

**REPLY TO PRE-BID QUERIES IN RESPECT OF RFP FOR DIGITIZATION OF HIGH COURT RECORD**

Sl. No.	RFP Document Reference(s) (Section & Page Numbers)	Content of RFP requiring clarification	Points of Clarification	Reply to Clarification
1	Generic Questions		<b>How are these records stored currently?</b>	These records have been stored in the Record Room.
2	Generic Questions		Approx # of Pages Per File. How many files are there in total?	Cannot be specified. However, the representative of various companies/firms who were present at the time of pre-bid conference have been shown the record as well as files in the record room.
3	Generic Questions		Document Are printed on Single / Double sided	May be single or double sided
4	Generic Questions		Do we have to carry out any restoration activity on the files / documents?	Only those documents are to be typed which are not legible on scanning.
5	Generic Questions		Can we get to survey these documents / Files?	Yes, but on prior intimation and that too before the date for submission of tender.
6	Generic Questions		What are the sizes of pages with approximate volume in percentage?	90% may be in legal size and remaining 10 % may be in different sizes.
7	Generic Questions		If A0 sheets are there to be scanned, do we need to install A0 scanners at the premises? Can we take sheets bigger than A3 outside and get the scanning of these big size sheets done ?	There may be very few A0 sheets and such sheets can be taken outside for scanning but with prior approval of the appropriate authority.
8	Generic Questions		Age of documents percentage wise.	Not practically possible to specify
9	Generic Questions		Are there any books in the docs? If yes, can we unbind them? How the cost for binding them back will be quoted?	There may be possibility of very few documents in the book form. However, the cost shall have to be quoted by the bidder at his own responsibility for rebinding the document in book form.
10	Generic Questions		What will be the working hours?	Office hours between 09:45 AM to 04:45 PM.
11	Generic Questions		Can we work in shifts?	Only during office hours.
12	Generic Questions		Can we work in Saturdays and Sundays?	Only on all Saturdays excluding Second Saturday.
13	Generic Questions		Can we get any data dump from Case Information Management System or any other software used in HC?	No.
14	Page no.: 10	The interested Agencies can inspect the records lying in the Record Rooms and Judicial and other Branches and also the place to be provided for the aforesaid purpose after contacting Registrar (Judicial) and Registrar (Administration), H.P. High Court, Shimla on advance intimation	This means that the records will be there in other braches. How will these records be brought to the Scanning site? Who will take care of this movement?	The entire record is available in the premises of High Court itself.

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15	Page No.: 11	Populating the digitized records in the DMS and keeping the digitized data in safe and secure storage media such as SAN/NAS which shall be provided by the High Court.	Who will configure and maintain SAN as configuring SAN require specialized knowledge and expertise.	To be managed by the bidder
16	Page No.: 13	System should have provision for data entry and capture in three main languages (i.e. Hindi, Urdu and English)and also capable of reading any other regional language, in India, because any document may be in any of other regional languages such as Punjabi, Tamil, Marathi, etc.. Unicode fonts must be used for making entry in the regional languages.	Would like to know the approximate percentage of quantum of data entry in these languages. What is the naming convention? Is there any special file folder system need to be followed?	The quantum of such documents would be minimum. Such record shall be searchable on the basis of metadata entry and would be part of main record
17	Page No.: 13	Proposed system must have multiple interfaces for interacting with software used by the High Court	Need clarity on this point. Which softwares need to interact with the DMS system? What is type and level of interaction required? Is there role based rule or logic for this interaction? Etc.	At present, CMIS application software is being used in High Court, which is based on LAMP Technology.
18	Page No.: 13	Proposed system must be scalable to hundreds of users and include both fixed and concurrent licensing options.	Indicative number of concurrent users required for understanding the bandwidth requirement.	Already specified in the R.F.P
19	Page No.: 75	No. Of Fields to be Indexed (indicative) - 20 - 25	Where these fields will be available in the file? How the user will be able to identify these fields? Please share a sample list of these fields.	It will be available from each record file, which is to be scanned.
20	Page No. 37	Project Marking Criteria	The value of projects should be less i.e. for 1 mark, the project should be less than 10 Lacs; for 2 marks (10-20 lacs); for 3 marks (20-30 lacs) and for 4 marks (30-40 lacs). This will invite more bidders	Criteria already specified in RFP
21	Page 26, Point 9	The bidder should have ISO (9001:2000) or Minimum CMMI Level-3 certification	Along with ISO 9001, the bidder should also have ISO 27001 certification. This will invite quality bidders with safety processes in place.	In fact ISO (9001: 2000) shall be read as 9001: 20000. It was a clerical mistake. A corrigendum shall follow.
22	Page 26, Point No. 6	The bidder should have experience in supply, installation and support of digitization of records and DMS oriented work in Indian Courts or Government department or semi government department	Either a Copy of Work Order or work completion certificate or performance certificate should be enclosed	Yes, it is to be enclosed as per R.F.P

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23	Page 26, Point No.8	The bidder should have experience in system integration w.r.t digitization, scanning and DMS projects of a comprehensive enterprise IT infrastructure comprising of supply, installation and maintenance of Hardware and Software, Operating System and RDBMS etc.	Either a Copy of Work Order or Completion Certificate specifying the detailed scope of work should be enclosed	Yes, it is to be enclosed as per R.F.P
1	Section 1, Page 4	Digitization	Kindly confirm that digitization activity will be done from centralized location?	Yes
2	Section 1, Page 4	Digitization	What will be the number of shifts in which bidder is allowed to do digitization activity?	Office hours between 09:45 AM to 04:45 PM.
3	Section 1, Page 4	Service Provider will be responsible for Management & Maintenance of solution and – the digitised record for a period of 5 years.	HP high court is providing scanners & PC for scanning of documents. Kindly confirm that HPHC will be responsible for repairs and maintenance of scanners & PC?	Yes
4	Section 4, Page 10	Preparation of detailed action plan for digitization of each category of data along with detailed workflow for each type and category of records which may also include very old and tattered and brittle record.	What are the different type of documents that needs to be digitized? What are the page sizes for each type of document? What will be the volume distribution for each type of documents?	90% may be in legal size and remaining 10 % may be in different sizes.
5	Page 11	Post Implementation Support for a period of 5 years or for the higher period as may be decided by the Registrar General, High Court of Himachal Pradesh.	For commercial purpose we are considering 5 years of support, kindly suggest if the Hon'ble high court needs support for more than 5 years.	May be possible
6	Page 11	Refilling and handing over the record back to the High Court of Himachal Pradesh, after shredding the record which shall be required to be shred as per the relevant Rules wherefor the shredders shall be made available by the High Court of Himachal Pradesh	Is Shredding of documents will be performed by bidder? If yes then please specify how does bidder identify the documents to be shredded and what is the approx volume of pages to be shredded?	Shredding of documents shall have to be done by the bidders on the strict supervision of the High Court of HP, but such record would be minimum and shredders shall be provided by the High Court.

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7	Section 4, Page 11 & Annexure III B, Page 45	Management of digitized records and making available for use by different users, on Free and Open Source Software-Ubuntu Linux as customised by the e-committee of Hon'ble Supreme Court of India; & The software that to be developed/proposed to be on Open Platform Technology and compatible to the Ubuntu-Linux Operating System as customized by e-Committee, Supreme Court of India.	On Page 11, DMS should be open source software where as on page 45 & Page 72 "software licensing/ development, the DMS software to be on Open Platform. Kindly confirm that the DMS software should be on open Platform?	The DMS application software must be open standard and must be compatible with Ubuntu Linux operating system as customized by Hon'ble Supreme Court of India and also with CMIS application software currently being used in High Court.
8	Page No 15	Language Support: The system should provide support in English, Hindi, Urdu and all the regional languages. The application system MUST be Unicode Compliant. System should provide interface, in Hindi, Urdu as well as English and other Indian regional languages	Please clarify that we need to provide the interface in English, Hindi and Urdu. If we need to provide the interface in other languages also kindly share the list of the languages so that we can provision for the appropriate resources for the same.	The quantum of such documents would be minimum. Such record shall be searchable on the basis of metadata entry and would be part of main record
9	Section 6, Page 16 & Annexure III B, Page 43	After successful implementation of project, service provider will handover Technical document and software with the source code as well as user manual for the digitized records and all their copyrights shall be the sole property of the High Court of Himachal Pradesh through the Registrar General, High Court of Himachal Pradesh. & Cost for DMS software and other software Licensing and Implementation along-with providing source code.	DMS OEMs owns the IP and Copyright of our COTS product hence it can not be transferred to Hon'ble High Court of HP. However we can provide the source code of the customized part specified to Hon'ble HP High Courts deployment. Kindly confirm that bidder needs to supply the source code of customized part of DMS software only	High Court needs the source code of application software.
10	Section 7.16, Page 21	The price quoted should be inclusive of all applicable duties and taxes. No price escalation due to variation in duty, tax, exchange rate fluctuation etc. will be permitted.	The rates and prices quoted by bidder shall be exclusive of applicable duties & taxes and taxes shall be paid on actual . In case of increase / decrease in taxes, duties or levies or in case of introduction of any new tax, duty or levy by the Government during the contract period the same shall be paid by the High Court of H.P. Kindly confirm that this is acceptable to HPHC?	The rates are required to be quoted inclusive of all taxes.

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11	Section 9.2, Page 27	Payment Terms	<p>Request you to modify the payment terms to:</p> <p>Part 1: Digitization of Archives - Transaction Based Costs.  Monthly Invoices shall be raised by bidder upon completion of monthly job / work. All payments shall be made based on work completed and approved by the Registrar General, High Court of Himachal Pradesh or the Officer nominated by him.</p> <p>Part 2: Implementation Cost of DARIMS –  Ø 60% (SRS : 20% , SDD : 20%, S/W Development: 20%) on delivery of DMS software to High Court of H.P. and successful completion of the Pilot Phase including implementation of DMS with metadata and volume of holdings as defined and agreed for the pilot phase.  Ø 40% after completion of training and successful operation for duration of one year start from the date of commencing of the project (date of signing of this contract).  Ø Bidder will be submitting the invoice to the Registrar General, High Court of H.P. for Digitization of archives and DMS software. Bidder will be submitting the invoices in triplicate to High Court of H.P. along with supporting documents approved by High Court of HP officials.  Ø Payment shall be based on monthly basis for Digitization work after showing all log reports and the number pages/ data digitized keeping all parameters.</p>	As per R.F.P
12	Section 9.3, Page 28	Penalty	We request that the LD & Penalties may be capped to max of 10% of the contract value and once the maximum is reached, the HPHC may consider termination of the contract. Kindly confirm that this is acceptable to you	As per R.F.P
13	Annexure III B, Page 43	Cost for DMS software and other software Licensing and Implementation along-with providing source code.	Request you to please share the no of users(named/concurrent) who will be accessing the proposed DMS software?	Already mentioned in R.F.P
14	Annexure V, Page 47	Records to be digitized: 1,50,00,000	What will be the average number of pages per document? Kindly confirm that the size of pages will be	It will vary from document to document

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			A4/Legal?	
15	Annexure G, Pt 20, Page 62	c) Detailed workflows for digitization to include:	What is approx percentage of documents in hard bind book state from total volume? In case documents are bind book state then, Kindly confirm that bidder will be allowed to unbind and bind the documents?	*About 2 to 3 % may be hard bound. *There may be possibility of very few documents in the book form. However, the cost shall have to be quoted by the bidder at his own responsibility for rebinding the document in book form.
16	Annexure G Pt 3.f, Page 63	The Service Provider must ensure that all DMS searches must return results within a maximum time of 3-4 (Three to Four) seconds and ALL pages of the DMS must open (on High Court of Himachal Pradesh intranet) within a maximum time of 2-3 (two to three) seconds.	As per our understanding the DMS application will not be accessed 24X7, so request you to kindly amend the clause to: The Service Provider must ensure that all DMS searches must return results within a maximum time of 3-5 (Three to five) seconds subject to no network latency and ALL pages of the DMS must open (on High Court of Himachal Pradesh intranet) within a maximum time of 2-3 (two to three) seconds. The time will be measured once the platform application components are fully loaded.	The terms & condition shall remain the same as given in RFP.
17	Annexure G Pt 3.h, Page 64	All the Server(s) installed at the Digitization Center, must have an uptime of 99.9%. If the production server/ Web server is down beyond 0.1% measured on a monthly basis, a penalty of Rs 1,000/- (Rs One thousand only) per day will be imposed.	As per our understanding the DMS application will not be accessed 24X7, so request you to kindly amend the clause to: For the production server, Bidder will ensure high uptime to ensure completion of digitization as per target date (within two years). As regard the Live Server, Bidder will ensure 95% uptime for the server provided. Downtime due to other reason e.g. storage, RDBMS, connectivity etc will not be the responsibility of Bidder If the Live server is down beyond 5% measured on a monthly basis, a penalty of Rs 1,000/- (Rs One thousand only) per day shall be imposed maximum upto Rs 10,000/- for the entire course of project.	The terms shall remain as per RFP.
18	Annexure G, Pt 4, Page 64	Pilot Project	What will be the duration of the Pilot Project. Kindly confirm that the project duration for main project will start after successful completion of pilot project?	As per R.F.P
19	Annexure G, Pt 5, Page 65	applying Tape to torn pages, trimming crumpled documents as may be required	What is approx percentage of documents in torn or mutilated state?	Cannot be specified. However, bidder can inspect the record on prior intimation and permission of High Court.

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20	Annexure G, Pt 5, Page 65	Segregating and categorizing the documents on the basis of document type	Do we need to scan selective all pages from a file provided for scanning? If selective page need to be scanned in a document then confirm that segregation will be performed by HPHC?	It will be done by the bidder itself.
21	Annexure G Pt 8, Page 67	Must allow to follow the following standards for metadata: <ul style="list-style-type: none"> <li>• Dublin Core Standards</li> <li>• Open Archival Information Standards (OAIS)</li> <li>• MARC 21 formats standards for representation and communication of bibliographic information in machine readable form.</li> <li>• US Library of Congress" Encoded Archival Description (EAD) standard based on XML syntax.</li> </ul>	The metadata standards mentioned in the RFP are the metadata standards used for Museums, National Library and not for e-court initiatives. Moreover in the past RFPS's for various High Courts these were not required .Please elaborate the use case of these standards in your case.	Standards as mentioned in the RFP are to be adhered to.
22	Annexure G Pt 8, Page 67	Indexing fields	Approx number of fields for metadata will be approx 25. What will be the average number of characters per field?Kindly confirm that indexing will be done in English Language?Kindly confirm that Metadata entry information will be available on which page of the records like first page or specific page or any page within a file?	*Cannot be specified.*Yes in English language.*Normally it shall be at the beginning of the record.
23	Annexure G Pt 11, Page 69	The High Court of Himachal Pradesh requires three images/digital documents for each artifact/document which is digitized: Original File (for the original image before any cleaning procedures) Cleaned File (original image after it has been cleaned and enhanced), Print File (image used as standard file in DMS for user viewing).	As output needs to be provided in Original File, Cleaned file and Print file so please provide specifications of each file like DPI, compression, file type , mode etc.	Already specified in RFP.

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24	Annexure G Pt 14, Page 71	Detailed specification for ICT Infrastructure	Kindly confirm that HPHC will be procuring the hardware like Application Server, Web server, database server etc & OS and other software, RDBMS and ICT infrastructure for implementation of DMS software? We request HPHC to purchase the ICT infrastructure before the successful completion of Pilot Project?	Please revert to the terms & conditions in RFP
25	Annexure G Pt 14, Page 71	Detailed specification for ICT Infrastructure	Kindly confirm that HPHC would be procuring the SAN storage for storing the Images before successful completion of Pilot Project?	No. It will be procured by the High Court after the project is completed.
26	Annexure G Pt 15, Page 71	Training of the Staff/ Officials	What will be the number of HPHC staff to whom the training will be provided? What will be the duration of the training programme? Kindly confirm that training will be done at a centralized location? Kindly confirm that training will be done at HPHC location and HPHC will be providing the infrastructure and hardware required for imparting training?	About 350. Duration depends upon the nature of training to be imparted by the bidder. Yes. It will be done at centralized location in High Court of HP. Infrastructure for training would be provided by the High Court of H.P., but the training material shall be provided by the bidder.
27	Annexure G Pt 17, Page 72	Software Licensing/ Development	As understood, the bidder needs to provide details of the operating system, database , application server, web server & antivirus required for deploying DMS and HPHC would be purchasing the necessary operating system, database, and application server for running the DMS application after successful completion of the pilot project? Kindly confirm that our understanding is correct?	Once digitization work is complete, the hardware shall be provided by the High Court, but the bidder needs to provide complete DMS solutions and related software, tools and applications as provided in the RFP.
28	Annexure G Pt 20, Page 75	Technical Specification and requirements: Scanning DPI mentioned in the RFP is 100 or 200 or 300.	Scanning DPI mentioned in the RFP is 100 or 200 or 300. Kindly confirm that scanning will be done at 200 DPI and in black and white format? As mentioned in tender "12/ 24 Bit Color", is there any specific reason for scanning the documents in Color format. Kindly confirm that scanning will be done in b/w format as it will reduce the size of storage/archival?	As per R.F.P



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29	Annexure G Pt 20, Page 75	Images to be stored in database	Kindly confirm that Indexing data would be stored in database and images would be stored in file folders?	It depends upon the solutions provided by the bidder, but the data must be secured and accessible easily without any degradation in data at the time of retrieval.
30	Annexure G, Pt 20, Page 76	Should be enabled for interactive use (applying digital signature in batch mode). Also it should be possible to digitally sign these PDF files using free Adobe Reader.	As PDF/A is an ISO open standard, hence it should not be restricted to any of the Proprietary firm/company for digitally signing. So request you to please amend this clause as Proposed solution should be possible to digitally sign the PDF files.	Please see the RFP.
31	Annexure G, Pt 20, Page 76	Invisible Water Marking	Does the bidder needs to supply the water marking software or only the integration of DMS application with water marking software is required?	Please see the RFP.
1	Page 13 , Under Technical Specifications	" Considering that the existing records are in Hindi, Urdu, Punjabi and any other regional languages and English language, therefore, the proposed application system MUST cater to the Hindi, Urdu, English and other regional language requirements and as per existing policies and procedures. System should have provision for data entry and capture in three main languages (i.e. Hindi, Urdu and English) and also capable of reading any other regional language, in India, because any document may be in any of other regional languages such as Punjabi, Tamil, Marathi etc.. Unicode fonts must be used for making entry in the regional languages	1. Will the court have provision/trained manpower to use a multilingual keyboard for EDMS based searches/queries post the Job is completed.	Not relevant.
			2. Need more clarification on line"..and also capable of reading any other regional languages..." does it in any way imply to searchable pdf's (PDF A) , kindly clarify what does "READING" imply here.	Searchable PDF/A shall be applicable only in case of English, Hindi & Urdu language and not for other regional languages.
2	Page 13 , Under Technical Specifications	The proposed solution should primarily work in centralized architecture. However, essential data should be replicated at the central server.	Will the Central server be provided by HP or the bidder?	After digitization/scanning is complete server shall be provided by the High Court.
3	Page 13 , Under Technical Specifications	The proposed solution should allow interactive modes. The proposed solution should take into account the network infrastructure availability, as per the proposed solution by the bidder.	Please brief on interactive modes?	The provided application should be dynamic and not static

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4	Page 13 , Under Technical Specifications	Proposed solution must store images in their open file format and not in proprietary or encrypted format.	Open file format meaning?? Shall file name remain same in the storage?	The scanned files must not be stored in any proprietary or encrypted format
5	Page 13 , Under Technical Specifications	Proposed system must provide optional full integration into network scanning appliances.	What do network scanning appliances mean?	The proposed application must allow users to access the functionality from any network
6	Page 13 , Under Technical Specifications	Proposed system must provide indexing assisting capabilities.	Indexing assisting capabilities like?	The index of the scanned/ digitised record could be easily prepared and particular document could be searched by clicking on the index itself.
7	Page 54, Under Annexure-D	Annexure D: Equipment Proposed by the Service Provider to be installed in Digitization Centre in H.P. High Court at its own expenses in addition to the hardware to be provided by the High Court of H.P.	Do we need to supply the below to the High Court?	These equipments are to be used by the bidder during the digitization / scanning process and owned by the bidder and only list of the same need to be supplied to the High Court.
		Tentative list of equipment is given below:• Computing devices i.e. servers (web /application and database servers) with OS, other required tools and devices such as antivirus.• Storage & Backup Solution to store digitized data such as SAN, SAN Switch, Tape Library, and Backup Software.• DMS (Document management System)• Switches/ Router to connect different devices• Rack to place computing resources• Scanners to scan the documents in addition to the scanners to be provided by the High Court.• UPS• Furniture• Any other equipment required to complete the digitization work.		
1	Instruction to Bidders, Clause No. 7.15--EMD	EMD equivalent to Rs. 5.00 lacs in the form of Demand Draft from nationalized bank payable at Shimla favouring "Registrar General, High Court of Himachal Pradesh" shall be submitted alongwith the bid. Any bid received without the earnest	Pls. allow the EMD in the form of bank Guarantee also.	No change, please see the RFP.

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		money shall be liable to be rejected straight-away.		
2	Instruction to Bidders, Clause No. 7.16--Price structure	The price quoted should be inclusive of all applicable duties and taxes. No price escalation due to variation in duty, tax, exchange rate fluctuation etc. will be permitted	Pls. allow the price change in view of any change in taxes, duties etc due to Govt. statutory regulation changes in either ways.	It should be inclusive of all taxes and duties.
3	Instruction to Bidders, Clause No. 8-- Eligibility Criteria	The Bidder should have had a net profit in the previous three financial years (FY 12-13, FY 11-12 and FY 10-11)	Please amend the clause as "The Bidder should have had a net positive worth in the previous three financial years (FY 12-13, FY 11-12 and FY 10-11)"	No, please see the RFP.
4	Instruction to Bidders, Clause No. 9.2-- Payment Terms	9.2.1 Part 1: Digitization of Records - Transaction Based Costs Quarterly Invoices should be raised by the Service Provider upon completion of quarterly job / work. 80% of payments shall be made based on work completed and approved by the Registrar General, High Court of Himachal Pradesh or the Officer nominated by him, remaining 20% payment shall be done during O&M period. 9.2.2 Part 2: DMS Cost - Cost of supply and Implement DMS and integration with CMIS. a) 30% on delivery of DMS software to High Court of Himachal Pradesh that too on successful completion of the Pilot Phase including implementation of DMS with metadata and proposed volume of records as defined and agreed for the pilot phase. b) 40% after completion of digitization of all records in DMS and training and successful operation for duration of six months. c) 30% payment shall be	As substantial investment have to be made by SI, so we request you to amend the payment term clause as under: 9.2.1 Part 1: Digitization of Records - Transaction Based Costs Monthly Invoices should be raised by the Service Provider upon completion of quarterly job / work. 100% of payments shall be made based on work completed and approved by the Registrar General, High Court of Himachal Pradesh or the Officer nominated by him. 9.2.2 Part 2: DMS Cost - Cost of supply and Implement DMS and integration with CMIS a) 90% on delivery of DMS software to High Court of Himachal Pradesh .b) 10% after completion of digitization of all records in DMS and training on pro rata basis. a) Part 3: Operation and support maintenance Cost after implementation of project (Cost of Manpower for Support and maintenance): Quarterly advance payment for period of 5 years .	No change, please see the RFP.

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		made during O &M phase, 10% annually at end of year after deducting the penalty, if any. a) Part 3: Operation and support maintenance Cost after implementation of project (Cost of Manpower for Support and maintenance Plus remaining cost of part1): Quarterly payment for period of 5 years at the end of each quarter after deducting penalty, if any.		
5	Instruction to Bidders, Clause No. 9- Performance Bank Guarantee	The SP must submit within 15 days of the signing of Agreement or issuance of work order whichever is earlier, a Performance Bank Guarantee from any Nationalized Bank @ 5% of Gross Bid Value in the name of Registrar General, High Court of Himachal Pradesh for Total Contract Period plus 6 months after expiry of contract as per the format given at "Annexure-VI".	We request you to amend the clause as follows: "The SP must submit within 30 days of the signing of Agreement or issuance of work order whichever is earlier, a Performance Bank Guarantee from any Nationalized Bank @ 5% of Annual Bid Value in the name of Registrar General, High Court of Himachal Pradesh for one year and for the subsequent years it has to be a Rolling PBG valid till contract period plus six months as per the format given at "Annexure-VI".	No change, please see the RFP.
6	Instruction to Bidders, Clause No. 9.2.3- Penalty	SP is supposed to achieve the milestones in the specified time frame. Non adherence to the specified time frame will attract penalty @1% of Gross Bid value per week maximum to 15% of the contract value of the work in the form of forfeiture of the amount of Bank Guarantee or Demand Draft duly deposited as performance security	We request you to restrict the maximum penalty in any circumstances as 10% of the annual contract value.	No change, please see the RFP.
7	Pg No:10	that 30,000 pages need to be scanned per day	Kindly confirm whether Honorable High Court is equipped with the resources to QC & clear this lot for uploading into DMS on every day.	Yes.

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8	Sub Clause No.3 of Main clause No.4 Scope of Work Page No.10	Preparation of detailed action plan for digitization of records including the very old and tattered and brittle record.	We request you to amend this condition as "If The condition of the document is such that it can not be scanned in any circumstances, than it should be taken out of the scope".	No change, please see the RFP.
9	Pg-11 sub Clause.15 of Main Clause 4.Scope of work	Post Implementation Support for a period of 5 years or for the higher period as may be decided by the Registrar General, High Court of Himachal Pradesh.	After the documents are being scanned and uploaded into the DMS and handed over to Honorable High Court than the ownership of the data lies with Court itself. The bidder will only provide technical support and maintain the software at an additional cost.	No change, please see the RFP.
10	Pg 15 Storage Layer: Language Support	The system should provide support in English, Hindi, Urdu and all the regional languages. The application system MUST be Unicode Compliant. System should provide interface, in Hindi, Urdu as well as English and other Indian regional languages.	Is this refers to DMS ?? Pls Clarify	Yes, it refers to DMS.
11	Sub Caluse 1.1 "d" of Main Clause No.6 of Roles & Responsibility mentioned in Pg No.15	SP will prepare Technical Document as well as User Manual for digitisation of records and its linking with DMS and CMIS.	We request you to provide the details regarding CMIS application used by Honorable High court.	CMIS is an application software, used in High Court, which is based on LAMP technology.
12	Pg 66	The Service Provider must follow the following standards:· BS 5454:2000 or equivalent standards for storage and handling of all Archival documents.· ISO 17799 standards for data security and protection.· ISO 27001:2005 standard for Information Security Standards.	In several part of the RFP the Hon High court insisting on quality parameters but no mark are being given in evaluation criteria. As this project involves software & Services both , so quality parameters like ISO 9001,ISO27001,ISO 20000 and CMMi Level 5 should be included while evaluating the technical bids and some marks to be given to invite quality players.	No change, please see the RFP.
13		New Proposed Clause	Limitation of Liability on account of consequential damages, direct damages etc should not be more than 20% of the contract value.	No change, please see the RFP.

Sl. No.	RFP Document Reference(s) (Section & Page Numbers)	Content of RFP requiring clarification	Points of Clarification	Reply to Clarification
1	Page 10	The Agency should be able to scan and digitize the entire volume of record in about 2 years with minimum commitment of at least 30,000 pages per day or as may be mutually agreed but on higher side.	Our understanding is 1,50,00000 pages to be scanned. Please clarify 1.5 crore pages are existing records or it is an estimate for 2 years.	It is an estimate for existing records. Please see the RFP for details.
2	Page 15.	Satisfactory training to users will be provided by solution provider after implementing the software. All necessary changes, suggested during training and implementation will be incorporated in the project.	How many users to be trained.	About 350.
3	Page 27, 9.2.1	Part I: Digitization of Records Quarterly Invoices should be raised by the Service Provider upon completion of quarterly job / work. 80% of payments shall be made based on work completed and approved by the Registrar General, High Court of Himachal Pradesh or the Officer nominated by him, remaining 20% payment shall be done during O&M period.	We Request for Monthly invoices and payments. We request for remaining full 20% payment post completion of Digitization and data submission.	No change. Please see the main RFP.
4	Page 27, 9.2.2	Part 2: DMS Cost a) 30% on delivery of DMS software to High Court of Himachal Pradesh that too on successful completion of the Pilot Phase including implementation of DMS with metadata and proposed volume of records as defined and agreed for the pilot phase. b) 40% after completion of digitization of all records in DMS and training and successful operation for duration of six months. c) 30% payment shall be made during O &M phase, 10% annually at end of year after deducting the penalty, if any.	As the time frame for completion of scanning and digitization is 2 years, We request for payment schedule as: a) 70% of DMS cost 30% on delivery of DMS software to High Court of Himachal Pradesh that too on successful completion of the Pilot Phase including implementation of DMS with metadata and proposed volume of records as defined and agreed for the pilot phase. b)30% payment shall be made during O &M phase, 10% annually at end of year after deducting the penalty, if any.	No change. Please see the main RFP.

Sl. No.	RFP Document Reference(s) (Section & Page Numbers)	Content of RFP requiring clarification	Points of Clarification	Reply to Clarification
5	Page 61	Scope of Work	Please Clarify Following: 1. How old are the documents?  2. Our understanding is Documents are legal & A4 size only?  3. Our understanding is required connectivity will be provided by High Court for accessing DMS by users.	1. Not possible to exactly specify. 2. Documents may be in different sizes and not necessarily in legal & A4 sizes only. 3. Please refer to RFP.
6	Page 75	No. Of Fields to be Indexed (indicative) 20-25	Indicative number of fields is per page or per file. If its per file what is the approximate number of pages per file.	It can vary from file to file.