

Outsourcing of Un-binding, Bar-coding, scanning, uploading and rebinding of files for Document Management System. (Ref. CO:ITD:1411/R1:2020-21 dated 19/10/2020)

Amendment/Clarification to the queries raised by bidders:

1. General Queries

SI No	RFP Title	RFP Pg. No.	Details Provided in RFP	Query / Changes Requested	Response from Bank
1.	Schedule	2	Last Date & Time for submission of Bids: 10/11/2020 at 03:00 PM	Kindly note that EMD as bank guarantee has to be submitted physically and also we are awaiting pre-bid response. So due to festival season it may delay for making of bank grantee from bank. Hence you are requested to extend the bid submission due date by at least 2 weeks from the publishing of pre-bid response. We request you to please allow atleast 15 days' time for submission after the response to the queries and clarification is published.	Last date for bid submission is extended to 19/11/2020, 3:00 PM.
2.	Documents to be submitted physically	6	Documents to be submitted physically 1. Earnest Money Deposit/Bid Security by Bidders 2. DD towards Cost of bid document (Offline Mode)	In case of MSME, the bidder is exempted for the both mentioned fee. Is it required to submit MSME certificates offline in case of exemption instead of EMD & Bid document fee or online submission will be enough?	MSEs' are exempted from submission of bid fee and EMD. Online submission of MSE exemption document will be sufficient.
3.	Make in India	8	Definitions for Make in India	Does the clause apply for digitization services eg.. Class-1 local supplier, Class-II local supplier etc	All the bidders are expected to be Class-I local supplier as the requirement is for services in India.



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4.	Delivery Schedule	18	The bidder shall complete digitization of old and existing documents at Corporate Office and Kolkata Main Office within 90 Bank working days from the date of operationalization of Application Software at Central Site. If, however, the delay is caused by any action pending from the Bank end, the corresponding period will not be considered while calculation of delay period. Bidder shall arrange for Road Permits wherever required. Any letter required for this will be given by the Bank.	To complete this project in 90 days, we would require enough work stations (probably 20 workstation) Alternatively we request to extend the timeline by 6 months to one year	Please adhere to tender terms and conditions.
				What will be the timings on working days?	Timing on working days would be 10 A.M to 6 P.M
5.	Eligibility Criteria	25	a) The Bidder should be a Public/Private Limited Company registered as a Company in India as per Companies Act, 2013 and should be in existence in India since at least the last 3 years (as on 30.09.2020), (Certificate of incorporation to be submitted).	Company should be in existence in India from last 10yrs	Please adhere to tender terms and conditions.



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6.	Eligibility Criteria	25	b) The Bidder should be Net profit earning organization in the last three audited balance sheets of the bidder and the Annual turnover should be more than Rs.2 crores for the last three audited balance sheets of the bidder.	<p>The bidder should be financially strong as there will be huge resources and infrastructures to be deployed as far as timeline is concerned.</p> <p>Request to amend this clause as "The Bidder should be Net profit earning organization in the last three audited balance sheets of the bidder and the Annual turnover should be more than Rs.50 crores for the last three audited balance sheets of the bidder".</p> <p>Since the Scope is related to scanning and digitization. Request you to change the clause as "The bidder should have at least turnover of Rs 5 crore each year from Scanning, Digitization business in last 3 financial years"</p> <p>Request you to consider the positive net worth of the company instead to keeping the profitability as eligibility criteria.</p> <p>Kindly increase the turnover from scanning business to 20Cr in last three years and keep experience of scanning experience in PSBs as a mandate with handling volume of atleast 30Cr images</p> <p>Kindly allow to submit the CA Certificate along with the copy of audited balance sheet for the FY 17-18,</p>	Please adhere to tender terms and conditions.



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				18-19 and the provisional Balance sheet for the FY 19-20 To ensure financially strong bidders participate in this Bid, we recommend that the annual turnover of the participating bidders be atleast Rs. 100 Cr in each of the last 3 years. The bidder should have a positive networth and profit	
7.	Eligibility Criteria	25	d) The Bidder has to submit proof of its own one experience in PSB/PSU/ Govt/reputed organizations in last 5 years for similar activities (should have handled volume of 1 Crore pages).	(1) As per scope of work 2.75 crore page to be digitized in a short span of time so bidder should have higher experience to carry out the scope in timely manner. Please amend this clause as "The Bidder has to submit proof of its own one experience in PSB/PSU/Govt organizations in last 5 years for similar activities (should have handled volume of 5 Crore pages for a single project)" (2) To complete the project on time bidder should be financially strong and should have own infrastructures as minimum 50 ADF heavy duty scanners and 200 desktop/laptop. Tax paid invoices to be submitted Bidder should have undertaken digitization of documents or similar assignments /projects in the	Please adhere to tender terms and conditions.



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				<p>last 3 years (2016-17,2017-18,2018-19) in PSB/PSU/Govt/reputed organizations.</p> <p>The bidder should have executed /completed at least one project with the volume of 3 crore pages in the last 3 years in multiple locations</p> <p>Request you to increase this volume to 30 Crores pages in any of the PSBs as the eligibility criteria</p> <p>To ensure experienced bidders participate in this bid, we suggest that the bidder should have an experience in handling atleast 3 projects of scanning atleast 1 cr pages each</p>	
8.	PART-II	40	Price to include all duties, levies but exclusive of GST only	<p>Please keep it as price is excluding any duties and taxes levies by Govt.</p> <p>Is it possible to split the BOQ format into sub-line items? Eg. Cost for binding/unbinding, cost of uploading documents, indexing cost etc?</p>	Please adhere to the tender terms and conditions.
9.	General Query	-	-	<p>We propose to include Quality Standards like ISO 9001:2015, ISO 27001:2013, CMMi L3, kindly consider</p> <p>Since this is a prestigious project, the selected bidder should be following ISO quality and ISMS security standard. We suggest, the bidders should posses</p> <ul style="list-style-type: none"> ISO 9001 	Please adhere to the tender terms and conditions.



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				<ul style="list-style-type: none"> ISO 27001 Cmmi 5 certification 	
10.	General Query	-	-	Relaxation in terms of experience and turnover for MSME companies should be given	Relaxation will be given as per Gol directions.
11.	Additional clause (Section II)	-	-	-	<ul style="list-style-type: none"> “The relationship between the Parties is on principal-to-principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship of principal and agent or master and servant, or employer and employee between the parties hereto or any affiliates or subsidiaries or its employees thereof or to provide any Party with the right, power or authority, whether express or implied to create such duty or obligation on behalf of the other party. The parties shall be deemed to be independent contractors and employees of one shall not be deemed to be the employees of the other. Successful bidder/ Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons



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					<p>whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful</p>



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					Bidder/Service Provider's employees, agents, contractors, subcontractors etc."
12.	Termination for convenience	20	<p>b) The equipment maintenance services for which renewal happened within 30 days after the supplier receipt of notice of termination shall be accepted by the Bank at the contract terms and prices.</p> <p>For the remaining services Bank may elect:</p> <p><input checked="" type="checkbox"/> To have any portion completed and delivered at the contract terms and prices; and/or</p> <p><input checked="" type="checkbox"/> To cancel the reminder and pay to the supplier an agreed amount for partially completed services.</p>	-	<p>The services rendered within 30 days after the supplier receipt of notice of termination shall be accepted by the Bank at the contract terms and prices.</p> <p>For the remaining services Bank may elect:</p> <p><input checked="" type="checkbox"/> To have any portion completed and delivered at the contract terms and prices; and/or</p> <p><input checked="" type="checkbox"/> To cancel the reminder and pay to the supplier an agreed amount for partially completed services.</p>



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2. Technical Queries

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1.	Scope of Work	26	Bank will provide scanning software & DMS (OmniScan and Omindocs by Newgen)	1) Bulk upload feature is it available on the DMS? 2) Is OmniScan available locally both in Chennai & Kolkata or do we use LAN 3) PC Specification for Omnidocs to be shared by client	1) Yes. Upload can be done directly using OmniScan. 2) Locally 3) Standard PC – Windows 10, i5 processor, 8gb RAM, 1TB hard disk
2.	Scope of Work	26	3) The estimated volume of files in KMO is 2.50 lakhs and the number of pages to be scanned is approx. 1.50 Crores. At Corporate Office, the estimated number of pages to be scanned is approx. 1.25 crore.	Number of Pages at Corporate Office - 1.25 Crores. Pl provide the number of Files No. of files estimated for Corporate Office, Chennai (CO) We need to know the age of documents to be digitized. At least a range of years from which files will be allocated. What is the age of the documents being scanned? years of storage being extended for scan required	Approximately 2 lakh files (Binded & Unbinded) Files would be latest to approx. 20-25 years old.
3.	Scope of Work	26	4) Unbinding of the documents 10) Re-Binding of the documents	Please specify approx. percentage of documents required to be unbind and rebind. We request you to show the sample documents with binding. We would like to know the total number of files to be unbind and rebind, also the type of material to be used for rebind	50-60 % of the documents are required to be unbind and rebind. The files are shown during prebid meeting.



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				Provide the total Number of files that needs to be binded. Type of Binding - Thread Binding, Cardboard	All post scan files are to be binded and type of binding is Cardboard Binding.
				Unbinding would be book binding or spiral. Whether can we use Overhead scanners to scan directly to avoid unbinding.	1.Book binding. 2.Overhead scanners not permitted.
				What is the liability for any damage of document binded and gets damaged during unbinding.	Utmost courteous to be exercised/ensured while unbinding and binding, any file damaged in the process to be digitized carefully and restored.
				1. We need to check if the documents are hard bound or just kept in cover files. 2. Are these records in loose condition or bound condition 3. What percentage of files are in loose condition (filed in a flat file of Box file) 4. What %age of files are in bound condition 5. Can we unbind the bound registers for scanning	Hardbound/Lace File/Box file
4.	Scope of Work	26	5) Physical numbering each page of the document as per predefined scheme (Preferably Meta type)	Define meta type and number of diff. meta type required alongwith the number of indexing fields as mentioned	18 meta data fields; Master data available for some files.
				Do we need to segregate hard copy pages under a specific criterion? Or scanning to happen on all pages as received? List of metadata fields to be asked for.	All pages to be scanned



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5.	Scope of Work	26	6) Bar Coding of Files and Page Counting of all Files.	1) Physical numbering is expected to be printed or hand written? Does this need to be visible on the page or can that be digitally imprinted on each scanned page 2) Type of Pages - Simplex or Duplex	1) Physical numbering can be printed or hand written and required to be visible on the page. 2) Both simplex and duplex.
				Barcode is to be printed based on Indian Bank numbering expectation or the supplier can use its File barcode. Also if Indian Bank numbering, the details of barcode nomenclature required	5 to 6 fields may need to be captured. Bank will share the details with successful bidder.
				Any specific format?	
				1. Barcode Size. 2. Barcode Logic.	
6.	Scope of Work	26	7) Bidder to arrange for Bar code software and Bar code printer.	We assume, barcode software refers the methodology to create barcode to be printed? Please confirm.	
7.	Scope of Work	26	8) Scanning, Indexing, Metadata Creation and Quality Control. It shall be ensured during scanning that content searching shall be possible in all documents scanned. Every image must be readable. The best image quality should be achieved by using state of the art Scanners, Processors & quality equipment, with automatic exposure control features. The minimum scanning	(1) Please specify approx. meta data entry field details per file/record along with average characters per field. (2) We presume that meta data entry would be done in English language only. Please confirm.	1) 18 meta data fields; Master data available for some files 2) Meta data entry would be done in English language 3) All type of documents to be scanned. (i.e. Official correspondence, Credit Proposals, Employee Record, Department Notes, Bills & Circulars in A-4/Legal page etc) 4) Upload will be based on requirement. 5) 100% searchability through OCR is required
				Need the number & type of indexing & meta data fields	
				Type of document to be scanned - Application Forms/ Loan documents/ KYC	
				No of fields per PDF in Meta data- Bulk upload or individual PDF's	



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		resolution should be 200 DPI black & white, in general. However the vendor should increase this if required, to ensure proper readability of output image. System to be capable to generate alert messages in case of scanning duplicate pages.	Indexing - Elaborate on the number of characters to be captured during Indexing	
			Indexing fields (No. of fields)	
			Number of fields for metadata and indexing?	
			The documents for scan would be original or will there be xerox copies as OCR would not fully work on such documents	
			Is there any data entry required to be done as part of indexing? Is there any pairing required to be done of barcodes with account details of the scanning document?	
			System may not be able to identify all duplicate images. We will ensure that no pages are scanned twice.	
			Do the customer require 100% searchability through OCR? Do we need to use a dedicated software for OCR on scanned files? This will have an impact on commercials as 2 separate processes will have to be inserted as: data extraction and proofreading.	
			1. Meta data entry criteria (No of data entry field for one file).	
			2. Is there any flatbed documents in same files, If yes then what is the percentage.	



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8.	Scope of Work	26	Submission of the scanned documents to Centralised DMS Server.	1. LAN network availability. It is there or we have to do the arrangement. 2. The data movement will be done by application or we have to do it manually.	1. LAN network will be provided by Bank 2. The data movement will be done by application.
				Type of Upload in bank's DMS - Bulk Uploading or Individual PDF's	As per requirement.
9.	Scope of Work	26	11) Bank will verify the acceptance of delivered data. In case of any errors, the same will be brought to the notice of the bidder for appropriate corrections.	Format for Image upload acceptance should be elaborated, as indexing for naming the file would be dependant on that format	The Images shall be made available in any one or combination of formats (Tiff, JPEG, PDF, etc) as per the requirements of bank.
				We need to know the TAT for data verification by the customer. This will be critical for WCC.	T+3 working days
10.	Scope of Work	26	14) Scanners with adequate speed and quality along with PC have to be brought by the bidder for digitization. Insurance for all the equipments provided by the Bidder will be at all times the Bidder's responsibility.	Scanners, PCs and other equipment to be kept at Bank premises. Since the customer is seeking insurance to be provided to them, we must be knowing the measures that'll be implemented by the customer for safe-keeping of equipment in writing. We should be proposing CCTV surveillance with 24/7 recording, fire protection measures and air conditioned working environment to resist moisture.	Security measures available in bank premises will be extended
11.	Scope of Work	27	15) The scanners would be required for document size of A4 and Legal. A3 Size Scanners may be provided on need basis.	1) Kindly share the ratio of A3 and A4 pages in a file	A4: 90-95% A3: 5-10%
				2) Kindly share the nature of records	
				Please specify the type of records and sizes	
				Please provide size-wise volumes	



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12.	Scope of Work	27	16) The Images shall be made available in any one or combination of formats (Tiff, JPEG, PDF, etc) as per the requirements of bank. The scanner should have the capability to do colour scanning. Bidder will do the colour scanning during digitization whenever required.	Color scan would require a different configuration within the scanner and if there is a criteria for scan, may please clarify the scope.	Color scanning may be required for approximately 5% of pages.
				The scanner will have capability to scan in color mode. Can we propose a separate rate for color scanning here? Also, an unique format for scanned files should be considered. Saving them onto multiple formats as per time-to-time requirement of the bank would not be possible.	No. Will not be accepted.
13.	Scope of Work	27	17) The bidder needs to deploy trained and adequate number of resources at the offices for digitization of the documents including indexing, metadata creation/entry, OCR etc.	Please clarify the role of resources on OCR part.	The bidder needs to deploy adequate number of trained resources at the offices for digitization of the documents including indexing, metadata creation/entry, OCR scanning etc.
14.	Scope of Work	27	18) Wherever the documents are already scanned by Bank, the bidder will check & enhance the quality, create metadata & indexing, store in DMS etc.	Request to specify already scanned images quantity along with image format TIFF/PDF, meta data entry field details and whether images are stored in local hard disk or in DMS server.	Already scanned images are in PDF/Image format stored in local PCs. No meta data entry field details have been made. Volume may be 5 to 10%. Respective departments will provide such files. However bidders are advised to scan all the documents.
				Few pages are scanned by the banks. Pl provide volume of the files	
				Kindly provide the tentative volume. Please share the volume of such images	



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				<p>1) Are we supposed to handle / manage DMS application at client site</p> <p>2) Already Scanned images in DMS are to be QC done again for better quality and upload after indexing? What is the volume and the file format of upload?</p> <p>The bank should be responsible to exclude hard copy files that were scanned by them and subsequent image backup should be made available to the ops team on Day 1.</p> <p>How we will identify if the document has been scanned by Bank</p>	
15.	Scope of Work	27	19) Bank will make available the required infrastructure like workspace in its premises, necessary furniture, network, telephone facility and electrical points for executing the work order properly. However, the Bidder cannot give any excuse for lower output due to non-availability of any of the above. In such cases the Bidder shall make his own arrangement to ensure quality and timely delivery. The bidder is required to adhere to all statutory rules and regulations	<p>Facility management is the onus of the bidder for the space occupied for the project?</p> <p>Subjective content. The bank should clearly state all statutory rules and regulations regarding safety and maintenance of premises occupied by the bidder. Ample space and internet connectivity with good speed must be made available along-with workstations, power backup, drinking water, furniture, human security etc.</p>	Please adhere to RFP terms.



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			regarding safety and maintenance of premises occupied by the bidder.		
16.	Scope of Work	27	21) Documents should be properly tagged by the bidder in chronological order with all necessary data for indexing. All types of quality enhancement of the documents must be taken care by the bidder.	What would be tagging parameters Exceptions should be allowed for extremely damaged, torn or illegible documents.	As per RFP requirements. Exceptions may be considered on case to case basis
17.	Scope of Work	27	22) No page/document shall be digitized more than once. De-duplication is required to be done.	Scanning Duplication can be eliminated through QC or is there a need to have a system alert on duplicate image scanned?	Scanning Duplication to be eliminated through QC.
18.	Scope of Work	27	25) The bidder has to ensure that all the scanners and desktop provided by him should be of production grade capable of handling large volumes as mentioned in the RFP.	How will the file transfer connectivity be established as a lot would depend on the bandwidth for transfer.	LAN network connectivity will be provided by Bank
19.	General Query	-	-	Will the project team be allowed to work in multiple shifts or will the operational window be governed by banking operations window	Normal working hours (10AM to 6 pm)
20.	General Query	-	-	Please list the activities required to be performed end to end to cover the scope. This would ensure alignment of the expectations and close to accurate pricing per image	Based on RFP requirements.

