

Response to Pre-bid Queries

Request for Proposal for Selection of Service Provider For Design, Develop, Implementation, Training and Operation & Maintenance Support for Document Archival & Records management System (DARMS) for Department of Science & Technology (DST) (Government of Gujarat). (Tender No.SWT02122019189)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to queries
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1	Page no. 8/ 2. SECTION II: INSTRUCTIONS TO BIDDERS/Notes : 1	No consortium will be allowed.	As per clause 2.2 Note – Consortium is not allowed It is requested to allow consortium partner and their experience in pre qualification criteria to enable us to participate in the bid and propose you a competitive and quality solution.	No Change. As per RFP
2	2.23.8 Financial Bid Evaluation (Page no. 14)	Those who qualify for the technical bid, only their financial bids will be opened. The bidder achieving the Lowest One (L1) financial score will be invited for negotiations for awarding the contract.	Bidder requests DST to modify the criteria to Quality cum Cost Based so that they can evaluate the tender on the provided technology.	No Change. As per RFP
3	7. Section VII: Financial Bid (Page no. 49)	2. Application Operation and Maintenance support for 8 years from the date of Go-Live	Bidder requests DST to specify the number of resources required during O&M phase.	Please refer clause No. 3.5 on page No. 26 of the RFP document
4	General		Bidder request DST to specify if migration is expected as part of scope. If yes, request DST to provide the size and format of data to be migrated. Also the bidder request that the data should in readable format.	As per RFP
5	3.2. Functional Scope 3.2.1. Indicative functional requirement of the System (Page no. 17)	Application will be hosted on SAN storage whereas documents and archival content hosted on NAS/Unified Storage.	Bidder request confirmation on whether NAS is scale out NFS or NFS with HA.	No Change, As per RFP. Further, Application should support NAS with scale out NFS or NFS with HA.
6	3.2.4. Documentation (Page no.19)	Should support unlimited number of metadata elements allowed for each document	Unlimited number of metadata elements will create problem during search. Request DST to change it to support creation of unlimited metadata elements.	No Change, As per RFP

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7	3.2.4. Documentation (Page no.19)	Should support automatic metadata extraction for the captured record which exists in various formats	Please clarify the definition of automatic metadata extraction in this project as every dataset eil lbe different and will have different methods applied to extract data.	No Change, As per RFP
8	3.2.9. Web Access (Page no.20)	The document management software should be browser based and can be accessed from anywhere via the web interface through API.	Is the application expected to be exposed to external users/citizens? If yes, please specify the concurrency.	Required Concurrency is already mentioned in RFP document
9	3.2.10. Web Services (Page no. 20)	No data should be transferred at the time of API call, but data to be delivered on the fly through the departmental application.	On the authentication API call, there will be no data transfer. However post successful authentication there will be data transfer. Please confirm the understanding	Yes
10	3.2.21. Response time (Page no. 23)	The Bidder must ensure that all DARMS searches must return results within a maximum time of 5 (five) seconds and ALL pages of the DARMS must open on intranet within a maximum time of 3 (three) seconds for images of 50-100kb in size.	We understand that the response time is for connection within the LAN environment. Please confirm.	Response Time will be measure from SDC to SDC Client PC.)
11	3.2.22. Technical Details: (Page no. 24)	Server OS Support: Windows & Linux Environment	We understand that OS software along with underlying hardware would be provided by DST. Please confirm.	Required Hardware (VMs) servers from GoG private cloud would be provided. Windows and Linux is supported by GoG Private Cloud. Further, bidder will be responsible for bringing the required OS Licenses.
12	3.2.22. Technical Details: (Page no. 24)	Bidder has to make arrangement of active active clustered on cloud.	We understand that A-A cluster is required only for application server. Please confirm.	For application Server Load Balancer service will be provided by GSDC. For DB needs to be active-active from bidder side and for that required licenses has to be provided by bidder.

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13	3.2.22. Technical Details: (Page no. 25)	The base framework of the Document Archival & Records Management System shall be flexible to create "3" number of instances for the various department as per their requirements of scanning and related Meta data entry and retrieval with unlimited user licenses. It means different department can use same DARMS solution by creating the instance as per their requirement.	Bidder request to confirm the maximum number of instances which will be created? Is 3 the maximum cap?	Yes, No Change As per RFP
14	3.4. Operation & Maintenance Support (Page no. 26)	SP shall provide Customer support interface with online, telephone and on-site support, and other deliverables as described below.	Bidder request to clarify what is meant by customer support interface?	DST-GoG already has its centralised helpdesk solution functional, same will be used for complaints/request/ticketing for this solution as well. Bidder is only required to attend the complaint/request /tickets raised and update the resolution status in the system itself as per his SLA.
15	3.5. Project Management Structure (Page no. 26)	1 – Resource for Configuration and User Management and training as per requirement. (resource should be IT Graduate and having at least 2 years of experience in the offered product)	Bidder would like to infrom that configuration and user management skill is not dependent on particular product, hence the bidder would request DST to remove experience in offered product.	No Change. As per RFP
16	Storage & Backup Architecture and Deployment Services (Page no. 26)	The development of a detailed Backup Build Specification and Test Procedures Plan	We understand that DST will provide backup software and devices for the same. Please confirm.	"Yes, Backup software and media will be provided by GSDC (as per GSDC Backup policy)"
17	2.1 Definitions pg 7	"Day" means Working day.	Kindly confirm that for the purpose of this Contract, Day shall refer to a Working Day and all Public Holidays including Bank Holidays in the state will be considered as non-working days as no specific definition of "Day" is provided.	No Change. As per RFP

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18	2.9 Bid Security/Earnest Money Deposit pg 10	<p>The Bid security may be forfeited at the discretion of TENDERER/GIL, on account of one or more of the following reasons if:</p> <p>a. The Bidder withdraws their Bid during the period of Bid validity.</p> <p>b. Bidder does not respond to requests for clarification of their Bid.</p> <p>c. Bidder fails to co-operate in the Bid evaluation process,</p> <p>d. Bidder is found to be involved in fraudulent and corrupt practices and</p> <p>e. In case of a successful Bidder, the said Bidder fails:</p> <p>i. To sign the Agreement in time</p> <p>ii. To furnish Performance Bank Guarantee</p> <p>iii. is found to be involved in fraudulent and corrupt practices</p>	It is requested to clarify that Principles of Natural Justice shall be followed prior to the Purchaser coming to any such conclusion as per this clause.	No Change. As per RFP
19	2.25 Performance bank Guarantee pg 15	<p>2.25.1. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract</p> <p>2.25.2. The Performance Bank Guarantee (PBG) @10% of total contract value has to be submitted within twenty one (21) working days of receipt of award valid up to 180 days beyond the expiry of contract.</p>	It is requested to clarify that Principles of Natural Justice shall be followed prior to the Purchaser coming to any such conclusion as per this clause.	No Change. As per RFP
20	2.25.6 Performance bank Guarantee pg 16	In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Bank Guarantee, rendering the same valid for the duration of the contract, as amended for further period.	Bidder would request a clarification that any event of contract amendment, referred to in this clause shall need to follow the CR process to account for the change and impact on timelines and cost.	No Change. As per RFP

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21	2.26. Confidentiality pg 16	Confidential Information- Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of DST, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.	Bidder requests confirmation that only information shared in written form shall fall under the scope of confidential information. It is requested to modify the definition to exclude verbally shared information. Bidder requests confirmation regarding term of disclosure[1 year] and term of confidentiality[2 years from date of disclosure]. Term of confidentiality cannot extend indefinitely.	No Change. As per RFP
22	2.27 Disqualifcaton pg 16	DST may at its sole discretion and at any time during the evaluation process, disqualify any bidder, if the bidder has: 2.27.1. Submitted the Proposal documents after the response deadline. 2.27.2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.	It is requested to clarify that Principles of Natural Justice shall be followed prior to the Purchaser coming to any such conclusion as per this clause.	No Change. As per RFP
23	5.2 Subcontractors pg 32	SP is not permitted to out-source or share contractual obligation with any other party of the work assigned to the SP. However, in case of any explicit requirement, Department of Science and Technology may permit SP to out-source services or part of services for execution of their contractual obligation. The payment, however, shall be made to the SP, which has a valid contract with the concerned Department of Science and Technology.	It is requested that this clause be amended to the affect to allow the bidder to sub-contract where required.	No Change. As per RFP

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24	5.7. Use of Contract Documents and Information pg 33	<p>Use of Contract Documents and Information</p> <p>5.7.1. The SP shall not, without DST's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the in connection therewith, to any person other than a person employed by the SP in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend to only as far as may be necessary for purposes of such performance.</p> <p>5.7.2. The SP shall not, without DST's prior written consent, make use of any document or information except for purposes of performing the Contract.</p>	<p>Bidder requests confirmation that only information shared in written form shall fall under the scope of information under this clause. Bidder requests confirmation regarding term of disclosure[1 year] and term of confidentiality[2 years from date of disclosure]. Term of confidentiality cannot extend indefinitely. Further, it is requested that the bidder will be able to share necessary and relevant information with its partners and subcontractors for the completion of the project.</p>	No Change. As per RFP
25	5.8. Intellectual Property Rights, Patent Rights & Copyrights pg 33	<p>5.8.1. Deliverables created by Bidder specifically for Govt. of Gujarat and identified as such in the relevant Scope of Work, in case of open source, the IPR of the same shall be the Exclusive property of DST, the ownership of the entire solution and the source code will solely lie with Government of Gujarat.</p>	<p>Bidder request amendment of this clause wherein all the existing code and artefacts apart from the ones developed specifically for Gujarat Govt will remain with the bidder as they will be in the GPL license policy of open source.</p>	No Change. As per RFP
26	5.9. Inspection/Testing pg 33	<p>5.9.1. Application: a) DST or its representative shall have the right to inspect and/or to test the software or work of the SP to confirm their conformity to the Contract specifications at no extra cost to the DST.</p>	<p>Bidder would suggest that the RFP specifies the person/entity qualified to conduct the test or intimate with prior notice, the date of the inspection/testing.</p>	No Change. As per RFP

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27	5.9. Inspection/Testing pg 33	5.9.1. Application: b) As per Govt. Of Gujarat circular dated 10th March 2006, the applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by DST/GIL at the cost of SP.	Kindly specify the place of testing to be done in order to plan in advance for the same.	No Change. As per RFP
28	5.9. Inspection/Testing pg 33	5.9.2. Application Security Audit: c) DST's right to inspect, test and, where necessary, reject the software / deliverable after the software deployment at Project Site shall in no way be limited or waived by reason of the software previously been inspected, tested and passed by DST for its representative prior to the software deployment.	Bidder would like to suggest that that rejection of software/deliverables will only be on pre-agreed test plans given by DST which will be given prior to the UAT.	No Change. As per RFP
29	5.10. Change Request Orders pg 35	5.10.1. During the development and O&M phase, any change in scope of work, shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	Bidder would request that a CR process will be followed during the O & M phase also any change request during developmnt phase will affest the overall timelines of the project.	No Change. As per RFP
30	5.10. Change Request Orders pg 35	5.10.2. DST may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following: a) Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for DST; b) The place of delivery; and/or the Services to be provided by the SP.	Bidder request that any change to quantity in this project shall need to follow the CR process.	No Change. As per RFP. Their will be no Change request.

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31	5.12. Termination pg 35	Termination by Default: DST may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part within 30 days: a) if the bidder fails to deliver any or all of the product as per the delivery schedule including installation, Final acceptance test & commissioning mentioned in the bid, or within any extension thereof granted by the tenderer; or b) if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order;	Bidder requests confirmaton that a cure period of 30 days will be provided before such termination.	No Change. As per RFP
32	5.12. Termination pg 35	5.12.1. Termination by Default: c) If the Bidder, in the judgment of the tenderer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.	It is requested to clarify that Principles of Natural Justice shall be followed prior to the Purchaser coming to any such conclusion as per this clause.	No Change. As per RFP
33	5.12. Termination pg 35	5.12.2. Termination for Convenience: DST by written advance notice of 30 days sent to the SP may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for DST's convenience, the extent to which performance of the SP under the Contract is terminated, and the date upon which such termination becomes effective.	Bidder requests confirmaton that an advance written notice of 90 days will be provided before such termination. Kindly clarify the compensation amount to be provided for the termination for convenience.	No Change. As per RFP

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34	5.13. Fraud & Corruption pg 36	5.13.2 Will reject a proposal for award, if it determines that the bidder recommended for award by DST to having been engaged in corrupt, fraudulent or, unfair trade practices and coercive practices or black listed by any of the organization of Government of India/ State Government in competing for the contract in question. DST will recommended to Government of Gujarat to declare bidder ineligible, and black listed either indefinitely or for a stated period.	It is requested to clarify that Principles of Natural Justice shall be followed prior to the Purchaser coming to any such conclusion as per this clause.	No Change. As per RFP
35	5.16. Resolution of Disputes pg 37	5.16.1. Amicable Settlement: If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then clause 8.18 shall become applicable.	It is requested to clarify as to which clause 8.18 is referred under this clause, as the concerned RFP has no such clause.	Its Typo error, please read it as 5.16.2 instead of 8.18
36	5.16. Resolution of Disputes pg 37	5.16.2 Arbitration In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings.	It is requested to amend this clause in a manner that the all the disputes, inclusive of disputes regarding terms of contract and performance of contract, should be first resolved through mutual discussions and internal escalations. If an amicable settlement can't be reached between the parties, then the dispute is referred to arbitration.	No Change. As per RFP

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37	5.16. Resolution of Disputes pg 38	5.16.2 vi. Both the parties agree the jurisdiction of Adjudicating Authority, Gujarat state and Cyber Appellate Tribunal, New Delhi under Information Technology Act, 2000 (including any amendments therein) in case of any contraventions, security and confidentiality breaches.	Kindly confirm that the Adjudicating Authority mentioned in this clause refers to the Adjudicating Officer as provided for under the Information Technology Act, 2000.	No Change. As per RFP
38	5.19. Payment Procedure pg 39	5.19.1. The DST/GIL shall certify actual implementation. The SP has to ensure proper support of the system. 5.19.2. SP shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule & submit the invoice to DST/GIL. 5.19.3. DST/GIL shall verify the Invoice raised against the milestone achieved & shall make the payment.	It is requested that you specify the time it would take for the payment to be released after submission of invoice with necessary documents. It is requested to provide an exhaustive list of documents required under this clause.	No Change. As per RFP
39	2.25. Performance Bank Guarantee (Page no.15)	2.25.2 The Performance Bank Guarantee (PBG) @10% of total contract value has to be submitted within twenty one (21) working days of receipt of award valid up to 180 days beyond the expiry of contract.	Bidder requests a yearly renewable PBG to be submitted.	No Change. As per RFP
40	4.2.2.5. Penalty of Manpower (Page no. 31)	Penalty for Manpower	Please confirm if this is also capped to 10% of the Quarterly value	No, Manpower penalty is out of this limit. Further, Bidder will be penalise on actuals without any penalty cap as per the clause no. 4.2.2.5 over and above bidder will not be paid for the manpower charges for absentism days during the O&M period.

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41	5.10. Change Request Orders (Page no. 35)	Change Request Orders 5.10.1. During the development and O&M phase, any change in scope of work, shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document. However, the bidder has to deploy team mentioned in this RFP for any changes in the application during the tenure of contract.	Bidder confirms that any changes outside the scope of the RFP will follow the CR process	No Change. As per RFP
42	5.18. Proposed timelines & Payment (Page no. 38)	Payment for AMC/ATS of Software products like OS, Database or any other third party software required to run the application for 8 years. Will be paid annually on successful renewal Financial bid line item 3	Bidder request a yearly in advance payment.	No Change. As per RFP
43	5.19. Payment Procedure (Page no.39)	Will be paid annually on successful renewal	Bidder requests payment to be made 30 days from the date of invoice.	No Change. As per RFP
44	3.2.22. Technical Details: (Page no. 24)	The system should work on online and offline mode.	Need more clarification on offline mode. If system needs to be web based then how will it support offline mode?	During the unavailability of connectivity, data to be stored locally. Once the connectivity established with the central server; data needs to be uploaded automatically.
45	5.18. Proposed timelines & Payment (Page no. 38)	5.18. Proposed timelines & Payment	Timeline for SRS and go-live is too stringent. As per experience in similar projects, for example due to complexity and detailing involved it is difficult to close SRS in 15 days. Bidder request to consider atleast 7 months for the Go live date.	The timelines revised as follows: 1) Submission of SDD & SID (T1) = T + 30 days 2) Supply, Install, Configure/Customize, security Audit, Training, UAT and Go-Live of DARMS (T2) = T1 + 4months

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46	General		Bidder request to consider the software defined storage so that the solution would be scalable for future use. i. If NAS or SAN is considered it will not be scalable and will have to migrate to new storage box after end of life / end of support or moving to new storage which needs assessment and migration effort. ii.If NAS or SAN is considered there is limitation of file partition of 64TB per node.iii.If NAS based file store it become a challenge to mount same partition for Active-Active applications to write concurrently. These above challenges will mitigate with software defined storage\	No Change. As per RFP
47	General		Request add artificial intelligence based content data classification, which will be used for future analytics purpose , rather than just creating a DMS and archival store.	No Change. As per RFP
48	3.1, Page 17	The proposed Document Archival & Records Management System should be an open source based Document Archival & Records Management System for creation of a centralized Document Management repository which will allow easy archival and retrieval of the documents archived into the system.	As per our understanding, DARMS would become a critical component in the IT landscape of Govt. Of Gujarat and hence it is important to have the solution which is enterprise ready in terms of scalability and free from security vulnerabilities. Only enterprise supported version of the product provides this assurity and we understand that bidders are to propose Enterprise Supported version of the Open Source Product. Please confirm our understanding.	As per s/n 49 below
49	3.2.22 Page 23	Technology Platform:- Open Standard (Open source/Commercial Product)	Open Source/Commercial Product is a confusing statement. Please confirm if it is to be read as "Enterprise Supported Open Source".	Please refer revised clause as mentioned below: Technology Platform:- Open Standard (Open source/Commercial Product) with enterprise support

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50	3.2.22 Page 25	The base framework of the Document Archival & Records Management System shall be flexible to create "3" number of instances for the various department as per their requirements of scanning and related Meta data entry and retrieval with unlimited user licenses. It means different department can use same DARMS solution by creating the instance as per their requirement.	Please elaborate the expectation of "3" instances	No change, As per RFP. Further, Instances refer here means maximum three separate installation during the contract tenure, if required.
51	6.7., Page 43	FORM VII: DARMS Undertaking (on the letterhead of OEM) Our product will not declare end of life for next 10 years from the date of go-live.	Standard lifecycle of any release of product is 7 years. However, on upgradation to the latest version of the product, we as an OEM can confirm on this. So request to rephrase the sentence as follows: "Our product will not declare end of life for next 10 years from the date of go-live, provided the product is upgraded to the latest version available atleast once after 4th year from the date of go-live" .	Clause revised as below: Our product will not declare end of life for next 7years from the date of go-live.
52	6.7., Page 43	FORM VII: DARMS Undertaking (on the letterhead of OEM) We hereby confirm that the offered Product in the referenced RFP will be provided unconditionally with a back to back 24x7x365 warranty and support including subscription covering upgrades, updates, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, call resolution etc. available for the period of Eight years (Five years + Three years extended support) for the entire scope of the project through M/s_____ (SI/Bidder) from the date of Go-Live and also till Go-live.	The support for any product follows standard procedure set forth by respective OEMs. Support for the same can be provided unconditionally as per those standards. Kindly request to rephrase the clause as: We hereby confirm that the offered Product from us in the referenced RFP will be provided unconditionally as per our stadard policies with a back to back 24x7x365 warranty and support including subscription covering upgrades, updates, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, call resolution etc. available for the period of Eight years (Five years + Three years extended support) for the entire scope of the project through M/s_____ (SI/Bidder) from the date of Go-Live and also till Go-live.	As per RFP

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53	6.7., Page 43	FORM VII: DARMS Undertaking (on the letterhead of OEM) I/we agree to provide a support either directly or through authorized service provider to complete the implementation at the same cost.	Since OEM is not a part of the project delivery and have no control on the services cost offered by the bidder. Hence, it would be impossible to take the responsibility of implementation. Kindly request to rephrase the clause as: I/we agree to extend all efforts to support either directly or through our authorized service provider to complete the implementation at a mutually agreed cost.	Clause stands deleted.
54	2.9 / page 10	The Bidder shall furnish, as part of the Bid, a Bid security for the amount of Rs. 7,50,000/- (Rupees Seven Lacs Fifty thousand only) which shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee	Request you to kindly allow MSME units for exemption from submission of EMD as it is allowed in all central government tenders	No Change. As per RFP
55	2.19.5 Methodology & Criteria for Technical, Commercial and final evaluation / Sr.no.1/ page 13	No. of years of in experience for developing similar type of system i.e. To Design, Develop implement of similar solution	We request you to kindly also allow web portal development / software development projects in similar solution	No Change. As per RFP
56	2.19.5 Methodology & Criteria for Technical, Commercial and final evaluation / Sr.no.2/ page 13	No. of Projects having similar type of project functions in last 10 Years by bidder. i.e. To Design, Develop, implementation of similar solution	We request you to kindly also allow web portal development / software development projects in similar solution	No Change. As per RFP
57	2.2. Qualification Criteria / Page 8	No consortium will be allowed.	We request you to kindly allow consortium for this project	No Change. As per RFP

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58	2.19.5, Pg 14	Proposed Technical Architecture, Tools and Technologies • Integrated Scanning Module and directly upload to DARMS with proper Indexing. • Features like configuration of scanning parameters like DPI, image compression and compatibility with standard scanners, scanning mode etc, file types • Configuration of indexing parameters • Configuration of scanned document quality analysis etc. • Integration capability to other applications	The feature "Scanned document quality analysis" is only provided by single OEM and make other products score less. Request you to kindly remove the clause	The sub point "Configuration of Scanned document quality analysis etc"--- Stands Deleted
59	3.2.2, pg 18	The scanning solution should provide support for automatic document quality analysis and various level check for quality checking lke scanning operator and approver so that only quality checked documents get uploaded to the repository	The feature "automatic document quality analysis" is only provided by single OEM and make other products score less. Request you to kindly remove the clause	Requirement of Automatic Document Quality Analysis stands removed
60	3.2.2. Pg 18	Image compression /decompression should support CCITT Group 4, JPEG, JPEG 2000, JBIG or other output format standards with no proprietary alterations of the algorithms.	Request you to provide business usecase for the mentioned clause.	As per RFP
61	2.2, pg 8	Qualification Criteria	Request you to include clause "The solution should be built using Open Source Enterprise Supported Technology/ Product with product roadmap, security patches and product upgrades". This clause is in reference with the MEITY guidelines where Govt. Of India gives preference to Open source technology	As per S/n 49 above

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62	Pg 17, section 3.2.1, point 4	Stored document should be open in any viewer; there should not be any locking for viewing the document.	Newgen's DMS platform supports supports archival of documents in multiple format. Platform supports viewing of PDF and image files through the platform viewer itself. Also, other formats can be viewed through native applications post download.	No Change. As per RFP
63	Pg 18, section 3.2.2, point 8	There should be an independent software quality check service available as part of software.	Please clarify if quality check mentioned here includes skewing/deskewing, noise removal, orientation and contrast adjustment.	As per RFP
64	Pg 18, section 3.2.2, point 11.1	Day wise report of Data entry performed/characters entered as part of data entry activity on user basis at different locations/site	We suggest tracking user performance at transaction or document level rather than characters typed or data entry complemented since key operation in DMS would be for completing entire data entry related document upload or transaction completion.	No Change. As per RFP
65	Pg 19, section 3.2.4, point 11	Should support automatic metadata extraction for the captured record which exists in various formats	Please ensure if metadata field extraction here is for structured documents only through scanning/imaging solution. Please suggest no. of type of such structured documents which would be included in scope for extraction; equal no. of templates need to be configured for extraction.	Bidder has to study during designing phase
66	Pg 19, section 3.2.6, point 4	Should support automatic extraction of metadata from the record when they are either created or captured	Please ensure if metadata field extraction here is for structured documents only through scanning/imaging solution. Please suggest no. of type of such structured documents which would be included in scope for extraction; equal no. of templates need to be configured for extraction.	Bidder has to study during designing phase
67	Pg 20, section 3.2.10, point 5	Stored data and documents in DARMS will be accessed by several departments or citizens through application interfaces of Gujarat government departmental applications which cater to G2C or G2B or G2G services.	Please clarify if public users (external users outside of organization) will be involved for accessing documents.	As per RFP

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to queries
	Page No./Section No./ Clause No.	Tender Description		
68	Pg 20, section 3.2.11, point 1	The System shall provide its own in built viewer for viewing of documents without the need of native application. The viewer should support at the minimum viewing of Image files, PDF & PDF/A files, MS Office files, HTML files.	Newgen's DMS platform supports viewing of PDF and image files through the platform's native viewer itself. Other formats can be viewed through native applications post download from proposed DMS.	As per RFP
69	Pg 22, section 3.2.16, point 6	Should support destruction of record by authorized individuals or by batch process as per GAD office procedure manual. There should be workflow for destruction of record.	Please clarify if workflow involved here is approval with maker-checker concept	Please refer clause No. 3.2.15 at page no. 21
70	Pg 22, section 3.2.16, point 13	The System shall support integration with database-based authentication.	Please elaborate or needs clarity in scope statement.	This system should be integrated with other GoG applications. Integration will be through API based.
71	Pg 23, section 3.2.20, point 5	The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails have to be generated.	Please elaborate or needs clarity in scope statement.	As per RFP
72	Pg 23, section 3.2.21, point 1	The Bidder must ensure that all DARMS searches must return results within a maximum time of 5 (five) seconds and ALL pages of the DARMS must open on intranet within a maximum time of 3 (three) seconds for images of 50-100kb in size. Audit logs for the same should be made available by the DARMS Software.	Please note the timeline required for transaction or document access will also depend on the Internet/network Bandwidth which would be made available by DST.	As per RFP
73	Pg 23, section 3.2.22, point 3	Back end Technology: Open Standard	Please elaborate or clarify if this indicates application server or web server s/w involved.	As per RFP
74	Pg 24, Last point	The system should work on online and offline mode.	Scanning solution can be in offline mode and when network connectivity is available document is uploaded. Please confirm the understanding is correct.	As per S/n 44 Above.

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to queries
	Page No./Section No./ Clause No.	Tender Description		
75	Pg 27, section 3.7	Complete Source Code with documentation in every six months	Since we are proposing COTS-based solution which is in-house developed by Newgen, source code cannot be shared but source code for customized Part can be shared. Please check and confirm if ok. However, we are open for ESCROW agreement approach.	Source Code of Customization part of COTS product only will be shared by bidder with Tenderer.
76	Generic Queries	NA	Please mention no. of applications to which integration is involved In scope.	Integration of applications will be API based.
77	Generic Queries	NA	Please provide no. of scanning templates that need to be configured. Eaxh scanning template has separate data class or set of indexing/metadata fields that are captured through scanning tool.	Bidder has to study during designing phase
78	Generic Queries	NA	Please provide no. of templatesinvolved for extraction of data through structured documents.	Bidder has to study during designing phase
79	Generic Queries	NA	Please mention total document volume to be managed using the solution.	As per RFP
80	Generic Queries	NA	No of scanning locations or desktop machines on which scanning solution is to be installed.	Solution will be used by all GoG department/offices through out the state
81	2.19.5, Pg 14	Proposed Technical Architecture, Tools and Technologies <ul style="list-style-type: none"> • Integrated Scanning Module and directly upload to DARMS with proper Indexing. • Features like configuration of scanning parameters like DPI, image compression and compatibility with standard scanners, scanning mode etc, file types • Configuration of indexing parameters • Configuration of scanned document quality analysis etc. • Integration capability to other applications 	The feature "Scanned document quality analysis" is only provided by single OEM and make other products score less. Request you to kindly remove the clause	As per S/n 58 above

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to queries
	Page No./Section No./ Clause No.	Tender Description		
82	3.2.2, pg 18	The scanning solution should provide support for automatic document quality analysis and various level check for quality checking like scanning operator and approver so that only quality checked documents get uploaded to the repository	The feature "automatic document quality analysis" is only provided by single OEM and make other products score less. Request you to kindly remove the clause	As per S/n 59 above
83	3.2.2. Pg 18	Image compression /decompression should support CCITT Group 4, JPEG, JPEG 2000, JBIG or other output format standards with no proprietary alterations of the algorithms.	Request you to provide business usecase for the mentioned clause.	As per S/n 60 above
84	2.2, pg 8	Qualification Criteria	Request you to include clause "The solution should be built using Open Source Enterprise Supported Technology/ Product with product roadmap, security patches and product upgrades". This clause is in reference with the MEiTY guidelines where Govt. Of India gives preference to Open source technology	As per S/n 49 above
85	Page no. 6/1. SECTION I: INVITATION TO RFP	The bidder shall submit the DD of Rs. 17,700/- towards bid processing charges and DD/Bank Guarantee of Rs. 7,50,000/- towards EMD/Bid Security in sealed cover.	Request to allow MSME/ NSIC Registered firm to submit Copy MSME/ NSIC Certificate as Tender Fee & EMD. Like all other government departments, we hereby request you to give exemption to MSME/NSIC Registered firm from submitting the Tender Fee & Earnest Money Deposit.	No Change. As per RFP

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to queries
	Page No./Section No./ Clause No.	Tender Description		
86	Page no. 7/2.2. Qualification Criteria	3. Bidder should have completed/ongoing minimum 3 projects of similar nature in India in last 5 years as on bid submission date.	<p>Request you to consider OEM's Experience. The bidder should submit back to back support letter with tender no.</p> <p>As this is a new upcoming industry vertical, very few bidders will have same experience, there we request you to consider OEM's Experience. The bidder should submit back to back support letter with tender no.</p>	No Change. As per RFP
87	2.2. Qualification Criteria	<p>Page no. 6/1. SECTION I: INVITATION TO RFP: The bidder shall submit the DD of Rs. 17,700/- towards bid processing charges and DD/Bank Guarantee of Rs. 7,50,000/- towards EMD/Bid Security in sealed cover.</p> <p>2. The bidder must have average annual turnover of at least Rs. 5 Crores in last three financial years as on 31st March, 2019</p> <p>3. Bidder should have completed/ongoing minimum 3 projects of similar nature in India in last 5 years as on bid submission date.</p>	<p>As in the review of the tender document, we have noticed the eligibility terms to be fulfilled in order to participate in the bid, which is mentioned below,</p> <ol style="list-style-type: none"> 1. Five Crore of Annual Turnover 2. Experience in three similar projects 3. EMD of 7.5 Lacs 4. Cost of Tender Document <p>So, the only query raised by us is to allow us to participate in the bid by considering as MSME/NISC registered firms.</p> <p>Since, we are an MSME/NISC registered company, and per government initiative to promote/support MSME/NISC firms, government procurement policy has allowed the relaxation of all the above-mentioned terms.</p> <p>The Government of India also wants to promote Made In India and Digital India.</p> <p>Hence, request you to consider relaxation on the above-mentioned terms in the tender eligibility criteria and allow us to participate in the commercial bid.</p>	No Change. As per RFP