

Sl. No.	Page No.	Clause No.	Clause	Query / Clarification sought	Suggestion	DES Response
1	5	a & b	Cost of Bid document & EMD	As discussed during pre-bid meeting request please confirm if 4 DD's each for Cost of Bid Document along with EMD is required. Also bidder needs to submit 4 bids for the mentioned 4 locations		for Each location mentioned, Bidder has to submit bid separately along with separate DD for each bid.
2	16		Envelope1- Original along with Soft copy (in CD) of Eligibility Criteria and Technical Proposal	Do we need to submit 4 CD's, each in separate envelope.	We recommend this is not required as bidder is already submitting hard copies of all the documents.	No Change
3	11	3	Scope of Work (B. Pre Scanning Preparation)	Total number of pages in the document. As discussed during the pre-bid, request please confirm if the page number is already mentioned on each of the form. Bidder just need to count them before the handover of documents for scanning/data entry		Registration number will be there on each form.
4	9	2	Scope of Work (Digitisation of pages of registers)	As discussed during the pre-bid, the majority records are in the bound form. Only very few registers could be there at each location. Bidder can un-bound the books and rebound post scanning at its cost. Request Please confirm		Bidder can unbound & rebound the same without any damage to the documents
5	12	C	Scope of Work (C. Scanning Digitization)	Its mentioned that digitisation has to be done at 600 dpi. Please specify the format also--B&W/Grey Scale/Colour	This is very high resolution and not required for B & W/ Grey Scale. We recommend to have 200-300 dpi for B & W and Grey Scale.	Please refer corrigendum
6	12	C	Scope of Work (C. Scanning Digitization)	Its mentioned that scanned documents shall be converted into PDF & JPG both	Please elaborate. We suggest only one format should be kept- either PDF/ Tiff/JPG	Please refer corrigendum
7	12	c	Scope of Work (C. Scanning Digitization)	Please confirm the working hours for the activity. Will vendor be allowed to work on Saturdays/ Sundays		Vendor can work on the working days and timings of the Madhya Pradesh Government and local administration.
8	13	3	Scope of Work (D. Indexing & Meta-tagging of scanned documents and Data Entry as per Annexure E and Annexure F	As discussed during the pre-bid, approx. 99 % of the forms are in Hindi. Data Entry has to be done in Hindi majorly. Request please confirm.		Data Entry need to be done as per language of the forms.

9	13	3	Scope of Work (D. Indexing & Meta-tagging of scanned documents and Data Entry as per Annexure E and Annexure F	What will be the medium we have to store the data. Whether it will be CD/DVD/HDD, etc?	Ideally data should be stored in HDDs	Please refer corrigendum
10	13	3	Scope of Work (D. Indexing & Meta-tagging of scanned documents and Data Entry as per Annexure E and Annexure F	As discussed during the pre-bid, for maker & checker, the vendor has to provide the hard copy print out of inventory and share it with the authority to approve.	We recommend that this point should be clearly mentioned in the document, so that bidder can factor in cost of print out's also.	Please refer corrigendum
11	14	3	Scope of Work (F. Storage and Backup)	What will be the folder architecture we will have to follow while storage of data?		Folder structure will be mutually discussed after agreement however it will be more or less year, month, date, birth, still birth, death, registration number wise for each location
12	14	3	Scope of Work (F. Storage and Backup)	What will be the nomenclature of the digitized files? Clarity should be there for this	What will be the length, characters, alphanumeric, etc, specifications of the nomenclature should be shared in the beginning only.	Nomenclature will be mutually discussed after agreement however it will be more or less year, month, date, birth, still birth, death, registration number wise for each location
13	14	3	Scope of Work (F. Storage and Backup)	It has been asked that vendor will have to train the users on how to retrieve the data, do we need to give any software for storing of this data and scanned image retrieval? Or just a minor training on nomenclature, etc so that data can be retrieved from CD/DVD/HDD?	As discussed during the pre-bid, the training will be limited to advise users about how to retrieve data. Request please confirm	The training will be limited to train users about how to retrieve data
14	26	29	Service Level Agreement	20% Penalty on 95% of accuracy is very high. Also bidder has to rectify the errors.	We recommend that first bidder be given an opportunity to rectify the errors and post rectification also if there are errors then maximum penalty of 5% be charged	No Change
15	15	1	Payment Terms	As discussed in Pre-bid meeting, the payment will be made after the work is approved by authority. This will be done maximum in one month. Please confirm		No Change

16	14		Bidder Eligibility/Qualifying Criterion		We recommend the following - ISO 9001:2008 be made mandatory. Because the project involves digitization of documents which are of national interest and a process driven organization only should do this project to ensure documents are not getting mixed, damaged, etc	No Change
17	14	4	Bidder Eligibility/Qualifying Criterion (3. Annual Turnover)	It has been stated that bidders having annual turnover of 25 lakhs will be allowed to bid.	We recommend that bidders with annual turnover of minimum 10 crs should be allowed to bid. This will help ensure financially sound bidders participate and execute this project. Bidders should be capable enough of investing money till the time payments are not received so that project can be completed without interruption. because it is observed in many cases that projects gets stalled because of non payment	No Change
18	33	38	Annexure- Detailed Financial Bid	As discussed during the pre-bid meeting, the price should be charged on Data entry per form and Scanning per page. Request please change the format		Please refer corrigendum
19				Is NSIC certificate allowed instead for the EMD	NSIC certificate is allowed for all the government tender, NSIC registered firm gets waiver of EMD and BG.	You can submit NSIC certificate for the EMD. Bidder need to provide sufficient documentary proof for the same in bid, failing which bid will be rejected.
20				Do I need to submit Bank Guarantee during the BID		You need to submit Bank Gaurentee after award of contract.
21				Can we submit NSIC certificate instead of BG		Bank Gaurantee is required

22				What about the software that will be used for Digitisation, Archiving and Data Entry.		There is no software development requirement in the RFP. Bidder may use their own software for data entry and scanning.
23	14	Section 1, Point 4, Clause 3	The bidder should have average annual turnover of Rs. 25 lac (with profit each year) in last 3 years (Financial year 11-12, 12-13 and 13-14)	I am not satisfying this condition because My firm is not reaching Rs.25 Lac of yearly turnover		No Change
24	15	Section 1, Point 4, Clause 4	The Number of permanent Employees with minimum qualification as graduate should be 15	I do not have 15 permanent employees, But we have more than 18 part time team member		No Change
25	14		The Bidder should be a Company/Society/Firm registered in India since last 3 (three) years	I am not satisfying this condition, which is 3 years of registration by law 3		No Change
26				Is there a waiver of EMD on submission of MSME registration certificate		You can submit MSME certificate for the EMD. Bidder need to provide sufficient documentary proof for the same in bid, failing which bid will be rejected.
27	Annexure			In the excel formats for birth & death entry, the serial number column has been marked with numerals 1 to 7. Should we understand that in each page of the original register, there are 7 entries		A page in the register may have multiple entries which is not limited to 7.
28				What is the paper size and the general paper quality/ condition ?		Physical form are shown in the pre-bid meeting.
29				Is a physical document inspection possible before quoting? It will help us in understanding the paper conditions (for digitization) and no of characters per birth/death entry (data entry).		Physical forms are shown in the pre-bid meeting. However forms / registers can also be seen at the respective offices.
30				In the Format for Commercial bid (Column 3), mentioned in Annexure D (detailed financial bid), we have to mention Unit Price. Is the unit price an addition of one page scanning and one birth/death entry		Please refer corrigendum. Updated annexure-D is also made available on website.

31				Can bidding be done for only digitization or only data entry job		Bidder can bid for any number of location but for both the jobs together. Bidder can not bid for only one job.
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