Changes in RFP

S.No.	Section	Page No.	Existing Clause	Amended Clause
1	5.3; j, Payment Terms & Conditions	17	Payment will be made on Pro-Rata basis. 30% advance may be given against Bank Guarantee	For Scanning- Monthly on Actuals; For DMS- 90% payment after UAT sign off and remaining 10% after Go-Live of DMS
2	Chapter 2; 7, Pre-Qualificati on Criteria	5	Bidder should have SEI CMMi level 3 or above certification	Bidder should have ISO 9001:2000, ISO 27001:2005 and CMMI Level 3 certification to qualify for bidding in this tender

Company Name- Newgen Software Technologies Ltd.

Serial No.	Section	Page No	Queries	Response
1	DMS	11	As a part of search and retrieval of documents, KVS is also looking for the facility of full text search to search on the content of the document along with the metadata. Is our understanding correct?	Searching will be done based on defined metadata as per RFP. Content Search is not required.
2	DMS	11	Management system expected to be integrated with any third party applications ?	No Integration required.
3	Quality Check	8	Understand the role of Quality management and high volume of documents as part of the project, we strongly believe that the proposed DMS system should have inbuilt document quality analyser for automatic detection of poor quality documents based on parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. Is our understanding Correct?	The feature of the DMS should comply to the minimum requirement as stated in the RFP.
4	Document Handling		As mentioned in the RFP document, the bidder should care of the physical documents, keeping that in mind, we gather from our experience that KVS is also seeking the following solution An integrated Records Management System which has the below mentioned capabilities: a. Capability to define retention policy, disposition policy etc b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc. Is our Understanding Correct?	Not Required,The feature of the DMS should comply to the minimum requirement as stated in the RFP.
5	DMS		DMS Please provide clarity on the number of users who would be accessing the DMS and their concurrency.	25 user licenses as mentioned in the RFP(Financial Bid Proforma). Number of concurrent users would be around 5.
6	Scanning Location		Please provide clarity on the number of locations from where the scanning activity will be carried out.	Scanning will be carried out in one location.

7	Scalability		Considering the concern about scalability, 'Request you to include the following specification to ensure best of breed solution: The proposed Document Management System should have at least one live implementation site in Indian with more than 10 crores document archived in document management repository with more than 10000 users using this Document Management	RFP Clause remains unchanged.
8	Document Format		'Since the Document Management System will be storing critical documents of various departments which needs to be archived for long term, so is the department looking at archiving documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects	RFP Clause remains unchanged.
9	Scanning Solution		We understand that less paper initiative is key requirement of project and so there is a key requirement of capture solution for scanning backlog as well as ongoing paper documents with support for following : • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning Please confirm our understanding is correct.	Please refer to RFP clause C.1, Page No 10.(Final Output) for details.
10	Storage		Basis our experience with other prestigious government organizations, a solution with theframework , where metadata is stored in the database and the document are stored in a file server so as to not slow down the database. Is our understanding correct?	Yes
11	DMS		The interface of the DMS is such wherein the metadata is mentioned on the left hand side of the screen and the document is viewed on the right hand side to reduce TAT	Not necessary. Please refer to Page No 11 of RFP (DMS) for the required details.
12	Payment Terms		Payment Terms Please provide the payment terms of the project	For Scanning- Monthly on Actuals; For DMS- 90% payment after UAT sign off and remaining 10% after Go-Live of DMS

Company Name- CMC Ltd

Serial No.	Section	Queries	Response
1	3.1, A Stage 1-2	Vendor on receipt of such books should prepare and repair all documents received. They should take special care of documents that are very old and not in good physical condition. What will be the percentage of pages that are torn/brittle /fragile as these will require special treatment during scanning?	It is difficult to give exact figures. However, around 20% of documents will be old and fragile.
2	3. B Stage II- 1(a)	(a) Scanning- 100 dpi in color Kindly confirm that scanning needs to be done in b/w format and pages in color needs to be done in color format? What will be the % of documents that needs to be scanned in color?	Color scanning is not required
3	3. B Stage II- 1(a)	Scanning Kindly confirm that scanning will be done at centralized location?	Yes
4	3. B Stage II- 1(a)	Scanning If scanning has to be done in more than one location, then what will be the number of location where scanning needs to be done?	One Location, KVS HQ
5	3.1, B Stage II 1(a)	Scanning What will be the volume distribution at each location?	One Location, KVS HQ
6	3.1, B Stage II- 4	Metadata Entry- approximately meta data entry has to be done for 15 fields What will be the average number of characters per meta data field?	It might vary. The vendor has to make a suitable approximation based on experience.
7	3.1, B Stage II- 4	Metadata Entry Kindly confirm that metadata/indexing will be done on document/file level?	File Level
8	3.1, C Stage III- 3	Install DMS application on department provided servers/ computers Kindly confirm that KV will be purchasing the RDBMS, Antivirus, OS and other software reauired to run the DMS?	Vendor will provide the suggested configuration for hardware and software to deploy the application. Please refer Clause 6, Page 11 for details.
9	3.1, C Stage III- 5	The proposed solution should be integrated with existing and upcoming applications running in KV Kindly provide more details on the existing applications that will be integrated with the DMS?	Integration is not required.
10	Annexure 6	Approx number of pages to be digitized is 1 Cr What will be the size of the pages (i.e. A4, legal, A3, A2 etc) that needs to be digitized?	Please refer to RFP Clause 3.1,Scope of Work.
11	Annexure 6	Approx number of pages to be digitized is 1 Cr If pages are of different sizes then what will be the volume distribution for each size of page?	Please refer to RFP Clause 3.1,Scope of Work.

12	Annexure 6	Approx number of pages to be digitized is 1 Cr. Kindly confirm that KV will provide the infrastructure like space, electricity, AC, genset, furniture etc required for setting digitization centre?	KV will provide the basic infrastructure like Electricity, space, and furniture for setting digitization centre
13	Annexure 6	Approx number of pages to be digitized is 1 Cr Bidder will be responsible for scanners, UPS, computers, manpower required for digitization acitivity and will take back after successful completion of digtization activity. Kindly confirm that our understanding is correct?	Yes, correct.

Company Name- APTARA

Serial No.	Clause in Tender Document	Query	Response
1	3.1	As in the tender it is mentioned that total no. of document we have to scan are ~1 Crore. As we understand that here department is referring page to a document and we are expecting there would be total~ 1 Crore pages in the document	Yes there would be 1 crore pages/documents
2	3.1B.4	As per the requirement of the project we have to embed metadata in the output PDF file. Could you please let us know what fields we have to capture in this metadata.	It will be decided later with the shortlisted vendor
3	3.1B.4	As mentioned in the document, do we also need to capture the metadata in "Hindi" language.	Yes, only for those documents who are in Hindi language.
4	3.1B.4	Will there be a need of Subject Matter Experts to identify the metadata fields	Not required
5	3.1B.4	Please confirm the language of the documents	English & Hindi Both, approx. 80% of the documents are in English only
6	3.1C.1	Do we also have to deliver the output file in any other format apart from PDF	No, ouput will be in PDF format only
7	3.1C.1	Do we need to run OCR to create the searchable PDF or the PDF will be without the text layer	Not required
8	3.1.C.4DMS	Can you confirm scope that: a. The system needs to be able to store documents b. The documents should be searchable by metadata c. User and role management d. Access to view/download documents based on permissions e. System should support English and Hindi from a UI perspective	All DMS features are mandatory mentioned in RFP document; for point no.(e) UI will be in English only.
9	3.1.C.4DMS	Does search need to work over document content also? If contents is in Hindi, that will mean the content needs to be indexed first, need to confirm if this is required?	All documents have to be indexed in English & Hindi language first
10	3.1.C.4DMS	The documents do not need to be DRM protected. Can you confirm ?	Not required
11	3.1.C.4DMS	Can you clarify the definition of 'interactive mode'?	DMS proposed should be user friendly
12	3.1.C.4DMS	Can you highlight any future requirements that you referred to in the documents? If there is a roadmap, please share	Not now, It will be decided later

Company Name- Ninestars Information Technologies Ltd.

Serial No.	Query	Response
1	The scanning & digitisation has to be done at site. What facilities will be provided?	KV will provide the basic infrastructure like Electricity, space, and furniture for setting digitization centre
2	The bidder has to be SEI CMMI3/5 certified. Since the scanning and Digitisation are service providers and ITES companies are normally ISO certified. It is pure IT software companies who are normally SEI CMMI3/5. In the event of providing a open source DMS in which the core model is CMMI3/5 certified and customisation for KVS will be additionally. Will the bidder qualify on this count?	RFP remains unchanged, DMS proposed should be COTS software
3	The total turnover for 3 years has to be 100 crores, and not each individual year of 100 Crores	Yes, total turnover for 3 years has to be 100 crores
4	Can the prime bidder have a joint collaboration with a Software vendor of DMS. Do both the companies have to ISO certified and CMMI3/5 certified?	No Consortium is allowed
5	Payment Terms	For Scanning- Monthly on Actuals; For DMS- 90% payment after UAT sign off and remaining 10% after Go-Live of DMS

Company Name- Writer Information Management Services

S. No.	Clause in Tender Document (Section,	Query/Recommendation	Response
1	Page 5, Point No. 7 (Bidder should have CMMI level3 or above certification)	As per scope of work mentioned in the tender document major work includes document scanning which will involve handling of individual case papers, records, etc. and for handling such large volumen of documents there should be a set process to avoid document mixing, document damage tec. This definitely require a process oriented organizations to handle such jobs and hence ISO 9001:2008 certifications can be made manadatory. When the vendor start doing scanning he will have be working on original source of information and hence and the information and database will have to be maintained securely and confidentially for which ISO 27001:2005 for data safety security can be made mandatory. Standardization of process, and adherence to it can be covered in ISO 9001 certification. Hence making CMMI Level 3/CMMI Level 5 manadatory is not required, Making this mandatory criterion will lead to	**Modified Clause:** Bidder should have ISO 9001:2000, ISO 27001:2005 and CMMI Level 3 certification to qualify for bidding in this tender
2	Page 5 (a)	As the tender invloves multiple activities, we request consortium be allowed.	No consortium is allowed
3	Page 6	Volume mentioned is 1 crore documents at KV Sangathan. Is the entire volume at one location.	Scanning will be carried out in one location at KVS HQ.
4	Page 7 (Point 2)- Document preparation & Repair	Its mentioned that vendor needs to attach top sheet with details- Number of pages. Does vendor have to do physical count of number of pages in a file and capture this. Also does vendor need to mention page Number on each page or top sheet is already present on each file	Number of pages will be counted by vendor at the time of receiving of document.
5	Page 8, Section B, Point 1(a)	Its mentioned scanning to be done at 100dpi color. 100 dpi for color is too less. It should be minimum 200 dpi.	RFP remains unchanged
6	Page 8, Scanning	What will be the working hours. Can vendor work in shifts. Will vendor be allowed to work on Saturday and Sunday	Monday to Friday from 9:00 AM to 6:00 PM
7	Page 9, Point 4, Metadata Entry	Metadata entry is to be captured from which page of the file. Is it written on the cover of the file only or needs to be captured from inside the file.	It will be decided later with the shortlisted vendor
8	Page 9, Point 4, Metadata Entry	As metadata entry is to be done in Hindi and English, what is the percentage of Hindi and English documents	Most of the documents are in English only and approx. 20% are in Hindi

9	Page 10, Point 3, Operational Support	It is not clear who will provide the hardware post completion of the project. Will the server/SAN storage be provided by KV or vendor	For DMS- vendor has to give the configuration details along with their RFP response. KV will procure the necessary hardware/software based on the shortlisted vendor configuration
10	Page 10, Point 3, Operational Support	Post completion of project, can vendor take back the hardware- computers/Scanners or it has to be handed over to KV	Vendor can take back their hardware after completion of scanning & digitization activity
11	Page 10, Data upload	Who will provide the connectivity to upload the data to DMS application on KV server	KV will provide 1 internet connection, all local area network has to be installed by vendor for scannning & uploading activity
12	Page 11, DMS	What will be maximum concurrent users	25 user licenses as mentioned in the RFP(Financial Bid Proforma). Number of concurrent users would be around 5.
13	Page 17, Payment terms	Please elaborate on the payment terms. Will there be monthly payments for the amount of work done.	For Scanning- Monthly on Actuals; For DMS- 90% payment after UAT sign off and remaining 10% after Go-Live of DMS
14	Page 17, Payment terms	As the work has to be completed in one year, we recommend that there should be UAT by KV for initial 1st week before the vendor go for full scale production scanning.	It will be decided later

Company Name- Pyramid IT Consulting Pvt. Ltd.

S.No.	Clause in Tender Document	Query	Response
1	Pg.11 DMS (Generalized Technical Requirements) The	1- Please provide more insight on the integration scope. 2- Please specify which are the existing applications running in KV with which the DMS needs to be integrated 3- Also please provide us with an insight to which future upcoming applications the DMS is expected to be integrated with	No integartion required
2	Pg.14 Commercial Bid - Commercial Bid will be opened only when the bidder qualifies technical bids by getting 80% or above out of	1- It is mentioned on Pg. 19 under 'Examination of Technical Bid' (Line 4) that - 'Maximum Mark for Qualification in Technical Evaluation is 70 out of 100 (Technical Score) and also on Pg. 20 under 'Financial Bid:' that- 'The opening of financial bid will be done only for bidders scoring 70 and above as per technical evaluation table" 2- We understand there has been a typo error on Pg.14. But we still request a confirmation on the same from KVS	Correct Statement is : The opening of financial bid will be done only for bidders scoring 70 and above as per technical evaluation table
3	Pg. 21 Financial Quote for DMS The	Requesting KVS to make provision for Sales Tax Column	Bidders can mention applicable taxes e.g. VAT/CST, service tax etc.
4	Pg. 2 Tender Document Fee c)	Clould we have provision to submit a demand draft of 5000 Rs. As Tender Document Fee along with EMD while submission of the Bid.	RFP remains unchanged
5	Pg. 2 Prebid f) Response to prebid queries will be by email on 10th March 2015	The tender document is comprehensive enough to provide us with insight on project. Could we have a provision for a Prebid meeting where all the interested participants can come together? It will help to have more clarity hence better understanding on project/deliverables	RFP remains unchanged, all response to pre-bid queries will be responded by mail or published on website by 10th.March

Company Name- Ricoh India Limited

Serial No.	Section	Page No	Queries	Response
1	1.1; c	2	Can we submit tender fee in form of demand draft along with RFP response	RFP remains unchanged
2	5.3.j.	17	Please clarify payment terms	For Scanning- Monthly on Actuals; For DMS- 90% payment after UAT sign off and remaining 10% after Go-Live of DMS
3	3.1	6	How old are the documents (approx. percentage)	It is difficult to give exact figures. However, around 20% of documents will be old and fragile.
4	3.1	11	The proposed solution should be integrated with existing and upcoming applications running in KV- Who will do the integration and please prvide the details on back-end and front-end platform.	No integration is required
5	3.1	11	Please provide DMS concurrent users	25 user licenses as mentioned in the RFP(Financial Bid Proforma). Number of concurrent users would be around 5.