

Response to Pre-bid Queries

Tender document for Digitization of Records at Sangrur and Patiala(Reference No: PSeGS/Digitization/2023/1)

Sr.No.	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification	Response
Newgen Software Technologies Limited						
1	7 / I / g	22	Procuring a license for Document Management Software (DMS) application for easy retrieval, search, view, addition, deletion of a particular page and file.	(1) How many users are required for DMS access. (2) We believe that DMS will be deployed in a centralized server. Please confirm		Approx. 50 Yes. DMS will be deployed at Central Location. Required hosting infrastructure shall be provided by PSeGS.
2	7 / v	22	Bounded volumes shall be returned in bounded condition if they were unbounded during the digitizing process	(1) Please specify approx. percentage of hard bound books from the total quantity of pages.		As per RFP
3	7 / xii	23	Hosting for DMS shall be provided by the Client.	(1) As per our understanding, Server for DMS hosting will be provided by PSeGS		Yes
4	7 / xvi	23	The documents may have different sizes	(1) As document size is mentioned A4/Legal and also it is mentioned as different sizes, please clarify		As per RFP
5	7.2.2. / vi	25	Printing a check list of the data relating to documents so as to ensure 100 percent accuracy of the database. The Service Provider shall be penalized @ Rs.1 per page for any errors found during the digitization process. In addition to the above, the Service Provider will have to rectify the errors.	(1) Please elaborate more on this requirement as it is not clear, however printing may not be required because accuracy can be checked during quality checking.		As per RFP
6	7.2.2. / viii	25	The Service Provider will have to ensure that the entire work of scanning, data entry (if any) is done at the site and that no documents are taken out of the site at any time.	(1) Please specify approx. data entry fields per file/record along with average characters per field.		As per RFP
7			BOQ_215371	(1) DMS application cost has not been specified in the BOQ format, so believe that DMS cost will also be included in per page cost. Please confirm.		As per RFP
SBL						
8	Section 7. Scope of Work - i. (g)	22	Procuring a license for Document Management Software (DMS) application for easy retrieval, search, view, addition, deletion of a particular page and file.	could you confirm the requirement is deletion of a particular page from a scanned PDF having multiple pages		As per RFP
9	Section 7. Scope of Work - xii	23	Hosting for DMS shall be provided by the Client	Could you clarify -on premise hosting or cloud hosting required ?		DMS will be deployed at Central Location. Required hosting infrastructure shall be provided by PSeGS.

10	Section 7. Scope of Work - xii	23	Hosting for DMS shall be provided by the Client	Should we supply Hardware/ Server computers at different location for hosting if it's on premise at different locations?		DMS will be deployed at Central Location. Required hosting infrastructure shall be provided by PSeGS.
11	General	23		What is the number of concurrent users of the application?	This is required for hardware sizing	Approx. 50. Required hosting infrastructure shall be provided by PSeGS.
12	Section 7. Scope of Work - xix	23	Total Approximate Volume is approx. 60 Lakhs	Is it 60 Lakh documents(Files having more pages) or 60 Lakh number of pages ? What will be total number of pages if its Documents		Approx. 60 Lakhs pages.
13	Section 7. Scope of Work	22		How many Pages Will be there in Each File/Folder(Approx)		As per RFP
14	Section 7. Scope of Work-iv	22		Can Page numbering Done using Seal/Machine	If It has to be done using manually using Pencil pen it will increse manpower deployed and cost	As per RFP
15	Section 7. Scope of Work	22		What will be number of complaints in each file? Does Each file contain only one person or one particular type of complaint	Should output - different complaints need to be scanned separately or one file/folder to be given as single PDF	Query not relevant
16	Section 7. Scope of Work	22		How many fields are required in metadata entry/Indexing		As per RFP
17	Section 7. Scope of Work -vi	22		Can Scanning be done in Grayscale	Grayscale will provide better quality than Black & white and colour in minimum size (we can provide any output as per department)	As per RFP
18	Section 7. Scope of Work -v	22	Bounded volumes shall be returned in bounded condition if they were unbounded during the digitizing process.	Could you please provide details how many Bounded volume will be there (Approximate)		As per RFP
19	Section 7. Scope of Work			Could you provide table and chair from department side	It will reduce cost to customer as we could provide reduced price	As per RFP
20	Section 7. Scope of Work			Could you provide UPS/power backup in case of long power cut from department side	It will reduce cost to customer as we could provide reduced price	As per RFP

21	Section 7. Scope of Work			Please allow to visit project location to see the document	It will reduce cost to customer as we could provide reduced price	Yes. Rquest may be sent on e-mail as mentioned in the RFP
ADG Online Solutions Pvt. Ltd.						
22				EMD exemption for MSMEs		As per RFP
VFS Global Services Pvt. Ltd.						
23	5.2. Eligibility / pre-qualification criteria	9	The bidder should have completed at least 3 projects in "Similar work" during the last five years from the last date of bid submission. Bidders to submit copy of the work orders as a supporting document	It is requested that a copy of client certificate should be acceptable as a supporting document.	Certain work orders cannot be shared because of restrictions imposed by the clients.	Client Certificate is also acceptable
24	7.1. Outsourcing / suble	24	7.1.1. No part of the contract shall be outsourced by the Service Provider. Nonadherence to the same shall attract penal action against the Service Provider	It is hereby requested that the Service Provider should be allowed to outsource manpower for the Project.	1) It is a six month duration project. Hiring manpower for such a small period is not feasible. 2) The scanning work has to commence within 21 days of receipt of LOI. Recruiting and training manpower in such a short time will be a very challenging task for a Service Provider.	Please refer Corrigendum
Iron Mountain India						
25	7. Scope of Work	22	c. Page numbering.	Please confirm if numbering can be done by numbering machine and if this is to be done on both sides of the page / single side.		As per RFP
26	7. Scope of Work	22	f. Creation of PDFs.The noting and communication portions of the files shall be linked PDFs.	Linking of corelated physical files to be guided from department end. Sufficient department representative shall be there with deployed digitization team for this.		Nodal officer from each district shall be appointed for co-ordination with selected Service Provider.
27	7. Scope of Work	22	g. Procuring a license for Document Management Software (DMS) application for easy retrieval, search, view, addition, deletion of a particular page and file. Setting up access rights as required by the Client. DMS must have download option to download PDFs.	What type of DMS is required. -- Cloud/ On Prem. If Cloud, where will be the repository. If On Prem who will provide hardware.		DMS will be deployed at Central Location. Required hosting infrastructure shall be provided by PSeGS.

28	7. Scope of Work	22	g. Procuring a license for Document Management Software (DMS) application for easy retrieval, search, view, addition, deletion of a particular page and file. Setting up access rights as required by the Client. DMS must have download option to download PDFs.	Retrieval criteria to be decided from metadata. Tender document does not have any mention of metadata fields. Please confirm count, type, length and name of metadata fields. Also, kindly confirm if the metadata shall be created in English only.	Number of Metadata fields and file naming convention should be pre-decided.	Please refer Corrigendum
29	7. Scope of Work	22	v. Bounded volumes shall be returned in bounded condition if they were unbounded during the digitizing process.	Please inform %age of records that can be found in hardbound format. In case yes, should bidder be doing the rebinding of files with complete new materials or old binding material can be reused.	This should be a separate line item in BOQ as the volume is not defined and rebound is a substantail cost	As per RFP
30	7. Scope of Work	22	vi. Scanning shall be done in color / black and white within 150 DPI resolution or as directed by the district administration in writing.	We need to finalize the the mode of scanning for a single file. In case, selective pages in a file to be scanned in multiple modes - TMS will be impacted.		A detailed SoP shall be prepared and finalized in consultantion with selected Service Provider at the time of signing of contract.
31	7. Scope of Work	23	x. Scanning output should be searchable PDF.	In case of bilingual / handwritten content - OCR can not be intergrated. Please confirm the %age of accuracy required by the client.		As per RFP
32	7. Scope of Work	23	x. Scanning output should be searchable PDF.	How the soft data is to be transferred to the department post digitisation		As per RFP
33	7. Scope of Work	23	xix. Total Approximate Volume is approx. 60 Lakhs. The volume may be increased/decreased by 30%.	30% is a huge deviation. We should go for a document survey at the actual site. Please allow the survey. Also kindly try to give the minimum variation		Rquest may be sent on e-mail as mentioned in the RFP for site survey.
34	7. Scope of Work	24	7.1. Outsourcing / subletting 7.1.1. No part of the contract shall be outsourced by the Service Provider. Nonadherence to the same shall attract penal action against the Service Provider	As the project duration is just 6 months, the manpower can't be hired on company payroll. But we have Manpower partners, which give us skilled manpower for projects. Please allow sourcing manpower from empanneled partners. Front ending will be done by Iron Mountain.		Please refer Corrigendum
35	7.2.2. Role of Service Provider	25	vi. Printing a check list of the data relating to documents so as to ensure 100 percent accuracy of the database. The Service Provider shall be penalized @ Rs.1 per page for any errors found during the digitization process. In addition to the above, the Service Provider will have to rectify the errors.	Clause is not clear. Please define the "Checklist" and how the same will be generated. If we are supposed to do a rework on error, penalty provision shall be removed. If can't be removed, please fix some slab wise %age error		As per RFP

36	7.2.2. Role of Service Provider	25	xviii. In case of failure of electric power supply, alternative arrangements of generator etc. shall be made by the bidder on his own and at his own cost. No assistance in this matter will be given by the Client / District Administration.	Arrangement of Generator sets could be critical as it involves lot of electrical work. Please consider this. We are fine to provide UPS with desktops.		Please refer Corrigendum
37	Clause XIII	23	Blank pages to be weeded ut before uploading in DMS	Are the pages to be scanned duplex/simplex.If one sided, then do we need to weed out all blank pages as we would be using ADF (Automatic Document Feeder) Scanners. The total volume mentioned of 60 lacs comprised of singled side or duplex. Please clarify		As per RFP
38	7.3.1	26	Contract period mentioned is 6 months which may be extended by 3 months on mutual consent	Do we need to complete the work in 6 months or may consider additional 3 months.		As per RFP
39	8.1.4	28	SLA - Damage of pages	Penalty has been defined in the RFP. Who and how will it be ensured that damage has been done as it is mentioned in the RFP that some of the documents are very old and fragile. Please remove this clause as proposed penalty is very high		A detailed SoP shall be prepared and finalized in consultantion with selected Service Provider at the time of signing of contract.
40	5.1	13	Financial Bid format	As there is requirement of DMS and scanning volume variation is upto 30%, the cost of DMS should be separate line item. We propose the following 3 line items in BOQ -- Scanning, DMS, Binding	As project involves Digitisation, DMS, Rebounding and all have substantial impact on pricing, Please have separate pricing for each in BOQ	As per RFP

41	5.2.2	9	Eligibility Criteria	<p>As the project includes multiple activities, suggest to add below criteria: (1) Bidder should have ISO 27001 (Information Security) and CMMI 3 or above Certification (2) Bidder should have minimum turnover of 20 Cr in last 3 financial years. (3) The bidder must have successfully completed relevant digitization projects/works of any Central Government Department/ State Government Department /PSU / Govt. Undertakings in India during last five years ending last day of month previous to the one in which bids are invited should be either of the following: One similar completed project/work costing not less than the amount equal to 1.0 Cr. OR Two similar completed projects/works costing not less than the amount equal to 0.5 Cr. each OR Three similar completed projects/works costing not less than the amount equal to 0.3 Cr. each</p>	<p>As this is a very prestigious project, we recommend to revise the Eligibility Criteria so that serious and capable bidders participate in this tender, who ensure proper execution and completion of the project.</p>	As per RFP
42	2. Document Control Sheet	5	Date and time for bid submission	<p>As we seek clarification on the queries and also need site visit, please extend the bid submission by 10 working days</p>		Please refer Corrigendum