

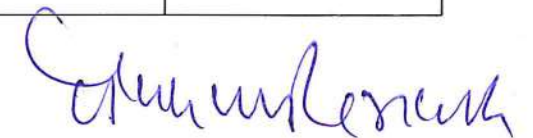
Tender Ref. No. 59-4/8/2023- Rep(D)/ Com Unit, Tender ID  
2023\_NAI\_767120\_2

Pre bid queries - RFP for selection of data quality check and  
quality audit service agency.

S.No	Company Name	Query No	Bidding Document Reference(s) (Section Number/ Page Number)	Content of RFP Requiring Clarification	Points of Clarification Required	NAI's Response
1.	SBL	1	Page no-9,3. Letter of invitation and Background Information 3.1 Letter of Invitation	NAI invites responses ("Proposals") to this Request for Proposals ("RFP") from reputed & experienced Audit agencies ("Bidders") for data quality check in National Archives of India, Janpath, New Delhi along with in the Regional Office, Bhopal and the Records Centres at Jaipur, Bhubaneswar and Puducherry as described in this RFP, "Scope of Work" ("the Services"). NAI is the Nodal Agency for this public procurement.	Kindly clarify that for experienced Audit agencies,	As per RFP
		2	Page no-35, Deliverables	Auditing of digital images of 30 crore approx pages, within a period of two years as per standards mentioned in Scope of Work section. at National Archives of India, Janpath, and Lahore Shed, New Delhi along with in Regional	Kindly clarify that NAI Department will provide the space or basis in form of table/chairs at the all locations	As per RFP

*Chauhan*

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				Office, Bhopal, Records Centres at Jaipur, Bhubaneswar and Puducherry.		
		3	Page no-38 19. Support to be provided by NAI	Assistance and Exemptions: Unless otherwise specified in the RFP, NAI shall make its best efforts to: o Provide the Agency, and Personnel with data access and user IDs to perform the Audit work	Kindly clarify that we can access the data remotely with user id wise for QC work	As per RFP
		4	15.1 Input specification: page no-30	Digital images are in PDF formats and Metadata in CSV file and XML file format with every batch of digital records and should be checked in compliance with the Dublin Core standard for online interoperability. The selected audit firm has to audit the digital images along with process adopted on the said audit as per the job specification mentioned at 15.2	Kindly clarify that bidder would be checked all the parameters like CSV Files/Metadata/PDF formats	As per RFP
		5	5.2 Job specification: page no-30	Audit of digital Images Capturing (Scanning): 1. The digital images are to be checked that they have been prepared between the range of 300-600 dpi, text documents should have been scanned at minimum 300 dpi (in case of legibility issues 400 dpi) and images/ photographs/ treaties/ manuscripts are scanned minimum at 600 dpi. 2. Coloured charts, diagrams, photos, illustration etc.	Kindly clarify that bidder would be checked all the parameters each and every things as per scanning RFP	As per RFP



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				are to be audited separately wherever applicable. 3. The PDF file have to be checked that these are in the PDF/A Format (ISO 19005:1/ISO19005-1:2005).		
		6	5.2 Job specification: page no-30	Audit of digital image processing and cleaning (Image Enhancement) 1. Image enhancement activities should be checked like the removal of bleed through, black border removal, curvature correction, light equalization, brightness and contrast enhancement, de-noising, de-skew and de-speckling, cropping, cleaning, sharpness, focus enhancement, background removal for text areas without violating content in picture zones and without altering the original capture dpi. 2. The proper removal of digital noise will include removal of worm-marks and stain-marks to the maximum possible extent, while keeping the colour information intact. 3. Checking of resizing of every images with de-skew, rotate, height-width, margin, etc. to make every image perfect and uniform in size. 4. Checking of proper editing has been done to the images to straighten the orientation of the content matter if there is any disorientation existing in the pages.	Kindly clarify that bidder would be checked all the parameters each and every things as per scanning RFP	As per RFP

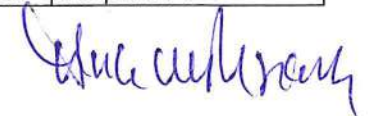
*Wahid Khan*



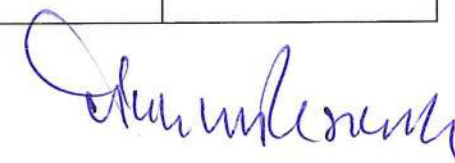
S.No	Company Name	Query No	Bidding Document Reference(s) (Section Number/ Page Number)	Content of RFP Requiring Clarification	Points of Clarification Required	NAI's Response
				<p>. 100% quality check to be performed on each and every image to ensure that there are no missing or dropped pages &amp; images are optimized to their optimum levels. A detailed QC list has to be generated for every page being processed in the project.</p> <p>6. Nuances in the document such as notes, remarks, corrections in the text and pencil marks are of historical value which should be checked with the original document and retained in the digital image.</p> <p>7. Image processing will follow a general priority guideline of legibility, aesthetics and file size in that order.</p> <p>8. The vendor will have to carry out to do the above exercise outside the premises of NAL.</p> <p>9. The OCR for printed/typewritten material should have at least 95% accuracy and for handwritten text atleast 50% accuracy.</p> <p>10. OCR/HTR should be checked with support recognition of multiple</p>		

*Chandrasekhar*

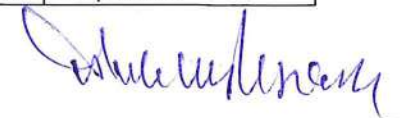
S.No	Company Name	Query No	Bidding Document Reference(s) (Section Number/ Page Number)	Content of RFP Requiring Clarification	Points of Clarification Required	NAI's Response
				<p>languages on the same page.</p> <p>11. The translation work of different languages into the English language should be audited for an accuracy of atleast 80%</p> <p>12. Text should be in Unicode supporting all major Indian languages.</p> <p>13. Searchable PDF should contain Indelible Watermark on all pages, secured from modification and extraction of the text layer and 256 bit AES Encrypted.</p> <p>14. The searchable PDF/A file to be compressed over 90% without altering the original capture dpi, retaining of the page dimensions and without losing the legibility of the document.</p> <p>15. The pagination on digital images has to be checked with physical pages and the same sequence of the digital images, as in the original records, is to be ensured.</p>		
		7	General		Kindly assist if any DMS or Cloud base solution required for audit and QC and we can	As per RFP



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					check QC audit from our Workflow.	
		8	General		Kindly assist how many pages should be done audit or QC perday basis	As per RFP
		9	General		Kindly assist to bidder we can do work 24*7 or shift wise	As per RFP
		10	Pre Qualification	The bidder should have digital image audit related software/tools with related equipments worth at least 15 lakhs as on date of submission of proposal. Bidder should provide details of the type, number and make of the equipment and software/tools in their possession.	Evidence like purchase orders and their invoices, MOA or lease agreement of hardware/ equipment  is it hardware of software?  If we are using our selfmade software can we provide undertaking.	As per RFP
		11	Technical marking conditions	The bidder should have digital images audit related software/tools and of equipment (as mentioned in item 15.2 para 1 of total worth of at least INR 15 lakhs as on date of submission of proposal) bidder should provide details of the type of number and make of software tools and equipment in their possession >50 lakh	If we are using our selfmade software can we provide undertaking. We are using software of our value	As per RFP



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				20 lakh to 50 lakh 10 marks 15 to 20 lakh 5 marks		
2.	IRON MOUNTAIN	1	Page No. 22, S.No.8	Audit Report showing Net Profit Of the company	Request you to consider positive net worth of the company instead of the net profit.	As per RFP
		2			Note: With Net profit clause in place Iron Mountain entity will not be able to bid. This is because IRM is investing heavily into capex. OEC could be an alternate entity but pls check on the other requirements for qualifying criteria eg: ISO certification etc.	As per RFP
		3		general	What will the TAT for the QC vendor to confirm or reject the quality of the work?	As per RFP
		4		general	Is NAI confirming on the power supply will be provided during the entire working hours without any shortage?	NAI will provide the power supply
		5		general	What is the space size being allowcated for this project by NAI?	As per RFP
		6		general	Does the allocated space has windows and how many? (we have to protect the docs and	As per RFP



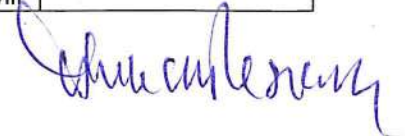


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					high-end scanners from light and dust).	
		7		general	NAI to confirm if their portal 'Abhlekhpatat' has maximum uptime (99.9% as is normal in any DC)	As per RFP
		8		general	Incase of downtime, how will NAI arrange to store the data (images)?	As per RFP
		9		general	Incase of downtime due to NAI - power cut/delay in handover and takeover the files or doc/portal downtime, etc ... can NAI suggest a compensation for loss of production?	As per RFP
		10	Page 39	Web Based Application	Please share more details on the Web Base System required. Please confirm wether OpenSource is required?	As per RFP
		11	Page 39	Web Based Application	Does NAI need source code of application too?	NAI need source code of application
		12	Page 39	Web Based Application	Please specify the usage of Data Capture and processing tool and Web DMS storage? At which stage will Capture & Enhancement tool be utilised and when will the images finally move into the web application?	As per RFP

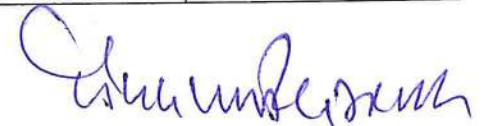
*Abha Kulkarni*



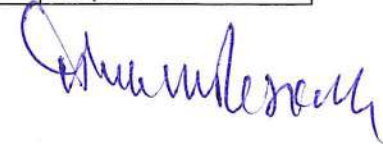
S.No	Company Name	Query No	Bidding Document Reference(s) (Section Number/ Page Number)	Content of RFP Requiring Clarification	Points of Clarification Required	NAI's Response
		13	Page 39	Web Based Application	How does the upload to Abhilekh Patal work? Do we have the functionality of bulk uploading in Abhilekh Patal? If yes, what is the threshold of max PDF files that can be uploaded in one go?	As per RFP
		14	Page 39	Web Based Application	For the 3 copies to be created - TIFF, JPG, PDF - do we need to store both TIFF and JPG in the Web Based cloud?	As per RFP
		15	Page 33	Image correction & enhancements	Cloud storage for Raw image processing and Cloud storage for 3rd party QC will be provided by NAI or the bidder?	NAI will provide the cloud storage
		16	Page 33	Image correction & enhancements	since its mentioned that metadata creation and image correction & enhancement needs to be done outside NAI premises, will NAI allow bidder to do this activity in bidders premises using bidder's server?	As per RFP
		17	page 39	access to digitised files	cloud for accessing the digital file via web application for modification of scanned document's metadata will be provided by NAI?	NAI will provide the cloud storage
		18	page 37	General Terms & Conditions	How do we ensure that the constant electricity supply will	



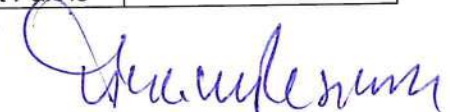
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					be provided to the scanning team? Do we have the power backup for any outages?	As per RFP
		19	page 37	General Terms & Conditions	Does NAI have working cameras in the scanning/takeover/handover/ preparation area to mitigate any risk ? If no, does the bidder need to install cameras?	NAI has its own CCTV system
		20	Page 39	Web Based Application	Does Abhilekh Patal have the functionality to provide APIs for auto pull of PDF files from DMS/external hot folder?	Selected vendor has to do the said work
		21	Page 32	Image capturing	For modern, standard sized documents that do not exhibit fragility or damage, would it be possible to use automated, low pressure, automated document feed (ADF) scanning, that is designed to meet archival imaging capture requirements? The recommendation is made because this particular option offers a financial benefit and enables us to share a more reasonable pricing per image if a percentage of the materials can be digitized in this	As per RFP



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					manner.	
		22	Page 32	Image capturing	Multilingual page translation should be done by software or by personnel? Because the percentage of translations using an application may have a certain threshold. We therefore wanted to know if this should be limited to using software for the same or if subject matter experts should perform the translations individually?	As per RFP
		23	3	Q. Bid Security/ Earnest Money Deposit (EMD)	Earnest Money Deposit of Rs. 1,50,00,000 (Rupees One Crore Fifty Lakhs i.e. 2% of estimated tender value) in the form of Demand Draft / Banker's Cheque / Bank Guarantee only and the same shall be drawn in favour of "The Director General, National Archives of India, New Delhi" payable at New Delhi, Not required - in-case of MSME/NSIC/SSI.	As per RFP
			14	Clause 6.3.e	e. The EMD may be forfeited: - If a bidder withdraws its bid during the period of bid validity.	As per RFP

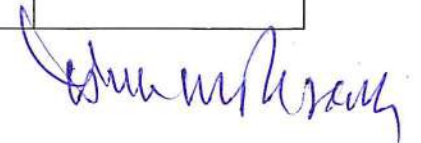


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		24			<p>. If selected Bidder does not start the job within 45 days from the date of signing the Agreement.</p> <p>. In case of a successful bidder, if the bidder refuses to execute the order or fail to furnish the required Performance Security and fail to sign the contract as stipulated in this tender document within the specified time fixed by the NAI</p>	
		25	15 & 16	Clause 6.6	<p>Consortium Consortiums shall be eligible to participate in the bidding process. A maximum of three firms are allowed to enter into the consortium. The prime bidder must satisfy the pre-qualifications of bid. The agreement between consortium members has to be submitted along with the bid clearly mentioning the roles of the consortium firms.</p> <p>Role of the Parties: The Parties Shall undertake that Party of the First Part is</p>	As per RFP

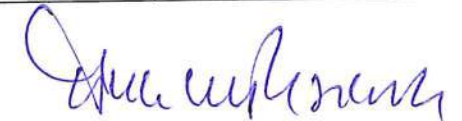




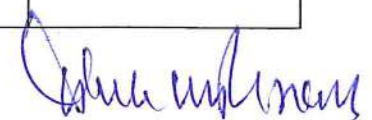
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					<p>fulfilling the Pre-qualification criteria as per the requirement of "Tender" in all respects and shall be the "Primary Bidder" of the Consortium and shall have the Power of Attorney from all Parties for conducting all business for and on behalf of the Consortium during the Bidding Process and until the signing of the Contract when all the obligations of the Consortium shall become effective. The project shall be executed by the "Primary Bidder" as a whole and solely responsible to NAI for all the activities mentioned in the Tender Document including financial liabilities.</p> <p>Joint and Several Liability The Parties shall undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the Tender Bidding Documents and the</p>	



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					Contract, during subsistence of the Contract. The details of each consortium firm/party should be mentioned indicating manpower, turnover, experience and services for which the consortium has been formed	
		26	21	Clause 11.1.5	5. Quality & Security certifications: The bidder should have below mentioned Certifications valid as on the last date of bid submission: • ISO 9001:2015 • ISO/IEC 27001:2013	As per RFP
		27	22	Clause 11.1.7	7. Non Blacklisting Declaration - The Company should not be currently blacklisted by any Central or State Government Organization or PSU or other public funded government institution and should not have faced forfeiture of EMD/PBG by any organization/ institution during the past three years	As per RFP
			28	Clause 12.4	Performance Guarantee The Performance	



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		28			Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period.	As per RFP
		29	29	Clause 12.6	Failure to Agree with the Terms and Conditions of the RFP Failure of the successful bidder to agree with the Contract terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NAI may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the NAI shall invoke the PBG of the most responsive bidder.	As per RFP
		30	31	Clause 14	Non-Disclosure Agreement The successful Bidder would need to sign a Non-Disclosure Agreement.	As per RFP

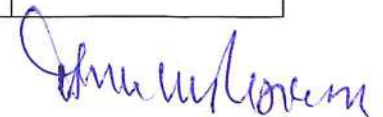


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					Format of the same would be shared with the LOI/ LOA.	
		31	36		General Terms and conditions: 1. The agency should compliance with Federal Agencies Digital Guidelines Initiative (FADGI)/NARA scanning guidelines/Best Practices & Guidelines for Production of Preservable e-Records (PRoPeR) published by Department of Electronics & Information Technology (DeitY) Government of India.	As per RFP
		32	36, 37 & 38		General Terms and conditions: (1 to 19)	As per RFP
			38 & 39	Clause.21	21. Quality control checklist Agency has to perform quality checking of every digitized image pages before submitting to NAI. The selected bidder will have to ensure compliance to the following minimum checklist of quality control of scanned files/images before sharing	As per RFP

*Signature*



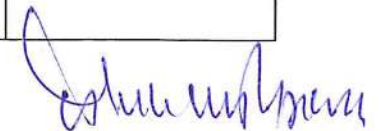
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		33			<p>the same for the testing to be done by NAI. Please note that this is an indicative checklist and may be updated by NAI as when needed be.</p> <ul style="list-style-type: none"> <li>• Master digital image is a faithful representation of the original</li> <li>• File name is correct</li> <li>• File format is correct</li> <li>• Bit depth is correct See: file, properties, details</li> <li>• Image is correct size/resolution in long dimension</li> <li>• Image is not skewed or off centered</li> <li>• Image has clean edges, clear contrast, and legible text</li> <li>• No broken figures (illustrations, maps, etc.)</li> <li>• No moiré patterns (wavy lines or swirls, usually found in areas where there are repeated patterns)</li> <li>• No presence of digital artifacts (such as very regular, straight lines across picture)</li> <li>• No pixellation (individual pixels are apparent to the</li> </ul>	



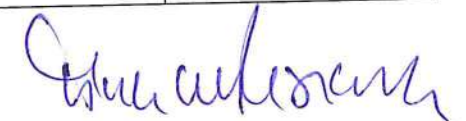
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					<ul style="list-style-type: none"> <li>naked eye)</li> <li>.Not too light or too dark</li> <li>.No loss of detail in highlight or shadows</li> <li>.No errors in OCR</li> <li>.Check for accuracy and completeness of metadata for the respective record/image/manuscript/paintings, etc.</li> <li>.Spell check of the captured metadata</li> </ul>	
		34	39	Clause.22	<p>22. Technical standards of TIFF, JPEG &amp; PDF Images**.</p> <ul style="list-style-type: none"> <li>i. TIFF v6.0 LZW Compression (ISO 12230-2:2001)</li> <li>ii. JPEG v1.02 (ISO DIS 10918-1 / ISO/IEC 10918-5:2013)</li> <li>iii. Searchable PDF / A ( ISO 19005:1 / ISO 19005-1:2005)</li> </ul> <p>**</p> <ul style="list-style-type: none"> <li>.Any updation in above mentioned ISO standards will be duly considered.</li> <li>.All files should be able to pass JHOVE format validation as valid and well-formed.</li> </ul> <p>The thumbnail sizes of the images are to be provided to</p>	As per RFP



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					be view from the computer screen or mobile application Along with image file, the agency should also provide an ASCII (txt) file containing all metadata for a given scan.	
		35	39 & 40	Clause.23	23. Access to digitized files/records All the digitized files/records should be made accessible from the NAI portal "abhilekh-patal.in". The successful bidder will have to import the scanned images/files and metadata into the AbhilekhPatal portal. Please note that only PDF file shall be imported into the database of AbhilekhPatal portal, whereas, the access to the TIFF and JPEG files needs to be made available for NAI by the selected bidder through the web based application. Also, this application should facilitate to add the desired metadata in future as and when required by NAI. Please note that the user	As per RFP

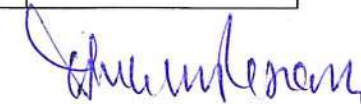


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					acceptance testing will be done based on the data being searched and viewed through the NAI portal 'AbhilekhPatal' and the web application to be made available by the selected bidder. Working Hours:	
		36	40	Working Hours	Normal working hours of the vendor would be from 7.00 AM to 2.00 PM and 2.00 to 9.00 Pm (Monday-Friday). If the work involves extended hours and additional working days, that may be indicated clearly along with the number of staff proposed to be deployed at various levels. Permission to work on Saturdays also may be considered.	As per RFP
		37	42	Clause 17	17. Payment Terms a. Payment will be made to the firm on monthly basis for all end to end completed and delivered components as per the details and accepted by the custodial repository of the NAI or its authorized representatives after checking quality	As per RFP

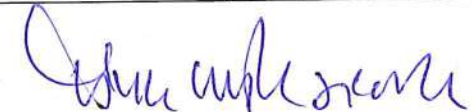




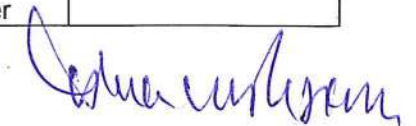
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					<p>compliance of the digitized images/metadata.</p> <p>b. Monthly progress of work undertaken is to be provided to the DG, NAI on the last Wednesday of every month. Release of payment would be subject to verification of uploading of digitized material on AbhilekhPatal, search portal of NAI.</p> <p>c. No advance payment whatsoever will be made to the firm.</p> <p>Note:</p> <p>i. GST shall be paid at prevailing rate at the time of billing</p> <p>ii. Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.</p>	
			43	Clause 18.1	SLA for Digitization services Images digitized shall be verified by third party quality	



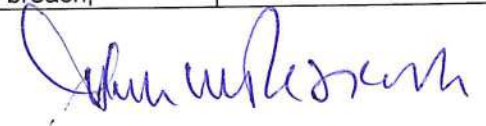
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		38			<p>check vendor. The digitized images shall be compared with reference to the original document.</p> <p>The vendor has to work in two Shifts. The vendor has to digitize an average of 6 lakhs pages per day and report in this regard has to be submitted on daily basis. The vendor has to scan at least 1.25 Cr pages in a month. There is a penalty/reward clause on output of 2% of the base rate if the vendor unable to achieve the target and also a reward clause of 10% of the base rate if the vendor achieved above the target as per the given table above:</p> <p>It shall be the responsibility of the successful bidder to rescan, index and upload all such improperly digitized images. He shall not be paid any amount for re-digitization of documents. Concession will be given in cases where department identifies that the minimum quantity was not digitized because of</p>	As per RFP



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					<p>parameters beyond the control of the bidder (e.g. Non-availability of electricity for a prolonged duration, physical files not handed over to the bidder, etc). Start of services In case of Purchase order being issued to the bidder, the bidder shall start the work for the same PO within maximum of 45 days of issuance of PO. In case of failure to initiate the project in 45 days, penal provisions of 1% of the order value per month of delay shall be levied on the bidder and same shall be deductible from the vendor's payment.</p>	
		39	43 & 44	Clause 18.2	<p>Penalties a. The Penalty shall be calculated and deducted from the immediate payment due. b. All above mentioned penalties are exclusive to each other c. The maximum penalty at any point of time and for any period should not exceed 20% of project cost as per</p>	As per RFP



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					<p>the Commercial Bid submitted by the successful bidder. If the penalty exceeds this amount, NAI the right to terminate the contract. The project cost for this purpose shall be the rate quoted by the bidder per image in the RFP multiplied by the estimated image volume mentioned in the work order.</p> <p>Penalties shall not be levied on the successful bidder in the following cases:</p> <ul style="list-style-type: none"> <li>◦ The non-compliance to the SLA has been solely due to reasons beyond the control of the bidder.</li> <li>◦ There is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder.</li> </ul>	
		40	45	Clause 20	<p>Limitations of Liability In case of a default on bidder's part or other liability, NAI shall be entitled to recover damages from the selected bidder. In each such instance, regardless of the basis on which NAI is entitled to claim damages from the selected bidder (including fundamental breach,</p>	As per RFP





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					<p>negligence, misrepresentation, or other contract or tort claim), selected bidder shall be liable for no more than:</p> <ul style="list-style-type: none"> <li>• Payment referred to in the Patents and Copyrights clause,</li> <li>• Liability for bodily injury (including death) of personnel or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.</li> <li>• As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by NAI for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable for any indirect, consequential loss or damage lost profits, third party loss or damage to property or loss of or damage to data.</li> <li>• For any direct loss or</li> </ul>	

*Handwritten signature in blue ink*

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					<p>damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor here under.</p> <ul style="list-style-type: none"> <li>Subject to the above, the aggregate liability of the Company/Firm, under this Contract, regardless of the form of claim shall not exceed 200% of the contract value.</li> </ul>	

*John Williams*