Queries on APAR Scanning Tender

Organization Name: isoft Technologies Pvt. Ltd.
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Sr. No.	Query Description	Response of Query
1	Kindly provide the document size of APAR forms.	A4 size
2	The content of the documents is printed or hand written.	Both
3	Please provide indexing fields for the APAR forms.	Please see clause 3 of RFP.
4	Apart from the three districts mentioned where we can setup the scanning centers, can we also setup scanning centers at other districts with high volume of APAR forms?	Can be considered at the time of award of work.
5	What is the total time period for project execution?	The implementation time period may be read as "Two Months" instead of "Two Weeks" in clause no. 3.2 of the RFP.
6	Will the vendors be allowed to work 24 hours/day at the districts where scanning centers will be setup?	Yes
7	Will the vendors be allowed to undertake indexing of forms at their offices?	Indexing of forms shall be done on the premises of the Department
8	After scanning of forms will we have to return APAR forms to the respective districts or we will have to submit forms for all the districts at the Directorate at Panchkula.	To the respective district as per clause 3(k) of RFP.
9	Under 'Eligibility Criteria' kindly include that the vendors must be ISO 27001:2005 and ISO 20000 certified companies.	NA
10	As Document Management Software is an important component of the RFP and it will be required to customize/modify the software, you	Prerogative of the Department suggestion noted

	are requested to include that the vendors must be CMMI – Level 3 certified companies under 'Eligibility Criteria'	
11	Will the department be deploying officials from the respective districts for supervision of scanning work?	As per clause 3.1 of RFP.
12	The penalty of Rs. 500 per page and up to 20% of contract value mentioned for uploading of wrong data is too high. Please reconsider.	Keeping in view the sensitivity of the data, the penalty is reasonable.

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Sr. No.	Query Description	Response of Query
1.	What is the size of APAR documents?	A4 size
2.	How old are these documents?	New document
3.	Are the documents have printed /written contents on single side or on both sides.	Printed and hand written on both sides of the Page
4.	The APARs are in the form of booklets. Are these booklets bound or stapled? If stapled, **how many staples are there…. two or more than two**	Stapled booklets, there are two staples on each booklet.
5.	If the APAR booklets are bound, can we open the binding for scanning?	Yes, can be. But the same shall have to be stapled back
6.	The scanned APAR documents need to be delivered as PDF images, please confirm or **please specify any other mode of deliverables…**	In the same manner without any loss/damage.
7.	The parameters / metadata mentioned at point (e) under 'Scope of Work' will be the indexing fields, **please confirm.**	As per clause 3 of the RFP. However change request can be +- 20% of the scope.
8.	To avoid security risk in transporting of documents to and fro, will it not be appropriate to allow setting up of scanning centers at each of Districts.	Can be considered at the time of allocation of work. But decision of the department shall be final.
9.	In what form the documents will be packed at districts for handing over for scanning?	In accordance with the handling overtaking over strategy mentioned in the clause 3 of RFP.
10.	Please provide district-wise distribution of total volume of APAR documents	Shall be given at the time of allocation of work.
11.	Our understanding is that two weeks timeline for	Timeline is two months.

	completion of job is for the respective districts. The time of two weeks will start from the date we are handed over all the documents for scanning at each of the districts. Please confirm**……… request you to please enhance the time limit as two weeks time is too short to complete such a big job**	
12.	The documents for how many districts will be handed over for scanning in one go.	As per handling overtaking over plan, which shall be decided at the time of allocation of work.
13.	As the project needs to be completed in short time span we presume that the work site and the required infrastructure will be provided to us for processing of documents round the clock (24x7). **Please confirm.**	Yes. However security risk shall be with the vendor.
14.	Will the vendor be allowed to undertake the process of indexing of documents (post scanning process) at it's own premises?	At the premises of department.
15.	**As the work is of highly secretive and of sensitive nature and also to be completed within stipulated time span, therefore you are requested to incorporate in the RFP that the vendor should be an ISO 27001:2005 and ISO 20000 certified company. Needless to mention that this requirement is must to ensure the secrecy and security of the data and is always a part of all the tender documents of similar nature work.** **Recently HUDA has floated a similar tender for scanning of records and this condition also exist in HUDA's RFP at page 15 which can be downloaded from the web site i.e. *www.huda.gov.in***	The eligibility criteria shall be as per clause 4 of RFP.
16.	**Since the DMS needs to be customized / modified as per the requirement of the HSSPP, therefore the bidder should be atleast CMM level III certified company.**	The eligibility criteria shall be as per clause 4 of RFP.
17.	To ensure that only genuine companies with credentials participate in the bid please include work value for clause at **S.No. 9 under 'Eligibility Criteria'.**	As per technical evaluation criteria mentioned in clause no 4 of the RFP.
18.	As the scanning of approximately 23 Lakh documents has to be completed within short time period, please include that the vendor must have in possession minimum ………. no. of high speed scanners.	Eligibility shall be as per clause 4 of RFP document. However bidder shall be responsible for deploying necessary resources to complete the task within time frame.

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Sr. No.	Page no/Clause no of the RFP	Clause	Suggested changes	Response of Query
1.	Page No 9	The software thus provided will need to be provided with source code to the Parishad	As an OEM, no company can provide its source code. So we request you to amend this clause as mentioned below: "The source code of the customized part specific to HSSPP will need to be provided to the parishad."	Source code is required to integrate the software with other applications as mentioned in clause 3.1 of the RFP.
2.	Page No 11 of the RFP	DMS software should support multiple platforms for interoperability on Windows, Linux and UNIX.	The DMS should be platform neutral and Server component should be able to operate on Windows, Linux & Unix Operating System in both - virtualized and non-virtualized environment.	The clause covers the broader perspective.
3.	General	CMMI Level 3	Since project involves the software customization with respect to HSSPP's requirements so *it is recommended that the proposed bidder should be CMMI Level 3* for the interest of the project.	Not Accepted.