

Vendor Queries for RFP of digitization of NMML – June 2009

S. N	VENDOR QUERIES	RESPONSE
1.	In the Scanning Method, it is mentioned that ADF/Flatbed is permitted to be used. Normally these technologies are NOT used on such valuable materials like Private Papers, etc, for even if one is very careful there is likely hood of artifacts getting damaged. Most of the Institutions and Universities involved in digitizing and archives are using latest overhead scanners with manual feed. Moreover from the tendering point of view unless one suitable technology is adopted there is likelihood of confusion in arriving at economics of the project to the vendor.(We also submit that ADF is never used for any artifacts)	The Quality / Conditions / Age of the documents, would determine whether to do scanning in Manual, ADF or Flatbed and which scanner to use (flatbed / book /Overhead etc.).It is not mandatory to use ADF/Flatbed Scanner, in fact in most cases book / overhead scanners may be required.
2.	Transaction based costs: - (For the price bid) could you please explain the methodology adopted on the categorization and the how the scale is assigned?	The Weightage is based upon the rough percentage of volume of respective Service Items, as defined in the RFP.
3.	Can the vendor suggest new technologies of preservation of master images, which will be other than the Microfilm and accordingly include in the proposal and price bid?	Yes, the Solution Provider is free to suggest better technologies for preservation of master images. However if the proposed technology entails additional cost to be borne by NMML, such costs should be quoted for separately in different sheet and NOT as part of Form F1. Such additional items / costs shall not be considered for evaluation purposes
4.	If the microfilm is mandatory for Category ‘A’ artifacts then should they be only in 35 mm or can they also be in 16 mm? Should the Microfilms be in negative format or in positive – Color or black and white? (Microfilms are not done on color). What is the method for microfilming that is required, would it be direct camera based or would COM technology be mandatory.	They can be in 35mm,16mm films or microfiche depending upon the requirement of the client. COM technology may be used. All microfilms will only be B&W.
5.	Resolution – the reference to resolution is to the Optical resolution or the Digital resolution and does NMML have any metrics for the resolution?	For digitization the suggested resolution is Digital resolution. For microfilming the suggested resolution is Optical resolution. NMML has got resolution test cards to verify microfilm resolution. Appropriate metrics for testing digital resolution will be put in place by NMML.
6.	What mechanisms you have internally to judge that the digital data produced is as per the standards – Optical resolution should not be mistaken to the digital resolution enhanced by the software. If there is no such mechanism, should the vendor setup such a mechanism for NMML?	NMML shall put in place adequate QA mechanisms / expertise to verify all submissions made by the Solution Provider. However the Solution Provider is free to suggest such mechanism which will enhance the quality of its Technical Proposal.
7.	On page 13 it says that only one proposal should be submitted. Can we not include alternatives in technical solution?	Solution Providers cannot submit more than one technical solution. All Solution Provider are expected to propose the solution they consider best.
8.	What are the criteria of evaluation of technical expertise [Page 41]? What would be the weight age given to the various points in the matrix? There is over emphasis on the IDMS software, why so?	The criteria are already specified in the RFP document.
9.	Should the vendor produce all the archives in Color or should there be a differential systems for Category ‘A’, ‘B’ and ‘C’? Or would the color/black and white or grey scale depend on the artifact.	All images should be true representation of the original manuscript. Please refer Page 37 of RFP for details.
10.	Do you want size reduction maintaining the original resolution? Or do you want resolution reduction with original size for the	For thumbnails, original resolution should be maintained while the size can be reduced.

Vendor Queries for RFP of digitization of NMML – June 2009

	thumbnails?	
11.	Last of all we found that too much emphasis is given to the IDMS. The RFP document has not provided adequate and legitimate space for Archiving methodology in this digitization project. Even if the vendor messes up with IDMS, one can get some other vendor to come up an alternative IDMS solution as long as you have the original data, but that may not be possible if the actual digitization work is not based on well worked out and elaborate standards. For us the heart of the project is digitization and archiving using the high standards with in-built conservation methodology. The IDMS is no doubt necessary but it is only a facilitating tool for rendering the final output. If the digitization process is marginalized the efficacy of the project deliverables would be in question even if there is the best IDMS available. In our perspective 80% emphasis should be on the methodology, standards and the new ways of integrating archiving philosophy into digitalization and preservation of NMML archives/artifacts.	Perhaps the detailed functionality specified in the RFP gives an impression that IDMS is more important than the digitization / archiving methodology. This is unintentional, there is appropriate weight age for hardware, software and A&M.
12.	Nine stars is the Prime Bidder for this Project, is it mandatory to sign individual MOU's or do we need to sign separate MOUs with each consortium partner	It is mandatory to sign a separate LOA / MOU with each consortium partner.
13.	Does this MOU needs to be signed on a stamp paper if so the value ? Can we sign individual MOU's and submit would that be acceptable and additionally letter of association submission. Is also expected to be submitted. We had submitted the letter of association in EOI; please clarify if this is required to be submitted with RFP.	Yes the MoU needs to be signed on a stamp paper of Rs. 100/-  LOA does not need to be on stamp paper.  LOA / MOU are required again at this stage.
14.	What are the formats that are available for the existing electronic records? How many of them exist?	There are no existing electronic records.
15.	Newspapers: Will NMML require headlines for all articles in the Newspaper? Is the zoned and segmented article required as a deliverable?	Yes we require zoning and segmentation to extract headlines from the newspapers for metadata.
16.	What sort of microfilming is required for selected Category A manuscripts (16 mm or 35 mm / positive or negative/ Grayscale/.Colour)?	Depending upon the nature of manuscript, either we will need 16 mm or 35 mm microfilm or microfiche. NMML only needs B&W Negatives for all Microforms.
17.	Will NMML provide the disaster recovery location, or is it for the successful tenderer to provide the location details.	NMML will take care of it.
18.	Is it acceptable for two or more short listed vendors form a consortium and provide a single response for the RFT?	No it is not acceptable at this stage and will be construed as bid rigging and cartelization and thereby resulting in automatic disqualification of all vendors who are party to this.
19.	As per tender prices should be quoted exclusive of service tax. In case of software service tax and VAT/CST both are applicable on Software whereas CST has to be putted after putting service tax on software price. In such case how the price of software should be quoted?	<b>All Solution Providers should specify in all inclusive prices, clearly giving the breakup of all taxes (including Service Tax). All invoices must clearly state this breakup also.</b> Payments will be made as per prevailing rate of Service Tax.

Vendor Queries for RFP of digitization of NMML – June 2009

20.	As per tender, any related software for running IDMS should be delivered by Bidder. Should we give breakup of various software prices under software price head or there should be a single price for all the software?	Break up of all relevant software required to execute the project should be provided. The total price of these will be considered for financial evaluation.
21.	As per clause 1.56.4 NMML will provide multiple shifts for digitization activity. Please clarify what will be the maximum time for one shift e.g. 3 shifts of 8 hours, 2 shifts of 10 Hrs. etc. can we work on Saturday and Sundays?	It is clearly mentioned that the working hours will be mutually decided and is flexible. Yes Solution Provider will be allowed to work on Saturday and Sundays.
22.	As per Clause 2.4.1 (f) manuscripts should be scanned in black and white / color. What is the approx. volume wise breakup of manuscripts for scanning in black and white and color?	Most of the manuscripts are Black & white. It is difficult at this stage to give a breakup of the black and white and color manuscripts
23.	Please explain clause 2.4.1(n)	There is no 2.4.1(n)
24.	What is quantity wise breakup between Microfilms and Microfiches?	Please refer RFP Page 25, Section 2.4.5 ( <i>According to a rough estimate, 90% of the microfilms are 35mm and remaining 10% comprise of 16mm rolls and few rolls of other sizes.</i> )
25.	What can be approximate quantity for microfilming in Category B Manuscripts? What will be approx. volume of documents where unbinding can be allowed for scanning purpose? What type of Manuscripts is required to be scanned under Category B?	This information is neither available, nor required at this stage.
26.	As per clause 2.4.7 software should have the provision of “Public Access” where as common public should be able to access the Artifacts. This is the feature of Web Content Management Software. But in technical specifications of IDMS, no specifications are mentioned which can suffice such functionalities in efficient manner.	<b>The IDMS Solution is a web based system and is required to include the functionality of Web Content Management Software as well. IDMS will include provision of a shopping cart and payment gateway.</b>
27.	As per tender document NMML requires Standard and tested IDMS whereas in tender document it is also asked the source code of the software should be delivered or the preference will be given to the bidders who’ll deliver the source code of the software. Since source code is directly linked with IPR of the product no standard software can be provided with Source Code. Please clarify on this issue.	NMML will prefer to have the Source Code of the IDMS, however providing the Source Code is not a mandatory condition for COTS IDMS packages. For COTS IDMS packages, the Solution Provider must provide the source code of the Customization Layer along with the IDMS application software. The Solution Provider has to ensure that it uses only standard, internationally used RDBMS and other related software so that all data, images and metadata is fully portable into any other standard IDMS / RDBMS etc. (at any point in time) without going through the existing IDMS application.
28.	As per clause 2.6.3 (a) “NMML will only provide the basic infrastructure like space, electricity/water and connectivity.” Who’ll provide furniture for putting up the infrastructure at NMML?	No furniture will be provided.
29.	As per clause 2.6.4 of tender document, Vendor has to undertake Pilot project activity. Whether this activity has to be done during tendering/technical evaluation stage or after award of contract?	This activity has to be done after the award of contract. <b>Successful completion of the pilot shall be the prerequisite for going ahead with the remaining contract and any and all payments will be released only on successful completion of pilot.</b>
30.	Whether OS and Database has to be delivered by Bidder within the price of quoted IDMS or NMML will procure it separately?	All relevant software (including OS and RDBMS) required for execution of the IDMS will be provided by the bidder within the price of the quoted IDMS.
31.	Please explain “Form T12”	This plan is supposed to provide details of Key Personnel that the Solution Provider plans to deploy

Vendor Queries for RFP of digitization of NMML – June 2009

		<p>at NMML premises as well as its own office for executing the said assignment.</p> <p>The Solution Provider shall be held accountable for ensuring that these key professionals are deployed as per Form T12</p>
32.	<p>As per “Form F1” of tender document prices of Microfilm has to be quoted separately. Please clarify whether prices of digitization of “Category A – Manuscripts” should include the price of Microfilming as Microfilming needs to be done for Category A Manuscripts.</p>	<p>Microfilming rates for all categories is to be quoted separately and not as part of Basic Rate of each category.</p>
33.	<p>Is there a maximum amount / budget which can be quoted for One Time Costs?</p>	<p><b>The Total One Time Costs (as per Total of (B) in the table below) CANNOT Exceed more than 10% of the Total Transaction Based Costs (as per Total of (A) in the table above). In case the actual costs specified in Table B below are in excess of the limit prescribed, the same can be recovered by suitably adjusting the Unit Rates in Table A.</b></p>
34.	<p><b>Page 17 Clause 1.28.4</b>            Technical Proposals which are rewarded the minimum qualifying marks according to the Specified evaluation criteria provided in Clause 7.7 below shall qualify for opening of Financial Proposals.</p> <p>The RFP does not contain any Clause 7.7. Please clarify</p>	<p>This is a typo. Please see Section 4.            The technical proposals will be evaluated by a committee appointed by NMML and they will select top 3 vendors technically. The financial bids will be opened for these three vendors only.</p>
35.	<p><b>Page 41 Section-4 Clause 4.1</b>            Evaluation of Technical Bids            Kindly Clarify the Weight age and or marks distribution across different evaluation criterion. This will assist us in understanding of scoring system.            we suggest NMML to set minimum scoring criteria for all bidders so that top three short-listed bidders are at par in terms of scoring.</p>	<p>This will be clarified during the pre-bid meeting.</p>
36.	<p><b>Page 46 Form T3, MOU</b>, Please clarify            Do we need to submit this MOU with Tech-bid ?            Who are parties involved to sign the MOU?            We are already having existing MOU/Consortium agreement copy duly signed by both the parties. Can we deliver the same in lieu of MOU?</p>	<p>Yes you need to submit the MOU only in case of Joint Ventures, else LoA is sufficient. These need to be submitted as part of Technical Proposal.            Yes you can submit the existing MoUs but in that case the Solution Provider will have to furnish proof of its current validity.</p>
37.	<p><b>Page 75, B) One Time Cost of AMC/ATS charges</b>            Annual Technical Support (ATS) and Maintenance costs, after the expiry of 5 year period mentioned in the point above            The project duration is envisaged to be three to four years, followed by Handholding technical support of at least one year.            we suggest NMML to consider AMC/ATS charges for post implementation support as a part separate activity &amp; this cost should not be a part of Financial bid evaluation</p>	<p>Please quote for the contract duration of 4 years.            AMC/ATS charges for post implementation support will be taken as part of Financial Bid.</p>
38.	<p><b>Page 26, Clause 2.4.6.1</b>            All Category A manuscripts MUST be microfilmed, if not already done by NMML. It is preferable that the Vendor uses scanners which allow simultaneous and automatic creation of microfilm / microfiche during the scanning process, so as to minimise physical handling of artefacts.</p>	<p>The film size could be 35mm, 16mm roll or microfiche. All microfilming costs (including those for Category A) will be paid for as an extra as per rates in Form F1.</p>

Vendor Queries for RFP of digitization of NMML – June 2009

	For Microfilming of Manuscripts, What will be the tentative roll size. We suggest the roll size of 35mm. As Microfilming of manuscripts is a separate task altogether we suggest to add separate cost line item the same.	
39.	1.51 Pg. 21)The RFP states “The post digitization work may be carried out outside the premises on the discretion of NMML if they feel there is sufficient ground to allow post digitization work outside NMML premises. a. In response to the statement above, can the Vendor provide two options as part of the solution and Pricing? One Option would be to scan onsite and perform post processing (image enhancement and indexing) at an offsite location. The second being performing the entire digitization (scanning, image enhancement and indexing) work at the NMML premises? b. Please let us know if NMML has any restrictions in terms of an offsite location? (Such as “Within a certain square KM”, or “City”, etc)	a) No we do not want two options, please suggest the option you consider best.  b) If post digitization work is a carried out outside NMML’s premises, only locations WITHIN India will be allowed.  It may be kept in mind that no physical artifact will be allowed to leave the NMML’s premises.
40.	Can the Microfilm / microfiche scanning, image enhancement and Indexing work be carried out from an offsite location, since the input is expected to be a duplicate copy?	All Scanning work has to be done in-house. Post scanning may be done offsite.
41.	The RFP states “ <b>g)</b> A large number of manuscripts are <b>fragile and brittle</b> due to aging. With a view to preserve these, the <b>important ones have been laminated</b> (using non-plastic lamination) and / or pasted and bound into files or registers.” a. Can you please confirm if all fragile materials are laminated? If non-laminated fragile materials were found during the scanning process, would NMML undertake the lamination of such materials, during the course of the project?	No, all fragile manuscripts are not laminated.  NMML reserves the right to decide about lamination at a later stage. The Solution Provider will not be expected to do this.
42.	The RFP states “Most of the manuscripts are on paper while some are also non-conventional media such as silk and fabric” What percentage of manuscripts will be in silk and fabric?	The percentage is not known at the moment.
43.	For Microforms, cropping specification reads as "No". Our understanding is that this should be "Yes" since we need to remove the black borders from the scanned material. Please confirm.	This may be achieved at the time of job set-up. RFP is correct.
44.	The RFP states “All Category A manuscripts MUST be microfilmed, if not already done by NMML.” Can you please let us know what percentage of "Category A" is already available in microfilm?	The percentage is not known at the moment.
45.	The RFP states, “For Category B manuscripts microfilming will be done on a case to case basis. NMML shall specify whether Microfilming has to be done for each particular batch being handed over to the Solution Provider.” Can you please let us know what percentage of material requires Microfilming?	The percentage is not known at the moment.
46.	The RFP states “No translation services are required to be carried out by the selected Solution Provider as the metadata and indexing work in this phase has to be done only in English. NMML would provide the basic metadata (in English) for non English content.” What would be the percentage of non-English content in Manuscript?	The percentage is not known at the moment.
47.	The RFP states “At a minimum the following four manuals are expected to be delivered by the Solution Provider ”	This is a typo. There will indeed be four manual. The Fourth one is the IDMS user manual.

Vendor Queries for RFP of digitization of NMML – June 2009

	In the list that follows, the item "IDMS Technical Manual" is present twice. Please let us know what would be the fourth manual?	
48.	One of the image deliverables is "Loss less compression - TIFF 6.0 or higher". Can we deliver such images in "LZW" compression?	Yes.
49.	Vendor needs to use the "Accession No." for file naming convention. Please let us know whether the "Accession No." will be present at document level or at page level?	Document level.
50.	The RFP states "It is preferable that the Vendor uses scanners which allow simultaneous and automatic creation of microfilm / microfiche during the scanning process, so as to minimize physical handling of artefacts." Would it be acceptable to NMML if scanning of physical material is performed once and microfilms be created from the digital images (COM output) instead of analog filming?	As long as the Solution Provider can guarantee that physical documents will not be handled twice and there is degradation in quality the Solution Provider is free to use alternative approaches.
51.	The RFP states "Unbinding would be permitted but the Solution Provider shall be responsible for ensuring that such unbinding / binding does not result in any kind of damage to the artefacts. If unbinding is done, the cost of such unbinding and rebinding shall be borne by the Solution Provider as part of its standard unbinding / binding rate." As you may be aware it will be difficult to replicate the original state of the bound volume once they are disbound for scanning.  Please let us know if the Vendor is required to return the unbound material in its original binding (Rebound) or is it ok to rebind them with stapler pin/rubber band?	The Binding quality should be as good or better than the original.
52.	Our understanding is that the maximum size of the pages will not exceed A2. Please confirm.	There are all kinds of odd and non standard sizes, but the quantity of sizes larger than A2 will be a very small.
53.	The RFP states "1) Paper catalogues and Metadata/indexing information provided by NMML along with the manuscripts, photographs and other artefacts." a) In case of paper catalogues, specify the volume (pages) of paper catalogue and average number of characters per page. b) Can we assume that "metadata/indexing information" refers to electronic data in the fielded format, which can be used by Vendor during processing without performing any activity?	a) The estimate is not known. b) We are in the process of converting the lists / catalogue into electronic format, however this may not be complete before the time of handover.
54.	The RFP states "Metadata which can be picked up through intelligent automated OCR procedure inbuilt in the digitization workflow" a) Does the requirement refer to extraction of fields automatically through OCR process? b) If yes, please let us know if the fields to be extracted will be present consistently in a constant location for all the input material or will it be present with standard keywords?	a) Yes. b) No, these will not be present consistently in a constant location.
55.	We have following specifications: a) Negative Creation from Photograph Positives b) Positive creation from Negatives Please provide the following details a) Filming is not part of the scope for Photograph. Can you please explain these requirements in detail?	a)Some photos with NMML do not have negatives. Hence, the need to create negatives for future reproduction. b) Percentage is not known at this stage.

Vendor Queries for RFP of digitization of NMML – June 2009

	b) Also let us know what percentage of the volume requires this process?	
56.	Our understanding is that the "Invisible Water marking" is applicable only for Loss less compression image (cleaned file), PDF/JPEG (print file) & GIF/JPG (thumbnail file) and not applicable for "uncompressed tiff (original file)". Please confirm.	Can you explain your query?
57.	On our perusal of the proposal we found metadata capture might be extensive and the extent of metadata capture cannot be pre determined. In order to mitigate this definite risk, which might affect both cost and schedule, can we propose to modify the pricing matrix as follows: Scanning and Image Cleanup for each artifact (Per image cost) Metadata Capture for each artifact (Per kilo Character)	Please refer Section “Metadata and Indexing of the materials digitised” in the RFP
58.	Please refer to “Annexure A” and provide the details	We cannot provide more details than those given in RFP and available to the Solution Provider through personal inspection of artefacts at NMML.
59.	What would be the aspect ratio for microfilm reels?	Question not clear.
60.	Please let us know if the Vendor can provide the output metadata in a format applicable to the IDMS?	Metadata has to reside within IDMS / RDBMS
61.	In 2.4.5. Estimate of Volumes The RFP states “It is virtually impossible to estimate the exact quantum of material or number of pages /manuscripts in NMML’s holdings and any estimates mentioned below are at best a very rough guess of the volume.” During the Pre-bid meeting held for EOI submission, it was stated that a minimum guarantee of volume would be provided in the RFP. Can the Library provide any such guarantee at this point of time for Volume?	It is expected that the minimum volume will be 25 million
62.	Please let us know a. What types of artefacts are contained in Manuscripts, Microfilms and Microfiche? (For instance newspapers, letters, etc) b. What type of image enhancements will be required for each artifact type? c. What are the metadata fields that need to be captured for each of the artifact type? What would be the average character length for the fields?	The Solution Provider is requested to visit NMML and make its own assessment for this.
63.	The RFP states “f) The Solution Provider must ensure that all IDMS searches must return results within a maximum time of 5 (five) seconds and ALL pages of the IDMS must open (on NMML’s intranet) within a maximum time of 3 (three) seconds. The Solution Provider should suggest and install all equipment (especially Servers) keeping these service benchmarks in mind. For evaluating these service benchmarks, the system shall be tested on the Servers and Desktops installed within the Digitization Center by the Solution Provider.”  Please let us know if maximum time of 5 (five) seconds to return results holds good for users trying to access the IDMS through the internet?	No. This limit is only on LAN at full load as per the stress test
64.	The RFP states “It may be understood clearly that the Solution Provider is only required to provide the complete IT Infrastructure	All Servers will be within the Digitisation Center only.

Vendor Queries for RFP of digitization of NMML – June 2009

	<p>within the Digitization Center (required for doing the digitization activities and running IDMS) and not for what is required to be used outside the Digitization Centre by NMML / Users.</p> <p>The RFP also states “The Solution Provider should provide and maintain Production Server(s) and at least one Live Server at NMML. The Live server would be accessed by Researchers/Scholars while the Solution Provider would continue to work on the Production Server.” These statements seem contradictory. Please explain.</p>	
65.	<p>Given the depth of the requirement, we anticipate one or two rounds of follow-up questions after the responses are received for the first set. Would it be possible to accommodate this request?</p>	No questions will be entertained after this pre-bid meeting.
66.	<p>It has been mentioned that the expected date for commencement of the turnkey solution is within one week of letter of award/ intent. Would conduction of a kickoff meeting be construed as commencement?</p>	Yes.
67.	<p><b>EMD &amp; RFP Fees</b>                  Our understanding is that there should be separate DDs for the RFP fees and the EMD. Please confirm</p>	Yes. The DDs have to be separate.
68.	<p><b>Subcontracting</b>                  The vendor might not possess in-house ability to carry out a small portion of the scope – for example microfilming. This portion might be subcontracted, after obtaining prior permission from the library. Can the vendor assume that such permissions would be provided by NMML, as long as the need is justified?</p>	Contract will be awarded to a vendor/consortium who can execute the entire scope of work as per the consortium shown in EOI / Proposal. Subcontracting of any kind cannot be assumed by Solution Provider and will be accorded only in rare cases.
69.	<p><b>Association arrangements and Joint Ventures</b>                  Is the vendor permitted to form new associations/ consortiums/ joint ventures at the RFP stage, though this was not specified in the PQQ?</p>	No this was expressly disallowed at the EOI stage itself
70.	<p>Would engagement of a OEM/ Supplier need prior permission of NMML?</p>	No.
71.	<p><b>Financial Bids</b>                  The RFP document encourages the vendors to propose options (for example offsite metadata capture is an option). This might result in different financial proposals. Can the vendors provide more than one cost options, in the same financial bid?</p>	No only one proposal is allowed.
72.	<p><b>Insurance</b>                  Does the library have any conditions regarding the type and value of insurance coverage for the vendor’s employees? If yes, can you please list them out?</p>	NMML has no special conditions. Law of the land applies. Vendor has to ensure the safety and adequate insurance of his employees.
73.	<p><b>Scanning Area</b>                  Is the area allocated for scanning protected by Fire Alarms and protection systems?                  What is the physical security available for that premises? Can the vendor rely on NMML’s security for this?                  Does NMML’s current insurance cover the documents that would be stored within the scanning premises, handed over “in-trust” to the vendor?</p>	Yes it is covered with fire alarm systems. NMML is secured and the vendor can rely on the NMML’s security.
74.	<p><b>Description of Tasks</b>                  The requirement of implementing the IDMS &amp; carrying out the scanning &amp; metadata capture through the IDMS might delay the</p>	It is up to the vendor.

Vendor Queries for RFP of digitization of NMML – June 2009

	scanning & indexing part. Would it be acceptable the scanning & indexing is done outside the IDMS, till such time it is implemented? It would be the responsibility of the vendor to import such data into IDMS.	
75.	<b>IDMS Capability</b> The RFP clearly states that all metadata needs to be captured only in English, for the scope of this project. Would NMML want the IDMS to have multi language capability to have metadata entry and searches in vernacular languages, at a later date?	Yes.
76.	The RFP states “1.56.4 The working hours will be as agreed mutually between the Solution Provider and NMML. At the minimum, the Solution Provider shall be allowed to operate to multiple shifts each days and work on all days other than Government declared holidays. a. Please let us know if the Vendor can operate on Saturdays? b) Please specify the number of hours the vendors would be permitted to carry out the scanning.	This can be mutually decided. Working on weekly off days can be allowed.
77.	The RFP states “NMML will only provide the basic infrastructure like space, electricity /water and connectivity.” Please let us know what would be the bandwidth of the connectivity that NMML proposes to provide?	This can be mutually decided.
78.	Adherence to BS 5454:2000 standards for storage and handling of all Archival documents has been insisted. Would NMML provide fire proof storage for the documents that are in possession of the vendor for scanning?	NMML shall take care of fire proof storage.
79.	Page 75 states that "Preference will be given to IDMS solution which comes along with complete source code and documentation made available to NMML." Since we intend proposing a COTS by reputed companies, it would not be possible to provide the source code of the core engine. However, the source code of the customization carried out can be provided. Would this be acceptable?  Can the IDMS source code be provided through Escrow Agreement? Also for third party tools like OCR OEM do not provide the source code. For IDMS, do we need to provide the source code for any specific customisation done for this project or for the product as well	Yes
80.	Can we have the approximate / anticipated number of internal and external users for the proposed IDMS solution?	It is difficult to state the number of user at this point. It is expected that there would be at least 100 internal users. It is impossible to estimate the number of external users.
81.	Do we need to capture full-text for any of the content? The RFP asks for full-text search capability, but has not mention on full-text capturing.	Full text capturing may be needed for newspapers and other typed matter only.
82.	Has NMML evaluated any IDMS and have any preference for such product?	No preference. Quote for the best.
83.	The RFP requires to Generate Audit Trail Reports: <ul style="list-style-type: none"> <li>▪ User Wise Reports</li> </ul> Does this include external users also?	Yes.
84.	Submission of Proposal: RFP states, The Bidders must submit <b>a soft copy of the Technical</b>	Yes.

Vendor Queries for RFP of digitization of NMML – June 2009

	<p><b>Proposal</b> in the envelope along with the original Technical Proposal.</p> <p>Section 1.8 of RFP states that “Number of Copies of RFP Five Hardcopies (paper) <b>and Two Softcopies (electronic) in CDs of the Technical proposal</b> should be submitted. Each Technical Proposal should be marked "Original" or "Copy" as appropriate. If there are any discrepancies between the original and the copies of the Proposal, the original governs. In the event of any discrepancy between the hard copy and soft copy, the hard copy shall prevail. “</p> <p>We assume that, one original and four hard copies and one soft copy of technical proposal has to be submitted and One hard copy of financial proposal and <b>NO</b> soft copy of financial proposal to be submitted. Please confirm.</p>	
85.	<p>Advance Payment Guarantee: How much advance payment will NMML provide to the Vendor? Please provide more details on this Advance Payment Guarantee.</p>	There will be no advance.
86.	<p>RFP states that “A Performance Security and Bank Guarantee for an amount of Rs. 25 Lakhs (Twenty Five Lakhs) made in the name of The Director, NMML, is to be submitted by the winning Bidder upon signing of Contract.” Please provide the breakup amount of performance security and bank guarantee for this project</p>	There is no breakup .
87.	<b>Annexure A</b>	All the information that could be provided are already in the RFP. No additional information is available at this stage
88.	Can third party tools be integrated for certain specialized tasks like Disaster Recovery etc.	Yes. In such a case these tools should be included with the IDMS.
89.	Does NMML require OCR license for a few selected documents as the OCR license cost is based on pages scanned and OCR'rd.If yes, please let us know the exact count of the documents in terms of pages which needs to be automatically OCR'rd, so that content search can be performed on the document	Vendor is expected to OCR wherever feasible. Newspapers will need zoning, segmentation and OCR.
90.	Please elaborate on the file formats which the file viewer needs to support.	All popular image formats, MS office formats etc.
91.	Access Control (Access to IDMS) - Integrated Network Login. Can this be provided through Active Directory integration or any other similar methodology	Vendor may explain the pros & cons and suggest the best option
92.	We need more clarity in terms of file plan, parts and control markings	Not clear
93.	How many concurrent users would be accessing the IDMS? Also, the number of user licenses needs to be unlimited or there is a cap on the number of users to be created in the system?	It is expected that there will 50-100 concurrent internal users. It is preferable that the license provides for unlimited users.
94.	Is there any integration of IDMS envisaged with any existing application of NMML	No.
95.	What is the kind of existing internet infrastructure available which can be utilised for the project	Broad band connections
96.	Please elaborate on the existing IT Infrastructure at NMML.	Basic LAN with an entry level server.
97.	Implementation timeframe for IDMS is mentioned for 3-4 years. Please elaborate what is the scope of work for implementation and whether dedicated implementation and support resources are required during this period. Also, post implementation support would start from 5th year onwards and needs to be provided for 1 year. Please	Support is needed for the entire period of digitization. Post implementation support will be considered later. Problems have to be resolved within 24 hrs.

Vendor Queries for RFP of digitization of NMML – June 2009

	elaborate in detail whether dedicated resources or on call basis the resources would be required and the scope of work for post implementation for 1 year.	
98.	Duration of the project is 3-4 years. Can we try to complete this project early.	Yes
99.	In the space requirement it is mentioned that 750 sq. ft. of space would be provided. However, we feel that this space might be insufficient and therefore, the space and other infrastructure requirements like furniture, LAN, adequate power backup, proper airconditioning needs to be provided by NMML and mutually agreed with the shortlisted bidder.	Can be considered if justified.
100.	What would be the work timings for digitisation services to be carried out at NMML Premises? Also, please mention whether Saturday is a working day or not? Can the shortlisted bidder work 2 shifts of 8 hour each?	Can be mutually decided. Saturday is a holiday. Yes the shortlisted bidder can work in two shifts,
101.	On page no. 32, it is mentioned that 15 indexing parameters are there. However, on page no. 37, point no. 2.10 Technical Specifications indexing parameters are 20-25. Please clarify the number of indexing parameters. Also, please let us know the average size of each document classified as document types	The structure is based on guidelines provided by Dublin Core. The fields will be 20-25. Average size not available.
102.	Also, on page no. 32, the indexing parameters are mentioned. Please mention which are the fields which needs to be data entered and for which field we can provide the drop down with options.	Some data may be provided by NMML in an Excel file and the vendor need to import these.
103.	Is there any data for indexing parameters lying in some other database which can be imported in to the IDMS for automated indexing.	Some data may be provided by NMML in an Excel file and the vendor need to import these.
104.	Uncompressed TIF would be a very heavy file and might take a longer time for opening. Therefore, we request, that this activity should be eliminated	LZW may be considered
105.	Does the shortlisted bidder has the flexibility to scan the photographs & manuscripts at a lesser DPI not comprising on the image quality.	No, we need the prescribed DPI or higher.
106.	Does the shortlisted bidder has the flexibility to do the image processing at its processing centre in Delhi(NCR) outside the NMML Premises	Post scanning activity may be done offsite if justified. Artifacts will not leave NMML.
107.	For artifacts available in Microfilm/Microfiche, the current index is available at the individual microfilm level (through library card/catalogue card). Would the digitization exercise involve separating out multiple documents within each Microfilm and indexing them in IDMS? What is the volume of documents (more to get a sizing estimate for indexing effort)?	Yes. Given in the RFP are the details of microforms available. 35 mm roll will have up to 600 images, microfiche will have up to 98 pages 16 mm film roll up to 3000 pages.
108.	Discrepancy in the volumes processed as per the following clauses (the second clause points to 3m per annum?).Sec 2.6 - The Digitisation project is expected to be completed in three to four years from the date of commencement with an average of 8-10 million artefacts(pages) completed each year. 2.6.3 c) The personnel/staff needed during the contract period to digitizing a minimum of Twelve Thousand images per day (Two Hundred Fifty Thousand pages / artefacts per month). Please clarify on this, so that the requisite amount of equipment and manpower would be deployed to meet the desired production rate	The expected duration is contracted four years.
109.	Can the file format(thumbnail view) be in TIF Format (Page 37, Point	Refer to RFP specifications

Vendor Queries for RFP of digitization of NMML – June 2009

	2.10)	
110.	Page No. 38, Point No. 2.10 - Noise Removal should happen only for the black borders or within the space of the text in the image. Also, what about noise on the text. Do we need to provide special processing of these documents to get a good clarity?	Clarity and readability is of prime importance. Hence, suitable method is to be deployed, specially for Category A.
111.	If after scanning also, the image clarity is not coming as per the original (like barely readable), does the shortlisted bidder needs to apply special procedure for image clarity? Please clarify.	Clarity and readability is of prime importance. Hence, suitable method is to be deployed, specially for Category A.
112.	Can during this stage some consortium partner or JV Partner for this specific project be allowed by NMML?	No.
113.	Does the OEM of the Software who is a lead bidder and a shortlisted for the main RFP stage, can offer its IDMS Solution to other shortlisted bidders for the main RFP stage.	Yes.
114.	Can the bidders provide solution for physical record archival for Category A - Manuscript protection for long life preservation.	Not part of scope of work of this RFP
115.	Internal and external users <ul style="list-style-type: none"> <li>• What all networking infrastructure is expected to be provided to interconnect all internal and external users?</li> <li>• If networking is included, please provide number of offices and users at each location.</li> <li>• If networking is excluded, please provide us an overview of the existing IT infrastructure (servers, networks, internet connect, security devices such as firewalls, infrastructure management software etc) currently installed.</li> </ul>	Networking infrastructure outside the Digitisation Center is NMML's responsibility
116.	Which of the parts of the artefacts are expected to go through OCR process?	Newspapers and printed documents only.
117.	Please provide details about the infrastructure for Internet, Intranet, VPN currently installed.	Networking infrastructure outside the Digitisation Center is NMML's responsibility. NMML will provide Broadband connectivity inside the Digitisation Center.
118.	Please clarify what all infrastructure in this centre will be provided by you and what all is expected from the service provider.	All hardware, software, power backup, backup devices, servers and other related IT equipment (like UPS, generators, printers, etc.) is supposed to be provided by the vendor. NMML will only provide the space, and power.
119.	<i>"..The IDMS would be implemented right at the beginning of the project so that the scanning and metadata creation work is carried using IDMS workflow for image management."</i>	Please see page 34 Sec. 2.6.14 of RFP
120.	<i>"Solution Provider is only required to provide the complete IT Infrastructure within the Digitisation Center (required for doing the digitisation activities <b>and running IDMS</b>) and not for what is required to be used outside the Digitisation Centre by NMML / Users"</i> Please clarify the role of systems expected to be used for Digitisation, IDMS and systems used outside the Digitisation Centre.  Is it not the case that service provider will provide systems for digitisation while NMML will purchase systems to run IDMS and <b>serve production users (internal and external)</b> outside Digitisation Centre?	All hardware, software, power backup, backup devices, servers and other related IT equipment (like UPS, generators, printers, etc.) is supposed to be provided by the vendor. NMML will only provide the space, and power.
121.	<i>"..not for what is required to be used outside the Digitisation centre by NMML / Users"</i>	Yes.

Vendor Queries for RFP of digitization of NMML – June 2009

	<ul style="list-style-type: none"> <li>Please clarify if service provider will be responsible for servers and storage only while NMML will provide for all LAN/WAN/firewalls etc equipment needed for Intranet and Internet users.</li> </ul>	
122.	<p><i>“Performance results (5 &amp; 3 seconds)”</i></p> <ul style="list-style-type: none"> <li>Please clarify that these performance results are expected from the IDMS servers to be procured by NMML and not from the equipment provided by us for scanning purposes.</li> </ul>	Performance results will be benchmarked on Solution Provider’s servers and equipment. NMML shall not provide any IT equipment.
123.	<p><i>“Uptime of 99.9%”</i></p> <ul style="list-style-type: none"> <li>Please clarify that this uptime is expected from IWDMS servers to be procured by NMML separately.</li> <li>Please clarify that service provider is not mandated to provide servers with some specific uptime in mind so long as daily/monthly scanning throughput is met.</li> </ul>	Performance results will be benchmarked on Solution Provider’s servers and equipment. NMML shall not provide any IT equipment
124.	<p><i>“Disaster Management Plan “</i></p> <ul style="list-style-type: none"> <li>Please clarify full scope of this plan. For example, do you expect to build an alternative site that will be used if the primary site is not working?</li> <li>Do you expect only digitised documents to be stored at an alternative site?</li> <li>What is expectation downtime if the primary data centre is down?</li> </ul>	No. Disaster storage location will be provided by NMML/NIC.
125.	Please provide total number of users, both internal and external, expected to access IWDMS	It is expected that there will 50-100 concurrent internal users. It is preferable that the license provides for unlimited users.
126.	<ul style="list-style-type: none"> <li>Please clarify when does NMML plan to procure and implement its IWDMS servers vis-à-vis completion of scanning process.</li> <li>It needs to be clarified that internal and external users will access NMML servers only. It is NMML servers that will be required to meet 99.9% uptime and not the scanning servers used by the service provider.</li> </ul>	Explained in the RFP
127.	<p><i>.. “after the Solution Provider takes his equipment back at the end of the contract period”</i></p> <p>.It needs to be clarified that equipment installed by Service Provider will be used for scanning purposes only while NMML will procure hardware/software for serving internal and external users</p>	Explained in the RFP
128.	Will NMML will separately procure and pay for the software needed to run the software? Will it mean that service provider is <b>not</b> expected to include the cost of software?	Explained in the RFP
129.	Please clarify that NMML will want source code of customization done for this project. Source code will not be made available by the vendor(s) providing licensed COTS (“readymade software, as mentioned in Section 2.5) software.	Yes.
130.	Does the solution provider need to provide desktops/network to access the system;	No.
131.	<p><i>“Scanned images to be processed to remove dirt, worm and water marks, noise, shadows, scratch and fold marks, etc., Adjustment of brightness and contrast, gamma correction, skew control, despeckling, sharpening, blurring, etc.”</i></p> <p>Do you still want to retain the original raw image captured by</p>	Yes retain the original image.

Vendor Queries for RFP of digitization of NMML – June 2009

	scanners or will these be discarded once the image is enhanced?	
132.	<i>"Privileged Access"</i> Is the access request for certain artifacts and it's approval by NMML required to be automated as part of the IDMS solution?	Yes.
133.	<i>"Digitization of newspapers (both from microfilms and microfiches as well as paper copies) would include automatic extraction of metadata (from headlines) using page layout analysis, articles zoning, segmentation and OCR techniques."</i> What are the languages expected to be OCR'd? We would like to point out that OCR accuracy is directly impacted by quality of source document, quality of print and font size.	Only English.
134.	<i>"Searching Audio/Video Files"</i> It is assumed that search for audio/video artefacts will be limited to meta-data search only.	Yes.
135.	<i>"When creating a new electronic folder in a classification scheme which uses a structured numerical or alphanumeric reference, the IDMS should automatically generate the next sequential number available at that position within the scheme"</i> .It is assumed that this refers to the ability of IDMS system to create a unique identifier internally.	Yes
136.	<b>"Folder Management"</b> <i>Able to close a folder and ensure that no new records or parts can be added to that closed folder, whilst leaving unchanged the ability to retrieve and view those records already added"</i> Will folders required to be closed manually or will there be pre-defined rules which will allow automatic closure?	Manually
137.	<b>"Bulk Import"</b> <i>Able to capture in bulk records exported from other records management and document management systems, including capture of:</i> <ul style="list-style-type: none"> <li>• <i>electronic records in their existing format, without degradation of content or structure, retaining the relationship between the components of any individual record</i></li> <li>• <i>electronic records and all associated metadata, retaining the correct relationship between individual records and their metadata attributes</i></li> <li>• <i>the folder structure to which the records are assigned, and all associated metadata, retaining the correct relationship between records and folders"</i></li> </ul> The document does not mention any existing DMS or electronic records. Is the bulk upload simply a feature that needs to be present or are there any documents that currently exist in the formats mentioned and need to be migrated?	Yes. Some lists containing metadata will need to be migrated.
138.	We suggest that all infrastructures required to host IDMS including system software, hardware should be done by NMML. Newgen shall provide NMML with the recommendations for the same.	Please follow the RFP
139.	Does NMML has a preference for a particular platform to host IDMS?	No
140.	For exposing the digitized data to external users, does NMML intends to use a portal or will it provide access to the IDMS directly.	Preferable direct access to IDMS
141.	What are the criteria for final selection of Vendor? There is less clarity on the evaluation process during technical evaluation.	Financial bids for top 3 vendors who have scored the maximum marks in the technical evaluation will be

Vendor Queries for RFP of digitization of NMML – June 2009

		opened. The lowest financial bidder from these three will be awarded the contract.
142.	Training requirement has to be capped with number of batches as well as number of days per batch. Suggest NMML cap the requirement to 10 batches (maximum 15 people each per batch) of end user and 5 batches (maximum of 10 users each batch) for administrators. Also the infrastructure for training shall be provided by NMML or by the solution provider.	Will be considered and training infrastructure will be provided by NMML
143.	For EMD we suggest that NMML should accept Bank Guarantee in lieu of Demand Draft.	Please follow the RFP guidelines.
144.	For employee CVs we request that NMML should accept the profile of people that we intend to deploy for this project without names.	Full resumes of key experts with names will be required. Resumes with incomplete details will be rejected.
145.	Request for an extension to the submission date by at least two weeks to enable Newgen to provide a quality response to the RFP.	No extension possible
146.	The IDMS system that Newgen is proposing is the propriety solution as is the case with majority of commercially available IDMS solution available in the market. We request NMML to drop the clause of asking for source code as well as the source code documentation of the IDMS software. All customized code shall be handed over to NMML.	RFP Amended
147.	How many (approximately in numbers) are the manuscripts that need to be microfilmed?	Given in the RFP
148.	Will NMML allow the solution provider to work in multiple shifts to achieve the digitization targets?	Yes
149.	Is NMML's intranet LAN based or LAN/WAN based? Please provide us with the network architecture diagram for NMML to analyze the response time required from IDMS in the RFP.	LAN based. Solution Provider does not need this information for the proposal.
150.	The system supports most searches. However, to enable Thesaurus based search, we need to integrate with a thesaurus dictionary. Is this dictionary going to be provided by NMML or does the solution provider has to get one itself?	Solution Provider has to get one
151.	Does NMML has a disaster recovery site to implement a disaster recovery plan or is it the solution provider who has to set up a disaster recovery site for NMML? Is setting up of DR site within the scope of the current project?	Yes NMML will provide a DR site for offsite location.
152.	Refer to Page No: - 51, Pt. 2 under Record Organization.  Support a distributed classification scheme which can be maintained across a network of electronic record repositories. Kindly elaborate this pt.	It is a desired feature only.
153.	Refer to page no 30 Pt 2.6.3 ( f) images must open within 3 sec How it is possible if image is heavy i.e. color/A0/600 dpi	Only for A0 size this condition may be relaxed.
154.	Refer to page no 31 Pt 2.6.7 (b) How we will get the keywords abstracts and synonyms for indexing from NMML	Partly Softcopy in Excel file, partly type written lists

Vendor Queries for RFP of digitization of NMML – June 2009

	softcopy/hardcopy?	
155.	Refer to page no 32 Pt 2.6.7 (c) OCR performed from NEWS paper at indexing will be edited or RAW data of OCR? What will be the maximum length of OCR field if OCR for heading only then is these images structured?	Not known at this stage
156.	Refer to page no 32 Pt 2.6.8 (a) As metadata should standards like Dublin core, OAI, MARC 21 ,EAD , how will provide the thesaurus / Dictionary for same ?	Question not clear
157.	Refer to page no 33 Pt 2.6.11 (a) print file require of same dimension or on some standard dimension?	Same dimension or original
158.	Micro films /fiches will be available to us is master or duplicate for image conversion?	Master negatives wherever possible.(Mostly)
159.	Micro film created by us will be handed over to NMML in single copy or multiple copies?	Single master negative.
160.	Daily output mentioned by NMML is 12000 images per day and space is fixed 750 sq feet If we require more what is provision for same?	Can be considered.
161.	Is UPS and power backup (Generator) is provided by NMML especially in night shift?	No, power back will be Solution Provider's responsibility.
162.	Refer to page no 39 Pt 3.7 what is criteria to terminate the L1?	Standard govt. procurement guidelines and norms will prevail. Ref. 1.40, 1.41, 1.49
163.	What if NMML is not able to provide the desired documents before the shift starts.	NMML shall try its best give documents 2 days in advance. In the rare event of delay the SP shall not be penalized.
164.	Refer to page no 28 Pt 2.6.1 Daily target is 12000 excellent quality images, Who will approve these images from NMML daily?	NMML's team
165.	<i>Term "in writing"</i> Are email correspondences included?	Standard govt. operating procedures prevail.
166.	<i>NMML's website</i> Why is a private party allowed to advertise their website on a vital RFP from country's one of the most valuable archive?	Factually incorrect and frivolous.
167.	<i>"Only one proposal"</i> Does this mean companies Tata Consultancy and CMC cannot submit two separate bids? It must be noted that TCS is a subsidiary of CMC.	Factually incorrect.
168.	<i>"Core team must be fluent in English and Hindi"</i> .Can this be English or and Hindi?	Fluency in both is preferable but not mandatory.
169.	What % of microfilms are blipped and unblipped? Please specify % or individual volumes.	No film is blipped
170.	Are the keyable fields captured from the first page of the document or we need to browse through different pages of the document?	NMML will provide Excel file or printed list for metadata. Key metadata information will also be available on the top of the file / folder.
171.	Is there any specific folder structure to be followed for scanned image files storage?	Vendor may suggest.
172.	What is the required accuracy %?	Minimum 99% accuracy
173.	What are the average no. of characters per field for each document type?	Not known
174.	Which indexing method is required for microfilms? Roll level / Document level?	Frame Level for Newspapers and Document level for Manuscripts.
175.	Are any tables / database used for populating fields during data entry process? If yes, please provide samples	NMML will provide Excel file for metadata for at least some records.
176.	Please specify the mode of transfer of scanned image files.	Question not clear

Vendor Queries for RFP of digitization of NMML – June 2009

177.	Will the datasheet for Indexing be provided by NMML to all set of documents that need to be archived?	Yes.
178.	No of manuscripts paginated?	Info not available
179.	What will be the Number of Indexing Fields that need to be captured under each category a) Microfilms & Microfiches b) Photographs c) Manuscripts	20 – 25 fields
180.	If to be done with the existing website, who is responsible to integrate the Digital library with the website?	Solution Provider
181.	2.6.2 states that in case the artifacts are damaged then penalties would be levied on the service provider. You might want to consider termination of the contract in case such instances are repeated and exceed a certain pre determined number during the period of the contract or on a monthly / quarterly basis. NMML really wouldn't be interested in pecuniary benefits in case documents are damaged.	Will be incorporated
182.	2.6.3 f. For accessibility time (5 or 3 seconds), that there should be a stress test to see how long it takes with multiple simultaneous access to the storage server. Single access through LAN can be extremely fast, but when accessed over the net or when multiple users are accessing it over the LAN performance can degrade quite a bit. Instead of checking after the activity is done, can the service provider demonstrate the accessibility of data using the recommended IDMS and scalability ahead of time, during the evaluation phase? This would have to be done before the Pilot Phase  What is the outcome if the Pilot Project is not successful? Can it result in the contract being terminated and awarded to another service provider? If this can be a possibility, then the para 2.6.4 must state so.	Will be incorporated
183.	2.6.3.g. is the uptime for the server alone 99.9% or is it for the entire system? If the server is up but the rest of the system is down for more than 0.1% of the time will that be acceptable?	99.9% uptime is applicable only for vendor supplied servers and systems.