



DIRECTORATE GENERAL OF HYDROCARBONS

(Ministry of Petroleum & Natural Gas)

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CORRIGENDUM NO. 3

In respect of Open E-Tender No. MM-12019/7/2018-DGH/ENQ-123 for "Scanning, digitization & centralized storage of file system", Reply of **pre- bid queries raised** by the bidders are attached at Annexure-I. Price Schedule has been revised also.

Addendum/ Corrigendum / Bid Due Date Extensions, if any, to the Bid Document shall be uploaded on DGH's website www.dghindia.gov.in and Government of India's Public Procurement Portal <http://eprocure.gov.in/cppp/> only. Hence, bidders shall view the said websites regularly.

HOD (MM)

For Directorate General of Hydrocarbons

REPLY OF PRE-BID QUERIES

E-Tender No.: MM-12019/7/2018-DGH/ENQ-123

Sr. No.	Bidder's Name	Tender Clause No.	Tender clause details	Bidder's Query	DGH Reply or clarification/ To be read as in lieu of respective tender clause
1	M/s Informatics Publishing Ltd.			If EMD will be relaxed for MSME registered companies	Yes (refer cl no. 15.0 of Annexure-I)
2		Cl. No. 1.0 (2) of Annexure-IV	The vendor has to scan available hard copy documents, including Flat files, Box Files, Maps with sizes ranging from A4 to A0 to convert the same to digital format using appropriate scanners & scanning software.	Please confirm about the Paper sizes A4-A0 breakup	Total Nos. of pages to be digitised = 200000 A0: 200 Pages (Approx), Brittle pages: 0.025% A1-200 Pages (Approx), Brittle pages: 0.025% A2-200 Pages (Approx), Brittle pages: 0.025% A3-2000 Pages (Approx), Brittle pages: 0.25% A4-197400 Pages (Approx), Brittle pages: 5% Single Sided Pages: 80% Double sided pages: 20% % of B/W scanning of document= 90% % of colour scanning of document= 10% The quantities mentioned above are tentative, indicative and for estimation only. Most of the documents are 10-15 years old.
3		Clause 2.2 (Point no. 2) of Annexure-IV	Pasting of Barcode stickers on each document.	Printing & pasting of Barcode on each document.	• Pasting of Barcode stickers on each file.
4		Annexure-V		Contractor shall also supply/ provide barcode scanner (Qty. 02 nos.) to DGH (but this is not mentioned in price bid)	Bidder has to quote the price as per price schedule. Price schedule has been revised.
5		Cl. No. 3.0 of Annexure-IV	PROJECT PARAMETERS BY VENDOR	The DMS should have tight integration with the scanning software that comes with the industry leading scanner. One should be able to fire scanning job from the DMS interface itself and put the documents at the back end DMS repository in standard JPG, PDF, TIFF format. (discussion required)	Firing of scanning job from DMS interface is not required. Presence of the feature is Okay.
6				The DMS should have strong integration capability with pop3 E-mail system so that specific e-mail account mails can also be uploaded directly to the DMS (discussion required)	DMS Software should be able to upload saved email messages. Direct uploading from Email client not required.
7		Cl. No. 1.0 (2) of Annexure-IV	The vendor has to scan available hard copy documents, including Flat files, Box Files, Maps with sizes ranging from A4 to A0 to convert the same to digital format using appropriate scanners & scanning software.		Volume of the pages: Total Nos. of pages to be digitised = 200000 A0: 200 Pages (Approx), Brittle pages: 0.025% A1-200 Pages (Approx), Brittle pages: 0.025% A2-200 Pages (Approx), Brittle pages: 0.025% A3-2000 Pages (Approx), Brittle pages: 0.25% A4-197400 Pages (Approx), Brittle pages: 5% Single Sided Pages: 80% Double sided pages: 20% % of B/W scanning of document= 90% % of colour scanning of document= 10% The quantities mentioned above are tentative, indicative and for estimation only. Most of the documents are 10-15 years old.
8	M/s JIL Information Technology Ltd.	Cl. No. 1.0 (3) of Annexure-IV	The digital data obtained in step#1 above and other available digital content in the form of emails, Microsoft Office Documents, PDF Files, Photograph, Maps etc. need to be uploaded to a central repository which is secure and robust. Users with appropriate rights will manage the uploaded content.	specify the volume page wise	
9		Cl. No. 2.1 (Point no. 7) of Annexure-IV	• Ironing & steaming of folded 'dog-eared' edges to improve image quality (if required) Where the documents are too brittle-prone to damage in case of any kind of physical handling and torn, vendor will carry out appropriate repair operations on them.	Please explain	Pages will be rectified by vendor.

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Sr. No.	Bidder's Name	Tender Clause No.	Tender clause details	Bidder's Query	DGH Reply or clarification/ To be read as in lieu of respective tender clause
10		Clause 2.2 (Point no. 2) of Annexure-IV	Pasting of Barcode stickers on each document.	Should be file wise or per page.	• Pasting of Barcode stickers on each file.
11	M/s JIL Information Technology Ltd.	Clause 2.3.3 (Point no. 2) of Annexure-IV	Rebuilding of physical files/books, barcoding and storing in defined location (in Compact).	Who will be responsible ? Post possession the file according to barcode> shelf> column wise	HR will designate officer/s to take care of the scanned & digitised file and physical storage of file system.
12		Clause 3.0 (Point no. 5) of Annexure-IV	Printing & pasting of Barcode on each documents. Contractor shall also supply/provide barcode scanner (Qty. 02 nos) to DGH for its future use, with the following minimum technical.....	Will have to leave the barcode scanner post completion of project	Yes
13		Cl. No. 11 of Annexure-I	PAYMENT TERMS: within 30 days of receipt of invoices after complete supply, installation & commissioning of cloud servers.	Request for the possibility of changing the payment terms. Instead of paying only after completing the project, request to modify the payment terms with different milestones like: 1> Delivery of software and receipt 2> Completion of implementation and signoff 3> Completion of digitization and signoff 4> Training and Go-live	PAYMENT TERMS: within 30 days of receipt of invoices after successful completion of scanning, digitisation and centralized storage of file system. (pls also refer the Cl. No. 10, 11, 12 of Annexure-IV).
14	M/s 3i infotech Ltd.			Request for the clarification who will supply the cloud environment. It is Vendor or Customer?	DGH
15		Clause No. B.1. Annexure-III	Technical Rejection Criteria	Keeping criticality of the project in view of delivering DMS alongwith record management and digitization, it is requested of adding pre-qualification criteria Rs. 2 Crores as turn over the bidder. Request to kindly put Cmi level 3 certification as per-qualification criteria as software is also part of delivery.	v) Bidder should be an ISO 9001 and 27001 certified company. This criteria is also included in the technical rejection criteria.
16	M/s 3i infotech Ltd.	Cl. No. 1.0 (2) of Annexure-IV	Digitization: The vendor has to scan available hard copy documents, including Flat files, Box Files, Maps with sizes ranging from A4 to A0 to convert the same to digital format using appropriate scanners & scanning software.	Request for the clarification: % of quantity different size of Pages (A4/A3/A0 and Maps) % of Documents could be scanned through Feeders ? % of Documents has to be scanned through Flatbed? % of single sided pages % of double sided pages % of good quality brittle pages % of Brittle pages % of B/W scanning required % of Grey scanning required % of color scanning required	Total No.s of Pages to be digitised = 200000 A0- 200 Pages (Approx), Brittle pages: 0.025% A1- 200 Pages (Approx), Brittle pages: 0.025% A2- 200 Pages (Approx), Brittle pages: 0.025% A3- 2000 Pages (Approx), Brittle pages: 0.25% A4- 197400 Pages (Approx), Brittle pages: 5% Single Sided Pages: 80% Double sided pages: 20% % of B/W scanning of document= 90% % of colour scanning of documents= 10% The quantities mentioned above are tentative, indicative and for estimation only. Most of the documents are 10-15 years old.
17		Cl. No. 1.0 (4) of Annexure-IV	Physical File Record Management: The vendor is required to implement a record management system of tracking a physical, hard copy file as an integral part of the solution.	Request for the more details of expectation from solution on the requirement of record management and barcode on physical files.	pls refer scope or work/technical specification and corrigendum.

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Sr. No.	Bidder's Name	Tender Clause No.	Tender clause details	Bidder's Query	DGH Reply or clarification/ To be read as in lieu of respective tender clause
18		Cl. No. 2.1 (Point no. 3) of Annexure-IV	Unbinding the documents (if records are in condition of doing so)	Request for the clarification: % of bound documents needs to be unbound and rebound	Most of the documents are loosened. Only 02% of total documents are bounded.
19		Cl. No. 3.0 (Point no. 5) of Annexure-IV & Annexure-V	Printing & pasting of Barcode on each documents contractor shall also supply /provide bar code scanner (Qty: 02 nos) to DGH for it's future use.	There is no line item for Barcode scanner in financial format. Request for the clarification how cost to be shown for Barcode scanner in the price bid?	Bidder has to quote the price as per price schedule. Price schedule has been revised.
20		Cl. No. 3.0 (Point no. 16) of Annexure-IV	The DMS should have capability to generate unique Barcode id pertaining to each resource within the system.	Request for more clarification on the expectation of barcode id generation from solution	Barcode ID should provide the information of file like physical location of file, file for which department, subject of file, number of pages in file etc.
21	M/s 3i infotech Ltd.	Cl. No. 3.0 (Point no. 18) of Annexure-IV	The DMS should have a DMS portal interface for every user. The portal home page should be very flexible and customisable having capability to put other external hyperlinks and/or application links.	Request to kindly clear our understanding whether the expectation is to go for integration of DMS with other external applications. If so, kindly list the external application where integration required and the kind of integration required ?	DMS is individual project. It does not go with other external applications
22		Cl. No. 4.0 (Point no. 8) of Annexure-IV	The basic infrastructure to execute the project will be provided by the DGH. The Resources include A/c space to accommodate 4-5 people, Electricity, Tables and Chairs, 3 set of PCs and networking and server.	Request to specify the configuration of PC and server to be provided by DGH for the project.	PCs : RAM - 8 GB, Storage- 1 TB, Operating System - Windows 10, System Type – 64 bit operating system, Server : RAM - 8 GB, Storage- 2 TB, Operating System - Windows server 2012, System Type – 64 bit operating system
23	M/s 3i infotech Ltd.	Cl. No. 10.4 of Annexure-IV	The contractor shall provide at least one support staff on call basis, as and when required to DGH, after acceptance/completion of pilot project. Staff will be paid per man day basis and as per actual. DGH can avail this service maximum of 50 man days as its option during period of 12 months after completion of project. During call, DGH may assign the work, as mentioned in the scope of work, to the deputed staff.	Request to clear our understanding that warranty support to DGH to be provided from offshore other than the designated 50 man days onsite.	in case of any operational requirement, contractor has to deploy the person/s on instruction of DGH.
24		Cl. No. 10.5 of Annexure-IV	After completion of project, contractor shall handover of all the knowledge material and assets to DGH.	Request for the confirmation that DGH will allow to take infrastructure (Hardware/Software/Machinery) out from DGH premises which got carried by vendor to execute the digitization project once the digitization project got completed and handed over.	Yes
25		Clause No. B.1 of Annexure-III	Technical Rejection Criteria	Please include the Annual turnover for at least 50 cr. Of the Bidder in the last 3 years (2017-18, 2016-17, 2015-16)	Amended clause already notified in respective column of row at Sr. No. 15.
26	M/s Capital Business System Pvt. Ltd.			ISO Certificates 9001 and 27001 Company, CMMI Level III or V	
27				The bidder should have scanned at least 1.5 Cr. Documents inclusive of the DMS software in the last 3 years in any of the private companies /Corporates, Govt. Dept. Govt. Companies and Public Sector Undertakings.	
28		Annexure-III, Bid Evaluation Criteria B.1.(iv).d	The software should be in use for at least three years in minimum two locations	The bidder should have implemented at least 2 Govt. Project of DMS alongwith scanning and digitization of minimum 50 lakhs pages each.	The recommended software should have been implemented at minimum two locations i.e Corporates, Govt. Dept./ Companies and Public Sector Undertakings in the previous three years (w.e.f Sept-2015).

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Sr. No.	Bidder's Name	Tender Clause No.	Tender clause details	Bidder's Query	DGH Reply or clarification/ To be read as in lieu of respective tender clause
29	M/s Capital Business System Pvt. Ltd.	Annexure-IV, Section 3.0, Point No. 8	The physical documents are currently kept, in Files, Box files, Serial binding, Folder and punched and stapled. Vendor have to remove the documents from the folders, up-staple the documents.	RMS: Do you require physical file to be stored after scanning at our facility (2000 Files) What will be the size of cartons & please specify if department will provide them or the bidder would make use of their own?	No. Scanning & digitisation will be carried out at DGH premises. After Scanning, digitisation etc. of the files, it is required to store these files in Storage Facility (Steel Compactor) provided by DGH.
30		Annexure-IV, Section 2.3	Scan about 2 lakhs documents (Mostly A4 and legal sizes).	Please confirm the number of locations where the scanning activities will be carried out.	4th Floor, DGH, QIDB Bhawan, Sector-73, Noida
31		Clause no. 1.0 Annexure-IV	Introduction	Records belong to which department and what are the document type ? Require more clarification on physical record management solution i.e. • Software required with what features in RMS • No of users	Records belongs to various deptt of DGH. Type of documents: Office Files, Maps pls refer scope of work/technical specification at Annexure-IV and corrigendum.
32		Clause no. 2.1 Annexure-IV	RECEIVING DOCUMENT & PAPER PREPARATION	Will files be sent to scanning area or needed to be collected from different units. Any files in Book binding form - If yes sure count how many Age of the documents Any records affected by pest or water or in bad shape	Documents will be provided to the contractor at designated digitization area allotted to him. Most of the documents are 10-15 years old. Most of the documents are loosened. Only 02% of total documents are bounded.
33	M/s Stock Holding DMS	CI. No. 2.2 of Annexure-IV	BARCODE: • Printing of Barcode with relevant information • Pasting of Barcode stickers on each documents	Barcode • Can a 12 digit standard barcode be used • Its stated "Pasting of Barcode stickers on each documents" – So barcode has to be pasted on 2 Lakh documents or 2000 files. • What data has to be captured against the Barcode i.e. File name or File No or Any others details.	BARCODE: • Printing of Barcode with relevant information of the file. • Pasting of Barcode stickers on each file.
34		CI. No. 2.3 of Annexure-IV	SCANNING, IMAGE ENHANCEMENT, INDEXING AND UPLOADING OF DOCUMENTS	• No of pages which are bigger than A4 size. • No of Maps involved o size bigger than A4 size. • How to identify which pages to be scanned in Black & White and Color • Can Large size pages be allowed to be carried outside for scanning. • 2 Barcode scanner once provided shall not be replaced or repaired by us once handovered.	Total Nos. of pages to be digitised = 200000 AO: 200 Pages (Approx), Brittle pages: 0.025% A1- 200 Pages (Approx), Brittle pages: 0.025% A2- 200 Pages (Approx), Brittle pages: 0.025% A3- 2000 Pages (Approx), Brittle pages: 0.25% A4- 197400 Pages (Approx), Brittle pages: 5% Single Sided Pages: 80% Double sided pages: 20% % of B/W scanning of document= 90% % of colour scanning of document= 10% The quantities mentioned above are tentative, indicative and for estimation only. Most of the documents are 10-15 years old.
35					Warranty for barcode scanner: 12 months
36					
37					

Sr. No.	Bidder's Name	Tender Clause No.	Tender clause details	Bidder's Query	DGH Reply or clarification/ To be read as in lieu of respective tender clause
38	M/s Stock Holding DMS	Cl. No. 4.0 of Annexure-IV		<ul style="list-style-type: none"> The DMS should have capability to generate unique barcode id pertaining to each resource within the system – What does this mean and purpose of the same. If more resource is required will DGH provide with additional sitting space and Computer systems - what is Sated in scope. Configuration of the PCs to be provide ? Work Completion in 90 days, need extension in case required. 	<ul style="list-style-type: none"> Barcode ID should provide the information of file like physical location of file, file for which department, subject of file, number of pages in file etc. No Configuration of PC to be provided by DGH for executing the work : RAM - 8 GB, Storage- 1 TB, Operating System - Windows 10, System Type – 64 bit operating system ; Server : RAM - 8 GB, Storage- 2 TB, Operating System - Windows server 2012, System Type – 64 bit operating system Time line is the essence of project. Project should be completed as per time line mentioned in the Clause No. 9.0 of Annexure-IV of bid document.
39		Cl. No. 3.0 of Annexure-IV	PROJECT PARAMETERS BY VENDOR	<p>The DMS should have strong intergration capability with pop3 E-mail system so that specific email account mails can also be uploaded directly to the DMS.</p> <p>Please Eloborate the requirement</p> <p>The DMS should have tight intergration with the scanning software that comes with the industry leading scanner. One should be able to fire scanning job from the DMS interface itself and put the documents at the back end</p> <p>DMS repository in standard jpg, PDF, TIFF format.</p> <p>Scanning document will be uploaded to the DMS software as per Meta data & Repository structure in all mention format.</p>	DMS Software should be able to upload saved email messages, Direct uploading from Email client not required.
40					Firing of scanning job from DMS interface is not required. Presence of the feature is Okay.
41		Cl. No. 6.0 of Annexure-IV	CAPABILITIES AND FEATURES OF THE SOFTWARE SUITE FOR PILOT PROJECT	<p>Integrate with Microsoft office applications</p> <p>-Does DGH wants to all file Office file types including jpg, word, excel, ppt files ? Please clarify</p> <p>Having capability to keep track of document versioning, check-in check-out features etc.</p> <p>-Please Eloborate the requirement. If DGH Wants audit history of user who logged in & out in the DMS application</p> <p>Project Technology</p> <p>-Kindly mention project technology ? Open soruce ? Dot Net application</p> <p>Database details</p> <p>-Specify database</p> <p>The software should be web-based software, capable of managing documents and business processes.</p> <p>-Any business flow or workflow is required along with the DMS application.</p>	<p>Yes, required</p> <p>Yes, audit history of user logging in & out is required</p> <p>Technology is not restricted</p> <p>DMS Software should be integrated with a relevant Database at the backend.</p> <p>Workflow implementation is not part of the current scope.</p>
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46	-	Cl. No. 2.3.2 (Point No. 2) of Annexure-IV	Meta Data/Index database creation (with at least 5 searchable fields at File Level).	-	Meta Data/Index database creation (with up to 15 searchable fields at each File Level).