as decided by ARCHIVES DEPT.. In case of delay, the agency will be penalized proportionately. The amount of penalty will be adjusted against the amount payable to the agency for the job-work & the net payment will be made to the agency. For example, if the average delays is 10% then the agency will get 10% less amount per page quoted by him to the extent of the pages where the delay has occurred. 	It is requested that payments be made on monthly basis, subject to quality approval for that month, by ARCHIVES staff.	No change. As per RFP.
8	Page No. 30 Payment	Penalty : 100% accuracy	What is the criterion to judge 100% accuracy in case of scanning?	<ul style="list-style-type: none"> • 100% verification shall be done by service provider and issue verification certificate monthly batch wise. • 10% verification will be done by the staff of concerned GSA officials and in case any error found, the penalty shall be imposed as per the penalty clause.
9	Page No. 38 Role of the Service Provider (SP) Point No. 7	Printing a check list of the data relating to documents so as to ensure 100 percent accuracy of the data base (relating to the parties and land details etc.). It is to be remembered that the data base will be checked randomly by the Department and any error found will be penalized @ Rs.1 per page. In addition to the above, the Service Provider will have to rectify the errors by incorporating them in printed copies in the concerned Registers and by writing to the new CDs with correct entries.	The metadata structure provided does not have land/parties details. Please clarify.	Important meta data has already been defined in the RFP Page No. 9.
10	Page No. 40 Other Conditions Point No. i	The Bidder shall remove all his equipments and vacate the space within 15 days from the completion of the said work. If the Bidder fails to do so, the rent as prescribed by R&B Dept will be charged and will be recovered by deducting from the amount due to the bidder.	Completion of work by bidder will depend on Final verification by ARCHIVES DEPT. The Dept. is requested to ensure in how many days they will complete the checking.	Verification of work will be done parallel by the officials of the GSA to ensure the completion of the same.

11	Page No. 40 Other Conditions Point No. o	All furniture, infrastructure, Air-conditioner (if the service provider feels it is required) shall be provided by the bidder at his own cost.	Since deployment of these will depend on the space provided, it is requested to give an idea of the room size, where the execution will take place?	Sufficient space will be provided.
12	Additional Request	Additional Request	Please allow us to visit at least one of the sites to get an estimate of the workspace and check sample documents, prior to submission of the tender.	Bidder may visit the concern offices.
13	Page No. 7 Scope of Work Point No. 4	Unbinding of bounded volumes will not be permitted. Also, automatic page flipping machines and scanning by digital cameras will not be allowed	Unbinding is required in the cases where the content is in stich and not visible with naked eye. Is this understanding correct?	Bidder will have to return books/files in as-is condition.
14	Page No. 7 Scope of Work Point No. 5	Service Provider will have to Scan the Documents in min. resolution of 400 dpi and submit the same in Hard Disk along with the retrieval software. They have to submit indexed print out of the files scanned. In future there may be decided to upload the document images on the web, so the successful bidder has to work considering the same.	Are you looking for Web based retrieval software?	As per RFP.
15	Page No. 8 Scope of Work Point No. 10	Scanned images (preferably in .jpg, .gif, .tif format) of these documents will have to be converted into PDF files.	Is this for the files to be scanned or is there any existing Scanned images (.jpg, .gif, .tif format) available with Department? Please clarify?	This is for files to be scanned.
16	Page No. 8 Scope of Work Point No. 12	SP needs to create the database/index for the scanned documents so that search engine could handle the search of particular scanned document. Also the said scanned documents would be uploaded on website so index should be database/index should be prepared accordingly. The indexing of data should be in Unicode. The data entry software for scanned document should be prepared in consultation with the Gujarat State Archives Department office	Is there any database software available with department or asking for supply of database software?	No change. As per RFP.
17	Page No. 8 Scope of Work Point No. 13	The software should be capable of quick search, retrieval, viewing and printing of the data-base and PDF files as well as physical location, Class no. of the file. The Retrieval software should be capable of searching within image-PDF files (searchable PDF Files). All rights of the software will be reserved with ARCHIVES Directorate.	Full text search is possible only on scanned images of printed text, not on manuscripts (handwritten text). Is this understanding correct?	As per RFP.
18			Whether we have to provide only PDF @ 400 DPI on the USB hard disks in duplicate copies - 2 sets)? And not the scanned images in the in (TIFF, JPEG OR GIF Formats)? This will play an important part in the number of Hard disks requirement.	Bidder is required to provide two set of hard drive with retrieval software
19	Page No. 12 Qualification Criteria No. 4	The bidder should have completed at least 3 Data Entry/ Scanning projects during last five years as on 31st March, 2019 with order value of Rs 50 lacs in each. Copy of the work order of the same must be attached.	Some of the archives project are for a period of 3 years & a more. Can the interim project completion be accepted from the customer meeting the pre-qualification criteria? LEVEL PLAYING field AND FAIRNESS SHOULD BE TAKEN INTO ACCOUNT.	No change. As per RFP.
20	Page No. 4	For Phase-1: Within 9 months from date of issue of work order for 2019-20 For Phase-2: Within 9 months subject to allocation of grant by GoG and performance review by Archive Dept. for 2020-21	Can you elaborate. Does that mean we have to OCR certain text and mention the page? What is the volume of OCR Quantum? Level playing field required?	As per RFP.
21	Page No. 9	19 Page OCR Text -----	Can you elaborate. Does that mean we have to OCR certain text and mention the page? What is the volume of OCR Quantum? Please clarify ?	Text retrieved by OCR should be stored as one of the meta data field.

22	Page No. 7 Scope of Work Point No. 6	All the scanning will be done in color which will be converted in black & white. Scanning will be done in true 400 DPI optical resolution, where readability is poor the vendor should be prepared to go for 600 dpi or even higher resolution.	What does not mean? The color document has to in gray scales? Please clarify?	Bidder may decide
23	Page No. 9 Scope of Work Point No. 16	The Documents may be anywhere from 55 to 200 years old. All the documents are very important. The Documents may have different size. Proper care should also be taken while scanning for every document. The successful bidder have to provide security measures while preparing CDs that no one can change the content of the documents.	The point should not apply CDs as USB Hard disk is asked for in the RFP. USB hard disks should be copy protected.	As per RFP.
24	Page No. 11	Districts Offices of Archives Dept.	To work at the district offices of state of Gujarat. The list of offices are mentioned on page no. 11. The successful bidder shall work during office hrs. What are the office hours timings? Do we have to following the locally holidays schedule? Please kindly mention the same and confirm	The official working time will be from 11 A.M. to 6:10 P.M. Bidder will have to work on working days except declared Government Holidays. The revised contact details of the Districts Offices of Archives Department is as mentioned below.
25	Page No. 39 Other Conditions Point No. f	The bidder shall use only licensed and authentic Software.	Does that mean that the scanning software (JASPAC, TWINE) and PDF conversion (ADOBE) & OCR (ABBY) licensed copy to be used. Licenses copy to be attached with the bid submission. Please clarify?	As per RFP.
26	Page No. 36 SECTION VI: COMMERCIAL BID FORMAT	Note: 1 The grand total of the individual district will be considered for selection of L1 bidder. There may be a possibility to get different L1 bidder for different district.	That means that we can quote different prices for each district for phase I only. Please clarify?	Different prices can be quoted for each district. Vendor is expected to carry out scanning work at same price quoted for both phases. (other condition remain same)
27	Page No. 27 Payment	<ol style="list-style-type: none"> 1) All payments will be done to the agency after completion of the job. 2) Payment will be worked out on the basis of per page handled. 3) Any penalties imposed on the agency for non-performance will be deducted from the payments/ PBG. 4) All work contract tax, service tax and income tax will be deducted at source as per the prevalent rules & regulations at the time of making payments to the Bidder during the billing cycles. 5) Payment will be made within a month's time from the date of receipt of bill, provided there is no dispute. 6) It is binding on the agency to which the work will be allotted to complete the total job-work within the specified time-period as decided by ARCHIVES DEPT.. In case of delay, the agency will be penalized proportionately. The amount of penalty will be adjusted against the amount payable to the agency for the job-work & the net payment will be made to the agency. For example, if the average delays is 10% then the agency will 	<p>Please clarify whether we can do the jobs on sites sequentially for the sites? payment should be on quarterly basis after approval?</p> <p>there is should be time for approval after handING over the completed job. time period to be specified</p>	As per RFP.

		get 10% less amount per page quoted by him to the extent of the pages where the delay has occurred.		
28	Additional Request	Additional Request	Uploading should be done within the 9 months? please clarify	As per RFP.
29	Page No. 8 Scope of Work Point No. 13	The software should be capable of quick search, retrieval, viewing and printing of the data-base and PDF files as well as physical location, Class no. of the file. The Retrieval software should be capable of searching within image-PDF files (searchable PDF Files). All rights of the software will be reserved with ARCHIVES Directorate.	All hard disks are to be loaded with the search & retrieval software. please clarify.	Yes
30	Page No. 7 Scope of Work Point No. 4	Unbinding of bounded volumes will not be permitted. Also, automatic page flipping machines and scanning by digital cameras will not be allowed	Please confirm that whether we can unbind the files or not, if no how can we assure full coverage of pages during scanning.	Yes, binding of books/files may be unbounded if required.
31	Page No. 7 Scope of Work Point No. 5	Service Provider will have to Scan the Documents in min. resolution of 400 dpi and submit the same in Hard Disk along with the retrieval software. They have to submit indexed print out of the files scanned. In future there may be decided to upload the document images on the web, so the successful bidder has to work considering the same.	Retrieval Software / DMS software Whether its open source and can we use MYSQL or any open source data base.	Bidder may decide.
32	Additional Request	Additional Request	Number of users Please confirm no. of user required	No change.
33	Page No. 8 Scope of Work Point No. 11	The PDF files of the scanned documents will have to be stored in the data base & written on USB Hard Disk. The concerned Data files relating to these documents will also have to be written on the same USB Hard Disk for which the document files are. Further, USB Hard Disk will have to have the run-time of the software, which will enable the quick search and viewing/printing of the database as also the PDF files. The Service Provider will have to provide two sets of USB Hard Disk separately for color and Black & white image to each office.	No software can run on USB hard disk, please elaborate this point.	Bidder may give the source of the retrieval software. As and when required, GSA may install in the Laptop/Desktop and by attaching external hard drive, it can be accessed.
34	Page No. 8 Scope of Work Point No. 12	SP needs to create the database/index for the scanned documents so that search engine could handle the search of particular scanned document. Also the said scanned documents would be uploaded on website so index should be database/index should be prepared accordingly. The indexing of data should be in Unicode. The data entry software for scanned document should be prepared in consultation with the Gujarat State Archives Department office.	What is this data entry software, please elaborate Tagging / indexing at page level or at file level and also confirm pattern of file name or title please clarify.	Software to be delivered along with scanned documents, should have feature to enter the meta data for retrieval of the documents.
35	Page No. 7 Scope of Work Point No. 3	Service Provider shall do the pagination of each file before starting scanning. It shall be part of scanning work. No extra charge for the same will be given to the service provider.	Pagination - Please clarify pagination pattern and	The bidder is expected to do the numbering on the files to be scanned before scanning in order to maintain the records. Pagination to be done by giving odd number on the pages.

36			A PDF searchable capacity Only typed English content will be made searchable by maximum accuracy of 70% please clarify.	It is applicable in case of typed English content.
37	Page No. 39 Other Conditions Point No. o	All furniture, infrastructure, Air-conditioner (if the service provider feels it is required) shall be provided by the bidder at his own cost	Supply of furniture and space Department must supply basic infra for execution of project.	Only Furniture, Space and Electricity will be provided by GSA. All other things required to be arranged by the vendor.
38	Page No. 31 Termination for Default or Otherwise Clause No. 2 (a)	Direct the agency to leave the Hardware/Software in the offices of the Archives Dept. officer and terminate the Contract.	leave the Hardware/Software Please relook on this point	After completion of work agency can take back the Hardware/Software.
39	Additional Request	Additional Request	Please confirm the billing cycle	As per RFP
40	Page No. 7 Scope of Work Point No. 5	Service Provider will have to Scan the Documents in min. resolution of 400 dpi and submit the same in Hard Disk along with the retrieval software. They have to submit indexed print out of the files scanned. In future there may be decided to upload the document images on the web, so the successful bidder has to work considering the same.	Does GIL wants 1 st Page indexed with descriptions hyperlinked.	The bidder is expected to carry out meta data entry at file level for retrieval.
41	Page No. 7 Scope of Work Point No. 6	All the scanning will be done in color which will be converted in black & white. Scanning will be done in true 400 DPI optical resolution, where readability is poor the vendor should be prepared to go for 600 dpi or even higher resolution.	will GIL pay for conversion cost, as we will be using additional software for the same. Also we will be converting the images from Color to B&W & also from .jpeg/.tiff/.GIF to .PDF	No. As per RFP
42	Page No. 7 Scope of Work Point No. 7	The Service Provider will be handed over the documents in a batch and he will cross-check this information and will prepare a list containing discrepancies, if any.	Is GIL going to provide any document check list.	No As per RFP
43	Page No. 7 Scope of Work Point No. 8	The Service Provider will scan all the documents and will carry out Quality Checks in order to ensure that the scanning quality is good and the pages are perfectly scanned.	As it is a govt. records, do we also need to scan blank pages.	Scanning of blank pages need not to be carried out.
44	Page No. 8 Scope of Work Point No. 11	The PDF files of the scanned documents will have to be stored in the data base & written on USB Hard Disk. The concerned Data files relating to these documents will also have to be written on the same USB Hard Disk for which the document files are. Further, USB Hard Disk will have to have the run-time of the software, which will enable the quick search and viewing/printing of the database as also the PDF files. The Service Provider will have to provide two sets of USB Hard Disk separately for color and Black & white image to each office.	If HDD to be provided, then why to provide CD's and that to un-editable format.	No CD to be provided. Only External Hard Drive

45	Page No. 7 Scope of Work Point No. 5	Service Provider will have to Scan the Documents in min. resolution of 400 dpi and submit the same in Hard Disk along with the retrieval software. They have to submit indexed print out of the files scanned. In future there may be decided to upload the document images on the web, so the successful bidder has to work considering the same.	Does GIL wants 1 st Page indexed with descriptions hyperlinked.	The bidder is expected to carry out meta data entry at file level for retrieval.
46	Page No. 7 Scope of Work Point No. 7	The Service Provider will be handed over the documents in a batch and he will cross-check this information and will prepare a list containing discrepancies, if any.	Is GIL going to provide any document check list.	No
47	Additional Request	Additional Request	Can we work on weekends and public holidays if required?	Opinion may be obtained from the Director. However, work can be carried out on Government declared Holidays with prior approval of Head of the Office.
48	Additional Request	Additional Request	Can we work in shifts or extend the working hours if required?	Work hours can be changed with prior approval of Head of the Office without creating any obstacles in administrative work. Work cannot be carried out in shifts.

The revised contact details of the Districts Offices of Archives Department

Officer Name	Shri J. H. Goswami
Name of the Dept/Org	Superintendent, District Record Office, Jamnagar
Address:	Nr. Guru Govindsinh Hospital, Himatnagar Road, Jamnagar
Tel No. (Office)	0288-2671963
Contact Person:	+91 8141685869

Officer Name	Shri J. H. Goswami
Name of the Dept/Org	Office Superintendent, District Record Office, Porbandar
Address:	Gopnath Plot Strret -2, Porbandar
Tel No. (Office)	0286-2211321
Contact Person:	+91 8141685869

Officer Name	Shri J. H. Goswami
Name of the Dept/Org	Superintendent, District Record Office, Junagadh
Address:	Ayna Mahel, Circle Chawk, Junagadh
Tel No. (Office)	0285-2621185
Contact Person:	+91 8141685869