

PRE-BID QUERIES - RFP FOR E-OFFICE SCANNING AND DATA DIGITIZATION
(RFP: 22/SAPS/2017) - Clarifications

S.No	RFP Clause & Section	Page No.	Clause Details	Suggestion /Changes Required	Reply to the Queries
1	2.V.f	8	5 trainers will also be required to train various employees (approx. 200 nos.) on e-office usage.	200 people will be from one department or from different departments. Access of documents from e-office is depend on the roles and responsibility assign by department. So training will be depend on the designation and roles and rights of persons.	People will be from various Departments / sections.
2	5.1 (B)	10	Minimum 70 scanners along-with all necessary software (of various specifications) for scanning files, pages, books, note-sheets, maps and others papers of various sizes also need to be brought	Please specify the page size.	Pages can be of various sizes. Bidder has to provision for minimum scanners and undertake own assessment based on scope of work defined
3	5.1 (B)	10	Facilities to be provided by client is as follows: c) Existing desktops per section 1 may be utilized, if available d) Each section will have a Kodak Scan mate i1150WN scanner which may also be utilized at discretion of the concerned department	Please confirm the actual no: of desktops and Scanners provided to the Vendor.	Each of the 140 sections will have at least one desktop for scanning purpose
	5.2	10	Supply of manpower	Working days as per government office calendar? If yes, then 3 Months will be calculated as per the calendar. 3 months or actual 90 days working will be given to agency.	3 months will be calendar days

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4	5.3 (.2)	11	Binding, repairing, cleaning, counting the number of pages, rebinding, if required. The size of the documents / pages may vary as bidder should get compatible scanners to undertake the required activities	To Provide Compatible scanners, Bidder has to know the actual size and estimated number of the documents. We request you to please provide the estimated number of pages with their respective size, So that Bidder can plan the deploy of the compatible scanners as per the actual requirement.	Pages can be of various sizes. Bidder has to provision for minimum scanners and undertake own assessment based on scope of work defined. Five (5) Scanners of suitable sizes, one at each floor of Vallabh Bhawan shall be provided by the bidder, for scanning Maps, A0, A1 documents and other types of large pages.
5	5.3 (3)	11	The Quality / Conditions / Age of the documents, would determine whether to use (flatbed / book /Sheet fed /Overhead/ADF etc.,) given the condition of the artefacts/documents, in some cases book / overhead scanners may be required	Kindly share the number of document to be scanned by Overhead Scanner.	Pages can be of various sizes. Bidder has to provision for minimum scanners and undertake own assessment based on scope of work defined
6	5.3 (3)	11	Scan and digitize each document of file and the data is to be stored by way of images in Portable Document Format PDF/ A with adequate resolutions with free text search facility and ensure the readability and ease in retrieval including cleaning and spot reduction	Need Clarity of Free text search facility	The scanned pdf should be searchable

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7	5.3 (3)	11	The images so stored in the database should be properly indexed as per the requirements and should be capable of adding more images, at later stage if need be, in an old stored file. The data so stored shall be in a non-editable form.	What is the Indexing Parameter? Adding of images at later stage facility is available with E Office?, Kindly clarify.	Will be decided during implementation process and may vary from departments to departments
8	5.3 (3)	11	The data so stored shall be in a non-editable form.	What does non-editable form mean ? , If we are adding more images in the existing File, it has to editable.	The scanned pdf should be searchable
9	5.3 (8)	11	Data capturing software module should be “CSV / XML compatible”. Data capturing software module should have facility to read barcode from documents into indexing field	What is Data Capturing Software Module? Is this part of E Office? If No, then Please share detailed requirement	No change
10	21	13	21. Metadata and Indexing of the materials digitized The Service Provider must ensure the proper indexing of the images/documents. The parameters for indexing and creating metadata have to be provided and finalized by the successful bidder in consultation with the respective departments / section during scanning	Is E Office Module contains all the department specific Meta Data Feeds in the Tagging Module.	The bidder is required to interact with the e-Office team at NIC and help in customizing the parameters for indexing and meta tagging
11	6	14	Pilot: Upon start of the engagement a pilot would be carried out at one Department (one of the 140 sections) to set the procedures and defining the acceptance criteria. This would be done within 15 days' week of signing of contract.	Please share number of Pages (Categorized according to the size) to scanned in pilot. As deadline is 15 Days	Minimum number of 20 people will be required during pilot phase

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12	8.4 (1)		<p>8.4. Service Level agreement The following penalties may be levied :</p> <p>8.4.1. SLA regarding non-deployment of manpower</p> <p>a) Non-deployment of Project lead, project coordinator, trainers: Rs. 1000 per day</p> <p>b) Non – deployment of required manpower: Rs. 500 per day per each manpower to be deployed</p> <p>c) Absence of manpower: Rs. 500 per day (applicable for each such incidents)</p>	In case of Manpower, please allow to put Backup resource. If any resource is not available, in such case impose the penalty.	<p>Successful bidder has to ensure minimum number of manpower as required in the bid document.</p> <p>The Leaves shall be post approval of Section in charge / PMU where the resource is deployed.</p> <p>Project co-ordinators should take approval from PMU team and take signoffs wherever necessary.</p>
13	8.4 (2)		<p>8.4.2. SLA for scanning services Images scanned shall be verified by the desk officer / respective section's in-charge concerned. The scanned image shall be compared with reference to the original document.</p> <p>Criteria Penalty: For every image improperly scanned (to be decided by the nodal officer) Rs. 100 per page.</p> <p>For any file if there is more than 5% of error identified by the Nodal officer Rs. 1000 For every Image/page not scanned Rs. 500.</p> <p>For non-undertaking of indexing and meta-tagging and linking with eOffice solution Rs. 10,000 per file</p>	As this is Turnkey project, Where Bidder has lot of dependency on the Documents provided by the Department, so to keep 100 Per Page penalty will be very high risk to the Bidder.	No change
14				Kindly ensure that the number of documents to be made ready in advance for scanning.	As per RFP

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15				Quality Approval manager will be with us from the day 1 or he will check the quality after the completion of the project	As per RFP
16	19	12	Minimum scanning requirement	different category of pages/document type will be bound in single file or for each category file is different.	As per RFP
17	24	13	Uploading on e-office	Creating meta data and uploading to E-office will be done by scanning agency. Or it will be taken care by MPSAPS? Agenda is if it will be done by scanning agency, then 3 months' time is very less. It will be done only after creation of meta data.	It will be done by selected bidder.
18	8.1 Pre-qualification	15	The Company/Agency must have experience in the field of Scanning & Digitization for the last three financial years (2017-16, 2016-15, 2015-14).	If a company doesn't have Turnover of 5 crores in 2014-15 but in 2015-16 & 2016-17 It has a turnover of more than 5 Crore. Is that company Eligible for this bid?	Turnover requirement needs to be met per annum
19	2.V.f	8	5 Trainers will also be required to train various employees (approx. 200 nos.) on e-office usage.	As discussed during pre-Bid meeting and agreed on, Kindly raise the Corrigendum for Training to department will be provide by agency only on Scanning, Cleaning, QA and Meta data entry.	Training to department will be provide by agency only on Scanning, Cleaning, QA and Meta data entry.

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20	5.1.a&b	10	<p>a) All equipment and their specifications related to the digitization project would be suggested & brought by the selected Service Provider</p> <p>b) Minimum 70 scanners along-with all necessary software (of various specifications) for scanning files, pages, books, note-sheets, maps and others papers of various sizes also need to be brought.</p>	<p>As discussed during pre-Bid meeting and agreed on, kindly raise the Corrigendum for 1st Month onwards Scanner quantity will be half of number of operators being deploy. Agency has to bring only the scanners desktop will be provided by department. Each scanner requires 1 desktop. 70 scanners of Agency and 70 will be provided by Vallabh Bhawan, i.e. 140 scanners, so 140 desktop will be provided by Vallabh Bhawan</p>	<p>Minimum of two (2) desktop per section will be made available to the successful bidder</p>
21	5.1. d	10	<p>Each section will have a Kodak Scan mate i1150WN scanner which may also be utilized at discretion of the concerned department</p>	<p>As we discussed this during pre-Bid meeting and agreed on, kindly raise the Corrigendum for Assuming that all the documents which will be provided by department all are A4 size document and if paper size will vary like Maps, A1 size etc. Department will provide us the scanner.</p>	<p>Pages can be of various sizes. Bidder has to provision for minimum scanners and undertake own assessment based on scope of work defined.</p> <p>Five (5) Scanners of suitable sizes, one at each floor of Vallabh Bhawan shall be provided by the bidder, for scanning Maps, A0, A1 documents and other types of large pages.</p>
22	3	11	<p>All images should be true colour representation of the original records.</p>	<p>Some time while scanning or during the cleaning of rough pages color may change.</p>	<p>Document scanned should be of optimum appearance</p>

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23	7	11	Ironing and Smoothing of the document in the case of documents that are folded at the edges	We are assuming scanning will be done on last 3 years running file. And paper quality will be good. Just in case quality of the paper is worst and our eye even can't read the document properly than concession has to be given.	No change
24	21	13	The Service Provider must ensure the proper indexing of the images/documents. The parameters for indexing and creating metadata have to be provided and finalized by the successful bidder in consultation with the respective departments / section during scanning.	As discussed during pre-Bid meeting and agreed on, kindly raise the Corrigendum for Meta data has to capture file wise not as a page wise. Each file there will be 5-7 fields of Meta data entry and mostly options are available as a drop down list. Only subject name has to enter by data entry operator. After the scanning and rebinding will be done by department's section officer at that time Meta data entry field will be given in excel format.	No change – Bidder has to undertake meta data entry as per requirement of the respective section.
25	8.4.1. SLA regarding non-deployment of manpower	16	b) Non – deployment of required manpower: Rs. 500 per day per each manpower to be deployed	b) Non – deployment of required manpower: Rs. 500 per day per each manpower to be deployed	No change

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26	8.4.2	16	Images scanned shall be verified by the desk officer / respective section's in-charge concerned. The scanned image shall be compared with reference to the original document. Criteria Penalty	As discussed during the pre-Bid meeting and agreed on penalty clauses, Kindly raise the corrigendum and make more clarity on penalty amount. Even if the Document condition is not good and document cannot be scan in ADF scanner than flat bed and other scanner is require to do the scanning kindly don't impose the penalty at that condition on number of pages to be scan per day.	No change

Issued by: Executive Director, MPSAPS