

Reply to the Queries received from various solution Providers (SPs) in respect of the R.F.P. for Digitization of Records of High Court of Himachal Pradesh (Scanning, Indexing, Meta Data Entry) and Management of Digital Records through computerized Document Management System i.e. Digital Store System, Retrieval System and Integration of Case Management Information System (CMIS)				
M/S Cloud & Software Solutions, Ricoh India Limited				
Sl. No.	RFP Document Reference(s) (Section & PageNumbers)	Content of RFP requiring Clarification(s)	Points of clarification	Reply to Clarification
1	Section 8 point 2 page 30	The Bidder should have had a net profit in the previous three financial years (FY 13-14, FY 12-13 and FY 11-12).	The Bidder should have had a net profit in the previous financial years (FY 13-14) or The Bidder should have had a positive net worth in the previous financial years.	The bidder should have Net Profit in the Previous three financial years (FY 13-14, FY 12-13 and FY 11-12). However, positive net worth can also be taken into consideration.
2	Section 8 point 5 page 31	The bidder should have experience in supply, installation and support of digitization of records, DMS oriented work and I.T. Services in Indian Courts or Government department or semi government department.	We request you to consider ongoing projects as well along with completed projects.	The ongoing projects, if any, can also be considered provided any phase thereof has been completed that too with completion certificate for the completed phase from the competent authority of the client deptt.
3	Section 8 point 8 page 31	The bidder should have ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O 14721:2012, I.S.O./I.E.C. 20000-1:2011 or Minimum CMMI Level-3 certification.	The mentioned certificates are available with a limited number of bidders only, kindly change it to consider ISO 27000,9001, 14001 certificates as this will make the bid more generic.	Equivalent or better standards can also be entertained, if there is sufficient explanation thereto in the bid and such certificates are enclosed with the bid.
4			Who will provide the hardware for installing the DMS?	After completion of the project, the High Court and till the completion of the entire project, the bidder shall have to provide the hardware, if any, required in addition to hardware as mentioned in Annexure-'H' .
5	Annexure III B Point 4,5 Page 47	Cost of any Other Item	What is meant by "any other item"?	About which the bidders thinks that the cost of such other item is also required to be included in the proposed solution.
6	Point 1 page 4	integration with existing Case Management Information System (CMIS)	What are the technologies used in the CMIS software	CMIS is based on LAMP Technologies PHP-5.1, MYSQL5
7	Point 1 page 4	Subsequently Service Provider will be responsible for Management & Maintenance of solution and – the digitised record for a period	Do we have to provide support for scanning work as well along with DMS? What type of support is needed in these 5 years. Kindly	Please see Sl.No. 7 of Annexure 'F' annexed with RFP .

		of 5 years.	elaborate.	
8	Annexure IV, pg 51	Total score, S = 30 % (Technical score of bidder) +70% (Lowest Financial bid received/ Financial bid of bidder).	With such stringent Pre Q and technical qualification criterias, we suggest that the dependency on the Technical Score is increased to 60% instead of 30%	No change can be made as suggested.
9	Annexure VII, Point 7	7. Post Implementation Support	How many technical personnel should be deployed onsite?	To be suggested by the S.P./bidder.
10	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	The vendor has to provide for furniture too? Does the vendor has to account for electricity as well? What will be the total amount of space available for carrying out the scanning /digitization work.	Furniture, electricity and required reasonable space will be provided by the High Court.
11	Annexure G, pg No 68	All the required hardware/software and supporting equipments (servers, computers, scanners, OCR/ICR, cameras, etc.) required to set up a Digitization Centre	Please give us an estimate of number of hand written documents that have to be scanned and made ready for content search.	There may be about 15 % to 20% hand written documents and such records shall be searchable on the basis of meta data entry and would be part of main record.
12	Annexure G, pg No 73	Dublin Core Metadata Elements ü Open Archival Information Standards (OAIS) ü MARC 21 formats standards for representation & communication of bibliographic information in machine readable form	To make the bid more generic in nature, we propose that these standards be done away with and instead certificates like ISO 14000:1, 9000:8 should be considered.	Already replied at Sl.No.3 above.

Tata Consultancy Services (TCS)			
Query No	Query	TCS Remarks on the reason behind the Query	Reply to Clarification
1	Can we Quote for the RFP as a Service Oriented Architected Solution (SOA) ?	(I) In the RFP, High Court of HP has requested for (a) Scanning, Meta Data Indexing as an Transaction Based Cost (Table A) (b) DMS integration with CMIS (Table B) (c) Cost of Manpower and Support (Table C) and Recommendation of Hardware/Software (Storage Data centre etc - Other Costs) This means that High Court of HP is planning to procure the necessary hardware/software (thereby incurring Capital Expense) and maintain the same to store the scanned . There is a more effective way to address the requirement which eliminates the incurring of Capital Expense and Manpower Support Expense, whereby TCS-iON can (a) Scan the Files (b) Meta Data Index, the Files (c) Store the files securedly in a secured data centre with disaster recovery and BPC (d) Provide the role based secured access to the stake holders to retrieve the files, on demand. The complete requirement being addressed as a transaction based cost namely: (i) Scanning including Meta Data Indexing - Cost Per Page (ii) Secured Storage with Retrieval - Cost Per File being stored in the Data Centre	No change.

2	When you say that meta data indexing has to be Hindi, Urdu and English - Do you intend to have a virtual key board through which the stake holders input the search parameter for effective search ?	Else the stake holders cannot search in multiple languages.	Metadata is to be only in English language.
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Pre Bid Queries from M/s Silver Touch Technologies Ltd.				
SI. No.	No. RFP Document Reference(s)(Section & Page Numbers)	Content of RFP requiring Clarification(s)	Points of clarification	Reply to Clarification
1	Page 72 , B-II	Metadata which can be picked up through intelligent automated OCR / ICR procedure inbuilt in the digitization workflow and	Every content require OCR/ICR procedure	(i)For Metadata please see item no 7 & 8 at pages 72 to 74 of RFP. (ii) So far as OCR/ICR procedure is concerned it is required in case of the documents which are typed, in English, enabling free text search whereas in case of the document, in Hindi, and vernacular language and hand written documents only metadata entry would be sufficient.
2	Page 15 -5.5 Technical spec.	System should have provision for data entry and capture in three main languages (Hindi, Urdu and English) and also capable of reading any other regional language, in India	What are the value of Data entry for Hindi & Urdu language	There would be minimum of the documents, in Hindi, and Urdu languages.

Pre Bid Queries from M/s Object Tech. Solutions Ltd				
SI No	RFP Document Reffernces Section and Page Number	Content of RFP Requiring Clarification(s)	Points of Clarifications	Reply to Clarification
1	Eligibility Criteria. Page No 30, Sr No 1	The Company/firm/partnership must be in India and must have been rendering related services as mentioned in the bid document. The Bidder should have been in operation for a period of at least 5 years as on the date of submission of the Bid.	pl. change this clause as: the bidder should have been in operations for a period of at least 3 years as on date of submission of the bid	Cannot be changed at this stage.

Pre Bid Queries from M/s Newgan Soft. Tech. Ltd.				
S.No	RFP Document Reference (s)(Section & Page Numbers)	Content of RFP requiring Clarification(s)	Points of clarification	Reply to Clarification
1	Page No 18, Section 1.1, Sub point F	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.	Any Product Company owns the IP and Copyright of the 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 specific to Hon'ble HP High Courts deployment. And if required, we may enter into a tripartite escrow agreement with the Hon'ble High Court . Please relax this clause for escrow agreement & customization code.	So far as providing source code, it is to be provided of the entire DMS solution to be used by the service provider. However, waitage should be given to the person who will share the source code. The escrow agreement would be a last option.
2	Page No 69, Section 11, Sub point G	The number of concurrent users can be considered as 300-350 for designing the system to achieve this response which may increase further by the same number or more.	As mentioned in this clause, the number of concurrent users can be considered as 350. As per industry standard the ration of concurrent users and total number of users is (1:5) which means if Hon'ble high court ask for 350 concurrent users then 1750 User id can be generated but at a given point in time 350 users can access the DMS system. Please confirm our understanding or else share the total number of users who will be using the solution.	The rates of licences must be quoted by the bidder in the following manner:- Sl.No. Users Rate/Cost in Rs. 1. 1 to 25 2. upto 50 3. upto 100 4. upto 150 5. upto 200 6. upto 250 7. upto 300 8. upto 350 & above
3	Page no 87, Clause no 1	The proposed DMS software would be web based technology and it should be on open platform. The DMS solution should be Commercial Off The Shelf (COTS) in order to reduce overall system development and maintenance time and costs.	As you have asked for COTS product, so please relax the clause for source code of entire product submission to either escrow agreement or source code of customization to be submitted.	Already replied at Sl.No.1 above.
4	Page no 17	The system should provide support in English, Hindi, Urdu and all the regional languages. The application system MUST be Unicode Compliant. System should	We understand that only Application interface is required to be provided in English, Hindi and Urdu language.	The relevant clause in RFP is self explanatory

	provide interface, in Hindi, Urdu as well as English and other Indian regional languages.	
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Pre Bid Queries from M/s CBSL Group				
SN	Clause no.	Reference/Subject	Clarification Sought	Reply to Clarification
1	8.2 of Eligibility criteria	Bidder should have average annual turnover of Rs. 3 Crores of the last 3 financial years (FY 13-14, FY 12-13 and FY 11-12) from IT services involving digitization, scanning and I.T. services.	This clause may be changed to "Bidder should have average annual turnover of Rs. 10 Crores of the last 3 financial years(FY 13-14, FY 12-13 and FY 11-12) from IT services involving digitization, scanning and I.T. services" It will ensure that bidders having relevant experience and expertise in scanning and Digitization services will be selected for the execution of the project to provide best of their services.	No change can be made at this stage.
2	8.8 of Eligibility criteria	The bidder should have ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012, I.S.O./I.E.C. 20000-1:2011 or Minimum CMMI Level-3 certification.	This clause may be changed ISO 27001:2005 for Data security, ISO 20000 Quality certificates for IT Service Management and CMMI level 3 or above certificate for software development in bidder's name" The other ISO certificate i.e. ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012 has to be removed as does not relates to Scanning and Digitization Services It will ensure that bidders will follow the standard quality parameters and data security of the sensitive data of High Court of Himachal Pradesh.	Equivalent or better standards can also be acceptable, if there is sufficient explanation thereto in the bid and such certification proofs are also annexed with bid document.
3	Page No 18, Section 1.1, clause f	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.	Any Product Company owns the IP and Copyright of the product hence it cannot be transferred to Hon'ble High Court of HP. However We can provide the source code of the customized part specific to Hon'ble HP High Courts deployment. And if required, we may enter into a tripartite escrow agreement with the Hon'ble High Court . kindly relax this clause for escrow agreement & customization code for the same.	Already replied at Sl.No.1 above.

Ms. Priyanka Govil (Received after due data)				
S No	RFP Document Reference (s) (Section & Page Number)	Content of RFP requiring Clarification (s)	Point of Clarification	Reply to Clarification
1	Section 1, Page 4	Digitization	Kindly confirm that digitization activity will be done from centralized location?	It will be done at Central location.
2	Section 1, Page 4	Digitization	What will be the number of shifts in which bidder is allowed to do digitization activity?	So far as giving and taking of record for digitization and scanning is concerned, this shall be done only during office hours viz. 9.45 A.M. to 4.45 P.M. whereas, digitization and scanning and other related jobs can be done by the solution providers as per its convenience.
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 12	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?	1. Judicial record (Record can be inspected) 2. 90% may be in legal size and remaining 10% may be at different sizes. 3. Record can be inspected under prior intimation to the Registrar (Judicial).
5	Page 13	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 purrpose we are considering 5 years of support, kindly suggest if the Hon'ble high court needs support for more than 5 years.	May require or may not require depending upon the circumstances at the relevant time.
6	Page 13	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 High Court of H.P., but such record would be minimum and shredders shall be provided by the High Court of H.P.
7	Section 4,	Management of digitized records and making	On Page 11, DMS should be open source software where	Preference shall be given to the DMS on

	Page 13 & Annexure III B, Page 49	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 customised by e-Committee, Supreme Court of India.	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?	open platform.
8	Page No 17	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 interface shall only be in English.
9	Section 6 Page 18 , Section 7.16 Page 25 & Annexure III B, Page 48	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 specific to Hon'ble HP High Courts deployment. Kindly confirm that bidder needs to supply the source code of customized part of DMS software only	So far as providing source code, it is to be provided of the entire DMS solution to be used by the service provider. However, waitage should be given to the person who will share the source code. The escrow agreement would be a last option.
10	Section 7.16, Page 25	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 actuals . 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 price shall be inclusive of all applicable duties and taxes.
11	Section 9.2, Page 32	Payment Terms		Please see SI.No.9 (terms & conditions of R.F.P.
11	Section 9.2.1, Page 32	Part 1: Digitization of Records - Transaction Based Costs Quarterly Invoices should be raised by the Service	Digitization work is manpower intensive and hence the payment should be released on monthly basis for 100% volume scanned?	No can be made at this stage.

		Provider upon completion of quarterly job / work. 80% of payments shall be made based on work completed and approved by the Registrar General or the Officer(s) nominated by him, remaining 20% payment shall be done during O&M period.		
12	Section 9.2.2, Page 32	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 made during O &M phase, 10% annually at end of year after deducting the penalty, if any.	Request you to modify the clause to 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).	No modification can be made at this stage.
13	Section 9.3, Page 33	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. Subsequent changes recommended by Registrar General during implementation and maintenance phase will attract penalty @ 0.5% per week. Penalty shall also be imposed as follows for inaccuracy/errors detected during checking of works:	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	No change can be made at this stage.
14	Annexure III B, Page 48	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?	The rates of licences must be quoted by the bidder in the following manner:- SI.No. Users Rate/Cost in Rs.

				<ol style="list-style-type: none"> 1. 1 to 25 2. upto 50 3. upto 100 4. upto 150 5. upto 200 6. upto 250 7. upto 300 8. upto 350 & above
15	Annexure V, Page 48	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 A4/Legal?	<ol style="list-style-type: none"> 1. It shall depend upon each document. 2. Both A-4 / Legal.
16	Annexure G, Pt 20, Page 67	c) Detailed workflows for digitization to include:	<p>What is approx percentage of documents in hard bind book state from total volume?</p> <p>In case documents are bind book state then, Kindly confirm that bidder will be allowed to unbind and bind the documents?</p>	<ol style="list-style-type: none"> 1. 2 to 3 % 2. The bidder can be allowed to unbind and rebind hard bound documents, if it is very necessary. But it shall be at the cost of bidder and no extra payment shall be made for this purpose.
17	Annexure G Pt 3.f, Page 69	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.	No change.
18	Annexure G Pt 3.h, Page 69	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.	<p>As per our understanding the DMS application will not be accessed 24X7, so request you to kindly amend the clause to:</p> <p>For the production server, Bidder will ensure high uptime to ensure completion of digitization as per target date (within two years).</p> <p>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/-</p>	No change.

			(Rs One thousand only) per day shall be imposed maximum upto Rs 10,000/- for the entire course of project.	
19	Annexure G, Pt 4, Page 69	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?	The bidder can workout the period of the pilot phase as per the requirement of digitization pages daily and the total page requirement during the pilot phase.
20	Annexure G, Pt 5, Page 71	applying Tape to torn pages, trimming crumpled documents as may be required	What is approx percentage of documents in torn or mutilated state?	Approximately 1 %
21	Annexure G, Pt 5, Page 71	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?	Almost all pages of a file.
22	Annexure G Pt 8, Page 73	Must allow to follow the following standards for metadata:• Dublin Core Standards• Open Archival Information Standards(OAIS)• MARC 21 formats standards for representation and communication of bibliographic information in machine readable form. • US Library of Congress "Encoded Archival Description (EAD) standard based on XML syntax.	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.	Equivalent or better standards can also be acceptable, if there is sufficient explanation thereto in the bid and such clarification proofs are also annexed with bid document.
23	Annexure G Pt 8, Page 73	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?	1. It is not possible to specify. 2. It shall be done only in English language. 3. First page
24	Annexure G Pt 11, Page 75	The High Court of Himachal Pradesh requires three images/digital documents for each artefact/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.	The specification shall be as per the best standards in the relevant field.
25	Annexure G	Detailed specification for ICT Infrastructure	Kindly confirm that HPHC will be procuring the hardware	1. Please see para 14 of Annexure-G

	Pt 14, Page 78		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?	of R.F.P. 2. No change is possible.
26	Annexure G Pt 14, Page 78	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?	Please see reply at SI.No.25 above.
27	Annexure G Pt 15, Page 78	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?	1. About 350 officials.2. Duration depends upon the nature of training to be imparted by the bidder.3. Yes.4. Training shall be imparted in High Court premises and infrastructure such as furniture etc., shall be provided by the High Court.
	Annexure G Pt 17, Page 79	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	Clause no 1, Page 80	The proposed DMS software would be web based technology and it should be on open platform. The DMS solution should be Commercial Off The Shelf (COTS) in order to reduce overall system development and maintenance time and costs.	As you have asked for COTS product, so please relax the clause for source code of entire product submission to either escrow agreement or source code of customization to be submitted.	So far as providing source code, it is to be provided of the entire DMS solutions to be used by the service provider. However, waitage should be given to the person who will share the source code. The escrow agreement would be a last option.
29	Annexure G Pt 20, Page 82	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	Please see Point No.20 of Annexure G in R.F.P.

			it will reduce the size of storage/archival?	
30	Annexure G, Pt 20, Page 83	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.	No change is possible at this stage
31	Annexure G, Pt 20, Page 84	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 clause K of Sl. No. 20 of Annexure-G annexed with R.F.P
32		Limitation of Liability	Request you to add the following: Notwithstanding anything to the contrary in the Agreement, in no event shall either Party be liable, whether in contract, tort, or otherwise, for special, punitive, indirect or consequential damages, including, without limitation, loss of profits or revenues arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of vendor for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), the consideration actually received by vendor under this Agreement. b) For IPR indemnity, pls. negotiate to add the following proviso: CMC shall be liable to indemnify the Purchaser only if: (i) Purchaser has promptly provided CMC intimation of such claim; (ii) Purchaser has not admitted to or accepted any of the claim; (iii) Purchaser has authorized CMC to defend or settle the claim; (iv) Purchaser has provided such assistance and information to CMC as may be required by CMC. Further, CMC indemnification shall not extend to any such Liability which arises as a result of (a) use of CMC deliverables or Services in a manner inconsistent with instructions or documentation provided by CMC; (b)	No change is possible at this stage

			combination of CMC deliverables or Services with software or other programs not provided by CMC.	
33	Force Majeure, page 36	if a Force Majeure situation arises, the SP shall promptly notify this fact to the Registrar General, in writing, of such conditions and the cause thereof within three calendar days.	Please increase the period of notifying the force majeure event from 3 days to atleast 7 days.	No change is possible at this stage
34	Clause 3 (d) of Annexure H, page 68:	The Service Provider would be responsible for the safe upkeep and maintaining the highest level of confidentiality and Integrity of all physical and electronic records within the Digitization Center.	Request you to add the following exceptions to the said clause: Confidential Information does not include information which: i. is publicly available at the time of its disclosure; or ii. becomes publicly available following disclosure; or iii. is already known to or was in the possession of recipient party prior to disclosure under this Agreement; or iv. is disclosed to the recipient Party from a third party, which party is not bound by any obligation of confidentiality; or v. is or has been independently developed by the recipient Party without using the Confidential Information; vi. is disclosed with the prior consent of the disclosing party; vii. is required to be disclosed in accordance with Court order or any other statutory or regulatory authority.	No change is possible at this stage
35	Point 3 (h) of Annexure G, page 69	All the Server(s) installed at the Digitization Center, must have an uptime of 99.9%.	Pls. exclude the time take for the following for the purpose of calculating the uptime: 1) Failure of the infrastructure, electricity etc. 2) Time required to boot the system 3) Delays due to non-conformance of the issued directives. 4) Preventive maintenance 5) Planned Outage 6) Mis-handling by any person other than vendors' authorized representatives.	No change is possible at this stage
36	Point 8, Section 8, page 31	The bidder should have ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012, I.S.O./I.E.C. 20000-1:2011 or Minimum CMMI Level-3 certification.	The bidder should have ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012, I.S.O./I.E.C. 20000-1:2011 or Bidder should be minimum CMMI Level 3 Certified. Kindly confirm that our understanding is correct?	Yes.
	Annexure G Pt 17, Page	Software Licensing/ Development	As understood, the bidder needs to provide details of the operating system, database, application server, web server	The relevant clause in RFP is self-explanatory

79	& antivirus required for deploying DMS and HPHC would be purchasing the necessary operating system,database,and application server for ru
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Shri Vikas Mathur(Received after due data)						
S.No.	Page	Section	Sub Section	Details	Clarification required / Suggestions	Reply to Clarification
1	31	Eligibility Criteria	5	The bidder should have experience in supply, installation and support of digitization of records, DMS oriented work and I.T. Services in Indian Courts or Government department or misgovernment department.	Please clarify this point like will similar work of 'File tracking system' will be counted or not?	No
2	31	Eligibility Criteria	8	The bidder should have ISO 15836:2009, ISO ITR 15489-1 and 2=2001, I.S.O. 14721:2012, I.S.O./I.E.C. 20000-1:2011 or Minimum CMMI Level-3 certification.	Please clarify that in absense of all ISO if firm has only CMM Level 3, will such organisations be eligible?	Yes