

Response to the Pre-bid Queries				
Bid for Selection of Agency for Scanning & Digitization of City Survey Records on behalf of Office of the Settlement Commissioner & Directorate of Land Record, Gandhinagar (Tender No. SWT160120193)				
Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
1	Page No. 4 Terms & Conditions No. 3	The bidders will have to quote for all 5 divisions (each), bidders have to quote all the divisions compulsory mentioned in the financial bid documents. Bidder will have to consider all the district in a particular division and mentioned in Annexure-A1. L1 in each division will be given work. Incomplete bids will be treated as non-responsive and will be rejected.	Page Size given are A1, A2, A3, A4 and Legal. We assume L1 in each division implies that the total composite rate quoted by a bidder, for the particular division. There is a possibility that the unit prices in some other division might be in the lower side. So, in that scenario, whether order will be placed on the same quoted rates (composite) of the L1 bidder in a division or the lowest unit prices of some other division will be offered to match? Please clarify.	It is clearly mentioned in tender terms & conditions that- The financial bids of the eligible & qualified bidders will be opened and Successful bidder (i.e. L1 bidder) will be decided based on the Division wise lowest quoted rates without tax as mentioned in the financial bid section and then called for further negotiations if required. There may be a possibility to get different L1 bidder for different Division.
2	Page No. 13 Scope of Work conditions No. 1	To work at the district offices of state of Gujarat. The list of offices with details are mentioned at Annexure A1. The successful bidder shall work during office hrs.	Please clarify, whether the Agency is required to work in a Division (so, maximum of 5 locations) or each district in a division (multiple locations)?	Division wise, City Survey wise Office list is given in the tender. Bidder/Service Provider has to work according to City Survey Offices listed in Annexure A1.
3	Page No. 14 Scope of Work conditions 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.	Need clarity on the term "Each Office". Does it mean two sets of USB Hard Disk separately for "each Division" or "Each District" in a division or "each city survey" of a District? Please clarify	The Bidder/Service Provider has to provide two sets of USB Hard Disk separately (one for color and one for Black & white image) to City Survey Offices listed in Annexure A1.
4	Page No. 17 Scope of Work conditions No. 17	Work under city survey surveillance CCTV camera will be carried out.	We assume, CCTV surveillance will be carried out by Department. Please clarify.	Yes, CCTV surveillance system will be provided by Department.
5	Page No. 17 Scope of Work conditions No. 17.2	80% Payment will be based on per 50,000 documents scanning data entry verification and batch wise will be done 20% payment will be done after total completion of the project work.	We request you to modify this clause as "90% Payment will be based on per 50,000 documents scanning data entry verification and batch wise will be done 10% payment will be done within 15 days, after total completion of the project work in a particular division.	As per RFP
6	Page No. 17 Scope of Work conditions No. 21	The Documents are very old and acidic. Some papers may be brittle and fragile. So additional care should also be taken to handle while the process of scanning	If the documents are so brittle and fragile, is the vendor responsible for repair of the documents before scanning? Please clarify.	Before the operation of pagination if the page/document is brittle, vendor has to take care and repair of the page/document will be done by department if required.

7	Page No. 28 Financial BID Format	Section V Financial BID Format	Page Size given are A1, A2, A3, A4 and Legal. We assume L1 in each division implies that the total composite rate quoted by a bidder, for the particular division. There is a possibility that the unit prices in some other division might be in the lower side. So, in that scenario, whether order will be placed on the same quoted rates (composite) of the L1 bidder in a division or the lowest unit prices of some other division will be offered to match? Please clarify.	It is clearly mentioned in tender terms & conditions that- The financial bids of the eligible & qualified bidders will be opened and Successful bidder (i.e. L1 bidder) will be decided based on the Division wise lowest quoted rates without tax as mentioned in the financial bid section and then called for further negotiations if required. There may be a possibility to get different L1 bidder for different Division.
8	Page No. 3 Eligibility Criteria No. 6	Total turnover of the firm should be at least Rs. 5 Crore during the each of last three financial years. (i.e. either 2016-17, 2017-18 & 2018-19). 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.	Request to amend this clause to at least total turnover of the firm should be Rs. 100 crore during the each of last three financial years (i.e. either 2016-17, 2017-18 & 2018-19).	No Change. As per RFP.
9	Page No. 3 Eligibility Criteria No. 5	The bidder should have ISO 9001:2015 or latest certification for "Data Entry/Scanning/Digitization and related services".	Request to include CMMI certification also for scanning & Digitization Services along with ISO Certification.	No Change. As per RFP.
10	Page No. 13 Scope of Work conditions No. 1	To work at the district offices of state of Gujarat. The list of offices with details are mentioned at Annexure A1. The successful bidder shall work during office hrs.	We understand that scanning & digitization work will be carried out at each district centrally. Please confirm our understanding.	Division wise, City Survey wise Office list is given in the tender. Bidder/Service Provider has to work according to City Survey Offices listed in Annexure A1.
11	Page No. 13 Scope of Work conditions No. 3	Service Provider shall do the pagination of each file before starting scanning & after scanning the document SI has to crop the document as per the requirement of the Dept. It shall be part of scanning work. Meta data entry with concern scan document upload in software module will be provided by Department is also the part of scanning work. No extra charge for the same will be given to the service provider.	(1) As per our understanding, Department/GIL will provide all the required software for document scanning, data entry and uploading in to DMS software. (2) Please specify make and model of software provided by department/SCNDLR for scanned data uploading. (3) We believe that meta data entry will be performed in English language only.	Software will be developed by NIC on which vendor will have to work.
12	Page No. 13 Scope of Work conditions No. 4	Bidder may not be allowed Unbinding of bounded volumes but the bidder will have to use proper Scanner for the work. Also, automatic page flipping machines and scanning by digital cameras & mobile phones will not be allowed.	Please allow the bidder to un-bind the bound books/volumes and unstapled/untie the documents for scanning as it may reduce project cost.	As per RFP
13	Page No. 14 Scope of Work conditions No. 9	Pages of the document may be stapled or tied, the Service Provider will not be allowed to unstapled/untie for the purpose of scanning.		As per RFP

14	Page No. 14 Scope of Work conditions 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. (i.e. 5% of the Quality Check of the scanned document will be verified randomly by Department Class-1 Officer, 100% of the Quality Check of the scanned document will be verified randomly by Department Class-3 Officer, 15% of the Quality Check of the scanned document will be verified randomly by Department Class-2 Officer). During verification, if any errors found then vendor will have to rescan upload as direction given by local officer without any additional cost.	It is not possible in government sectors to perform quality checking in three level and it may increase project duration also. Please amend this clause to random checking by single officer only.	As per RFP Quality checking is the subject of Department
15	Page No. 13 Scope of Work conditions No. 5	Service Provider will have to Scan the Documents in min. resolution of 300 dpi and submit the same in Hard Disk along with the retrieval software provided by department. Resolution may vary according to the document condition. They have to submit indexed print out of and PDF file of index 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. The bidder will have to carry out meta data entry and uploading of files for at file level for retrieval.	Please elaborate more on this requirement as we are unable to understand.	As per RFP.
16	Page No. 14 Scope of Work conditions 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.	Whose responsibility to provide the USB Hard Disk.	The Bidder/Service Provider has to provide two sets of USB Hard Disk separately (one for color and one for Black & white image) to City Survey Offices listed in Annexure A1.
17	Page No. 17 Scope of Work conditions No. 17.2	80% Payment will be based on per 50,000 documents scanning data entry verification and batch wise will be done 20% payment will be done after total completion of the project work.	Request to amend this payment clause to monthly payment.	No Change. As per RFP.
18	Page No. 27 Special Conditions of Contract No. 5	Time Limit for the Project Milestone - Scanning of printed/hand written A1/A2/A3/A4 / Legal Size page (Output shall be searchable PDF with minimum 300 dpi resolution) including meta data entry with basic retrieval software. Timeline - 6 months from award of work order.	As per the scope of work it is not feasible to complete the entire work in 6 months. It is request to increase the project duration to at least 2 years.	No Change. As per RFP.
19	Page No. 30 II. Role of the Service Provider (SP) condition No. 9	Converting the scanned images into PDF file (one PDF file per document). Each page of the PDF file will have document no., year and page number.	We believe that document no., year and page number are already printed/written on the physical pages.	Department has updated page number on the document.
20	Page No. 31 Other Conditions No. f	Only Furniture, Space and Electricity will be provided by the Department. All other things required to be arranged by the bidder at his own cost	What are the other required infrastructures will be provided by SCNDLR such as security, Connectivity to server (for data uploading), Local Network, Electrical points, Air-conditioned environment and facility management services like drinking water, cleaning of premises, washroom etc.	Available facility will be provided to the Agency like Sanitation, Water facility..etc. Additional Services like electrification, Scanners and all, Agency will have to prepare by its own.

21	Page No. 3 Eligibility Criteria No. 1	The vendor should be in the business of Data Entry and Scanning for at least three years as on 31st March 2019 having experience of Scanning of at least 50 years of old documents of national/state archives or similar institutes, old historical & hand written documents preservation institute, State/Central Govt. Office. Company Incorporation Certificate must be submitted for the same along with copy of work order/client certificate older than three years.	Needs clarification on – How can one verify whether the documents are 50 years old? It is difficult in the completion certificate. Please also advise on any specific format, if any.	Bidder/Service Provider has to submit the copy of work order/client certificate describing the age of documents scanned (which should clearly mention that the age of the documents scanned were at least 50 years of old documents). As it is being very old record, Agency should have experty on such very old records Scanning Activity. For example, (1) Revenue Department Village form-7 and other records, (2) Scanning Activity of Archeological Records etc.
22	Page No. 4 Terms & Conditions No. 10	The Bidder will have to submit Nonrefundable Bid Processing Fees of Rs. 17,700/- and Earnest Money Deposit (E.M.D.) of Rs. 15,00,000/- in a sealed cover at GIL office.	In this connection, please refer Govt. of India Office Memorandum – File No. P-25020/13/2019-EODB dated 17.09.2019 & Order No. P-25020-13/2019-EODB dated 11.09.2019 – copy attached for ready reference. Also we are holding MSME and NSIC certificates in this regard for exemption (copies enclosed).	No Change. As per RFP.
23	Additional Clarification	Additional Clarification	We would request you to please clarify that the uploading documents of subject Tender Bid to be scanned in which dpi (100 / 150 / 300) and in black & white or gray scale.	As per RFP
24	Page No. 3 Eligibility Criteria No. 1	The vendor should be in the business of Data Entry and Scanning for at least three years as on 31st March 2019 having experience of Scanning of at least 50 years of old documents of national/state archives or similar institutes, old historical & hand written documents preservation institute, State/Central Govt. Office. Company Incorporation Certificate must be submitted for the same along with copy of work order/client certificate older than three years.	While we have experience in scanning digitizing of records for over 20 years and have scanned various types of records - Old and New, for various Govt. Departments, it will be difficult to establish that the records scanned are 50 years old, since this wil not be mentioned on PO or experience letter. We request you to please delete the criteria of having experience of scanning 50 years' old records	As it is being very old record, Agency should have experty on such very old records Scanning Activity. For example, (1) Revenue Department Village form-7 and other records, (2) Scanning Activity of Archeological Records etc.
25	Page No. 4 Terms & Conditions No. 6	The bidder has to upload the compliance letter on its letter head duly signed by the authorized signature & other supporting documents as asked for in the bid in scanned format. Failing to submit the same or non-compliance/deviation from any bid terms and conditions, eligibility criteria or technical specifications may result in rejection of the bid.	We request you to please share the format of such compliance letter.	There is no specific format. Bidder/Service Provider may submit letter in its own format.
26	Page No. 14 Scope of Work conditions No. 9	Pages of the document may be stapled or tied, the Service Provider will not be allowed to unstapled/untie for the purpose of scanning.	Request you to please allow unstapling records, unbinding (if required). We will ensure that the files are pinned back in the original sequence after scanning	As per RFP
27	Additional Request	Additional Request	We request you to please arrange for a demo of DMS / NIC Software.	The process of making software is in progress.
28	Page No. 28 Financial BID Format	Total Volume to be covered under this project	Please clarify, whether these are single sided pages of double sided pages.	Depending on type of document, it could be either single sided or double sided.

29			We understand that the volumes mentioned are in number of pages and not in number of files.	We have given no. of pages.
30	Page No. 13 Scope of Work conditions No. 5	Service Provider will have to Scan the Documents in min. resolution of 300 dpi and submit the same in Hard Disk along with the retrieval software provided by department. Resolution may vary according to the document condition. They have to submit indexed print out of and PDF file of index 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. The bidder will have to carry out meta data entry and uploading of files for at file level for retrieval.	Is there any size specification of hard disk to handover the images. Successful bidder can handover the images FIFO method.	As per RFP.
31	Page No. 13 Scope of Work conditions No. 6	All the scanning will be done in original color of the document which will be converted in color & black & white. Scanning will be done in true 300 dpi optical resolution, where readability is poor the vendor should be prepared to go for 600 dpi or even higher resolution.	Do you require images to be converted into both the formats -color as well as B/W. What would be % age of records to be scanned in color and B/W.	Department needs B/W.
32	Page No. 14 Scope of Work conditions No. 10	The format of the scan document will be in PDF only. Scanned images with meta data and upload it of these documents will have to be converted into PDF files.	No query mentioned by the vendor.	As per RFP.
33	Page No. 14 Scope of Work conditions 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 Settlement Commissioner & Directorate of Land Record Office.	Please clarify whether the SP needs to do the indexing and barcoding of records to help the search engine to handle or identify the documents/page. If yes, Then whether indexing has to be done on page level or file level.	{It depends on the nature of the document. It will depend on document/page of document.} NIC
34	Page No. 14 Scope of Work conditions No. 14	SP should responsible for Meta data entry will be carried out in NIC software with below mentioned field. There is a possibility of adding more fields and SP may need to do entry in additional fields without any extra cost.	There are 13 fields are mentioned for Meta Data entry and more field may be added, kindly confirm approximately how many more field may be added for data entry.	NIC will prepare software and looking to the nature of the software, field may vary.
35	Page No. 17 Scope of Work conditions No. 20	Bidder needs to upload all the scanned documents with Metadata, in software provided by NIC/organization assigned by Settlement Commissioner or GIL/DST. The bidder has to ensure that the scanned documents with Metadata uploaded properly in software provided by NIC.	Can the department provide the list of error files or such cases which are not uploaded.	During work process if error occurs, It will be resolved according in software.
36	Page No. 5 Terms & Conditions No. 10	EMD shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 12 months from the last date of bid submission) of All Nationalized Bank including the public sector bank or Private Sector Banks or banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (as per prescribed format given at as per prescribed format given at Annexure A) and must be submitted along with the covering letter.	BG can be submitted from any Nationalized bank including Private and Public sector banks. The clause also shares a link showing the list of banks acceptable. However, the list doesn't include IDFC First Bank and seems to be two years old. We request you to please confirm if EMD in the form of BG from IDFC First Bank will be accepted by GIL.	No Change. As per RFP.

37		General Additional Request	We request you to please allow extension on the last date of submission by one week in order to prepare our suitable response for this RFP.	No Change.
38	Page No. 3 Eligibility Criteria No. 1	The vendor should be in the business of Data Entry and Scanning for at least three years as on 31st March 2019 having experience of Scanning of at least 50 years of old documents of national/state archives or similar institutes, old historical & hand written documents preservation institute, State/Central Govt. Office. Company Incorporation Certificate must be submitted for the same along with copy of work order/client certificate older than three years.	We believe that experience of Digitization is enough to justify bidder's capability, by asking specific years is restricting the competitions from bidders. Also you have asked 50 years which is too high to judge capability of the bidders. Hence, we would request you to please amend this clause as below so that maximum capable bidders can participate in this tender. The vendor should be in the business of Data Entry and Scanning for at least three years as on 31st March 2019 having experience of Scanning of old documents of national/state archives or similar institutes, old historical & hand written documents preservation institute, State/Central Govt. Office. Company Incorporation Certificate must be submitted for the same along with copy of work order/client certificate older than three years.	As it is being very old record, Agency should have experty on such very old records Scanning Activity. For example, (1) Revenue Department Village form-7 and other records, (2) Scanning Activity of Archeological Records etc.
39			As per standard practice in all Government tenders, customer always allow single or multiple experience without justifying technical capability of the bidders, so that all maximum capable bidders can participate in the tender. Keeping the same fact in mind, we would request you to amend this clause as below: The bidder should have completed Scanning project(s) (including Data Entry and retrieval of document) during last five years as on 31st March, 2019 as below One order value of Rs 150 lacs OR Two order value of Rs 100 lacs each OR Three order value of Rs 50 lacs each OR Copy of the work order of the same must be attached.	As per RFP