

Clarification of Queries Regarding Tender for Scanning/ Digitization of Court Record

S.No	Queries	Request of Bidder	Clarification/decision
1	Bidder should have authorization from OEM of IDMS and PDF/A. The same will have to be provided to High Court of Uttarakhand if the bidder is selected for the job.	Remove the clause	Not accepted.
2	Proposed IDMS should have at least 20 installations in Central/State govt/ Archives/ Institutions in India for unlimited user licenses, which should be verifiable through open Internet. Bidder should submit URLs of such installations for verification purpose.	Remove the clause	Not accepted.
3	OEM/Development org need to be a CMM Level 5 org	Change to Change to CMMI level-3	Not accepted.
4	Bidder should have proven Experience of minimum 2 years in the field of Digitization and must have scanned 10 lac pages with certification	Bidder/OEM should have proven experience of minimum 2 Years in the field of digitization and must have scanned 10 lac pages with certification	Not accepted.
5	Consortium of bidders	Please clarify if 2 bidders can form a consortium to participate in the bidding process. We sincerely request you to allow the same.	Not accepted.
6	IDMS should have at least 20 installations in Central/State/Archives/institutions in India, which can be verified by internet and bidder should give URL	1. To be removed or 2. Minimum number of completed jobs/projects be 20 Each customer has different utilization of the digitized documents. Every body does not use a web based verification solution.	Not accepted.
7	Kindly confirm that scanning and digitization activity would be carried at one location or at multiple locations?		One location (in High Court premises)
8	If scanning and digitization has to be done at multiple locations, then what will be the total number of locations and volume distribution at each location?		N.A.
9	What will be the volume distribution for different sizes of paper?		Refer page-2 point number-1 of tender document.
10	What will be the average number of pages in a file?		Approx 150.

11	Kindly confirm that bidder needs to scan all the pages in a file or we need to scan some specific pages in a file?		All the pages.
12	Who will be responsible for segregating the pages?		Bidder
13	Kindly confirm that indexing will be done at file level or page level?		High court will like to reach upto multiple document types in each file. Bidder has to work accordingly.
14	What are the languages in which the documents would be sent to us for indexing?		English or Hindi.
15	Please confirm that indexing will be done in English only?		Yes. However it should be possible to do indexing and search in Hindi also in proposed document management software
16	What will be the average number of indexing fields per file and what will be the average number of characters per field?		Refer page-9, point-4 of tender document.
17	As per RFP, bidder needs to provide the configuration of hardware and software required to host the DMS software. Will the bidder be responsible for providing the hardware, RDBMS and software required to run the DMS software or High court would be purchasing the hardware, RDBMS & software?		Bidder will be responsible for providing the hardware, RDBMS and software required to run the DMS.
18	What will be the number of concurrent users who will be accessing the DMS software at a time?		Unlimited.
19	Penalty clause	Provide the Detail of clause	Refer the point number 22, 23, 24 and 37 or terms and condition section of tender document and as per Uttarakhand Procurement Rules, 2008 if bidder is unable to install the required equipment in time or delay in completion of contract as mutually agreed, he shall have to pay penalty @ 5% of the contract value for first four weeks and @ 10% of the contract value thereafter.
20	Dispute Resolution	Provide the Detail of clause	All disputes shall be subject to Jurisdiction of Nainital Court.
21	Limitation of Liability, Indemnity, Site Readiness	Provide the Detail of clause	Enough clauses are mentioned in tender notice.
22	Severability, Waiver and Change Order	Provide the Detail of clause	Vague queries and no specific details have been given.
23	As per requirement of RFP	In normal course,	There is no need to submit

	document, we need to provide output in PDF/A file format which should comply with specifications provided in RFP Document.	Image samples are asked along with RFP document for checking the authenticity of compliance submitted by Bidder. Same had been asked in earlier RFP floated by Honorable High Court. Please clarify, do we need to submit samples with technical bid.	samples with technical bid.
24	As per clause 24 of RFP document, payment terms of scanning work has been mentioned. However, there is no clarity on payment terms of Software required to be installed at High Court.	You are kindly requested to provide us clarity on payment terms of software	Payment of software will be made after proper customization, installation and proper execution as per tender document.
25	As per clause 10 (3) on page 7 of RFP Document, “it should be possible to sign PDF files through free Adobe Reader.”	Please clarify, can we provide any alternate viewer for this purpose?	No