

## Annexure-A: Response to Pre-bid Queries

Reference No.: F4.3(513)/RISL/Tech/2022/736 Date:07-05-2025

Empanelment for Digitization Microfilming of Records of Govt. Departments for one year

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
1	34	3.13 Selection Method	Selection Method	How many companies will be empanelled?	As per RFP
2	12	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	2. Financial: Turnover	Turnover for microfilming mentioned as only 50 Lakhs? Why is the criteria so less? Increase the turnover so that experienced companies can only bid and provide quality work	As per revised RFP
3	8	NIB	NIB	List of Empanelled companies will be different for Package A and Package B?	As per RFP
4	13	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	6. Certification: ISO 9001:2015, ISO/IEC 27001:2013	we request to please include the certifications as mandatory Eligibility Criteria as well: (a) Certification: ISO 9001:2015, ISO & IEC 27001:2013 & (b) ISO14001:2015 for Environmental Management System (c) ISO20000: confirms an organization has an advanced IT Service Management approach (d) ISO/IEC 27701:2019 for Privacy Information Management System (e) iSIGMA certification in order to ensure expertise in handling of physical record properly during handing over/taking over and undertaking of digitization process. (f) In the project, there is requirement of deployment of multiples of tware application (scanning work flow, digitization workf low etc.) Considering this a major factor request to please include CMMI Level-5 certificate	As per RFP
5	22	2.1.3.IV Data Storage, Upload, Backup and data transfer (external hard drive)	a) For each record, Raw Image (Lossless TIFF), Master Image (cleaned - JPG, TIFF & PDF/A), Web Image (cleaned – compressed PDF/A) record types must be stored in local server. Master Image and Web Image documents shall be uploaded along with Metadata in RISL application on daily basis. On RISL/User Department request Master Image and Web Image documents must be provided in external hard drive for testing work quality. Final Raw image (Lossless TIFF), verified Master Image (cleaned- JPG, TIFF & PDF/A) and verified Web Image (cleaned – compressed PDF/A) shall be delivered to Department in hard-drive.	1. We understand after delivering the data and taking acknowledgement the successful bidder may delete the data from their systems/local drives immediately. Please confirm. 2. "For each record, Raw Image (Lossless TIFF), Master Image (cleaned - JPG, TIFF & PDF/A), Web Image (cleaned – compressed PDF/A) record types must be stored in local server."  This way 5 copies of each image will be generated and delivered, Hope understanding is correct and to store it accordingky storage servers/devices/servers are available with the department. Please confirm the understanding.	As per RFP
6	22	2.1.3.IV Data Storage, Upload, Backup and data transfer (external hard drive)	d) Verified scanned documents along with metadata are provided by selected bidder in external hard drive to Department for uploading on DMS provided by RISL on periodic basis and disaster management purpose. The high speed (minimum 10 Mbps) internet connectivity will be provided by the concerned department for uploading of the scanned & digitized data on RISL software on daily/weekly basis.	We understand the DMS has been developed/ready to use for bulk uploading. Please confirm.	As per RFP
7	23	Client QC	Client QC	Please confirm the TAT for department to complete QC once digitized data is provided for QC by the service provider.	As per RFP

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8	16	2.1.1. Educational Qualification & Experience of Manpower	Language Expert (Arabic/Persian/Urdu/etc.) -Fazil/Aalim/Post-Graduate/Graduate in same Language (Arabic/Persian/Urdu/etc.).	We request to please provide approximate volume of the data/documents which would be of Languages other than Hindi or English?	As per RFP
9	19	2.1.3 Data Digitization Process, II. Scanning & Digitization	n) For each record, Raw Image (Lossless TIFF), Master Image (cleaned - JPG, TIFF & PDF/A), Web Image (cleaned – compressed PDF/A) record types must be stored in local server. Master Image and Web Image documents shall be uploaded along with Metadata in RISL application on daily basis. On RISL/User Department request Raw Image, Master Image and Web Image documents must be provided in external hard drive for testing work quality. The PDF/A output shall be capable of being watermarked with the image approved by the RISL/user department.	Kindly clarify who will be responsible for verifying the delivered data. As per my understanding, the designated authority should complete the verification and provide approval within three (3) working days from the date of data submission. In the absence of any response or feedback within this period, the submitted data shall be considered approved by default. I request you to kindly revise the statement accordingly.	As per RFP
10	19	2.1.3 Data Digitization Process, II. Scanning & Digitization	i) The selected bidder shall perform following indicative image enhancement activities: • The quality of scanned images are enhance to the optimum level • Perform skew, de-skew activities on the scanned document to make the image straight • Cropping and cleaning of images like removal of black noises around the text, providing margins around the text as per the original document.	As per archival standards, the original images should remain intact, and black noise or unwanted artifacts should not be removed from the images. If it is available on the original images.	As per RFP
11	15	2.1 Package A- Scanning & Digitization	Digitization daily progress shall be tracked through online application software provided by RISL. Selected bidder(s) shall submit required digitized documents and their data on daily/regular basis on RISL software one by one or in bulk. Selected bidder(s), Department & RISL QC/Verification shall be done only on RISL software. After user department QC, external hard drive shall be provided by selected bidder(s) to Department/RISL to handover backup copy of final digitized documents & data to Department.	The responsibilities of RISL and the User Department should be clearly defined. Using the designation 'RISL/Department' can create confusion when decisions need to be made, as it may lead to both departments shifting responsibility onto each other. It is advisable to clearly assign and fix responsibilities for each party to avoid such issues.	As per RFP

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12	15	2. SCOPE OF WORK, DELIVERABLES, MILESTONES and TIMELINES	The objective of the RFP is to select Agency(s) specialized in digitization of records/maps/etc. and microfilming of digitized images/documents on Empanelment basis for a period of one (1) year, from with the successful bidders and may be further extended for one (1) year as per RTPP Act & Rules.	The period of empanelment is quite short and not aligned with the previous tender, which was also for two years. We kindly request that the empanelment period be valid to at least three years.	As per RFP
13	12	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 2. Financial: Turnover	For Package – A (Scanning & Digitization) Annual Average Turnover of the bidder from Digitization during the financial years i.e. (2021-22, 2022-23 and 2023-24) as per the last published audited balance sheets should be at least Rs. 7.00 Cr.	The turnover requirement is quite low compared to the investment involved in the project. Given that the projected volume and timeline are expected to remain approximately the same, I kindly request you to consider increasing the turnover criteria. This will help ensure that financially and technically sound companies are selected by your esteemed department. Request you to change the clause as under : Annual Average Turnover of the bidder from Digitization during the financial years i.e. (2021-22, 2022-23 and 2023-24) as per the last published audited balance sheets should be at least Rs. 40.00 Cr.	As per revised RFP
14	13	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 5. Technical Capability	The bidder must have completed/partially completed project(s) in India (Work order should be only from Government/ Semi- Government/PSU and Work Order date should be on or after 1st April 2021) having following scope of work: <b>B. For Package B- (Microfilming)</b> One microfilm/microfiche project (Single Work Order) of value not less than Rs. 30.00 Lakhs or Two microfilm/microfiche projects (Single Work Order for each project) of cumulative value not less than Rs. 40.00 Lakhs	This clause may not be applicable for microfilming work, as it is a highly specialized and less frequently demanded service in the country. Imposing a specific value and time-based restriction may limit the participation of otherwise capable and experienced bidders in this segment. Therefore, we kindly request you to revise the clause appropriately.  <b>Suggested revised clause:</b> The bidder should have relevant experience in executing microfilming work, preferably in an archival department. Prior work of similar nature and scale will be considered, without strictly enforcing a minimum value threshold of Rs. 50 lakhs.	As per revised RFP
15	12	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 3. Financial: Net Worth	The net worth of the bidder as on 31/03/2024 should be Positive.	In addition to this clause, we request the following modification for consideration: The bidder should have a positive net worth and should be a profit-making company for the last three financial years. To ensure smooth operation	As Per RFP
16		Genral	Financial Bid Format/BOQ	No format of financial bid has been given, will the rates be taken after empanelment, please clarify	As per RFP
17	12	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 2. Financial: Turnover	For Package – B (Microfilming) Annual Average Turnover of the bidder from microfilming/microfiche during the financial years i.e. (2021-22, 2022-23 and 2023-24) as per the last published audited balance sheets should be at least Rs. 50 lacs	For Package – B (Microfilming) Annual Average Turnover of the bidder from microfilming/microfiche during the financial years i.e. (2021-22, 2022-23 and 2023-24) as per the last published audited balance sheets should be at least Rs. 1 Cr.	As per revised RFP

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18	13	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 5. Technical Capability	B. For Package B- (Microfilming) One microfilm/microfiche project (Single Work Order) of value not less than Rs. 30.00 lakhs	B. For Package B- (Microfilming) One microfilm/microfiche project (Single Work Order) of value not less than Rs. 50.00 Lakhs	As per revised RFP
19	13	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 6. Certification	1. ISO 9001:2015 2. ISO/IEC 27001:2013	ISO/IEC 27001:2013 or above Copy of valid certificate with the link for validate the certificate online	As per RFP
20	8	Tender ID	2025_RISL_466255_1	The tender ID and reference number of digitization and microfilming are same, then will we have to submit separate bids for each or will it be together	As per RFP
21	8	NIB	NIB	If the bids are different, then EMD, tender fee and process fee will have to be paid separately	As per RFP
22	8	Unique Bid No.	RIS2526WLOB00004	What is this	As per RFP
23		Proof of ownership of equipment	For Package A- (Scanning & Digitization	The bidder should submit the proof of the ownership of at least 5 face up linear CCD sensor overhead A2 size scanner in the 24 bit color mode specs or 8 bit grey scale to capture original information and 10 ADF, 10 Flatbed scanner	As per RFP
24		Proof of ownership of equipment	For Package B- (Microfilming)	The bidder should submit the proof of the ownership of at least 1 Archive writer/Microfilm converter, 1 Microfiche writer/converter and 1 microfilm/microfiche processor	As per RFP
25	16	2.1.1 Scanning Manager/Site In Charge	Graduate with minimum 5 years experience in managing digitization projects in India.	The Service Provider should have Project Management Professional (PMP)/ PRINCE2 Certified personnel on company payroll	As per RFP
26	15	2.1 Package A- Scanning & Digitization	Some of the manuscripts of MAAPRI, Tonk are in different materials such as palm leaf, birch bark, cloth etc.	In the Bill of Material - We request you to include a separate Item Description for manuscript scanning and document scanning procedures are different	As per RFP
27	21	2.1.3 Data Digitization Process, II. Scanning & Digitization	t) ii Barcode of archival records and AI based scanning of metadata	Kindly elaborate the AI based scanning of metadata and In the Bill of Material kindly include a separate item description for barcode costing	As per RFP
28	22	2.1.3 Data Digitization Process, IV. Data Storage, Upload, Backup and data transfer (external hard	b) The scanned/digitized documents and data shall be uploaded in the application software by selected bidder	Is there any existing application software or if the bidder needs to provide kindly provide the specifications and requirements of the software and In the Bill of Material kindly include a separate item description application software	As per RFP
29	45	Point No. 12 & 13	Bill of Material-DVD Quantities	We suggest for harddisk as the storage device to reduce the no of storing and maintaining 50000 DVDs	As per revised RFP
30	13	1.1 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 5. Technical Capability	A. For Package A- (Scanning & Digitization) One digitization related project (Single Work Order) of value not less than Rs. 1.0 Cr. OR Two digitization related projects (Single Work Order for each project) of cumulative value not less than Rs. 1.25 Cr	A. For Package A- (Scanning & Digitization) One digitization related project (Single Work Order) of value not less than Rs. 0.60 Cr. OR Two digitization related projects (Single Work Order for each project) of cumulative value not less than Rs. 1.0 Cr	As per revised RFP