

**Pre Bid Queries- RFP for Digitization of Manuscripts for Gyan Bharatam**  
**NIT No - 01/GB/MOC/2025**  
**Tender ID:2025\_MC\_867344\_1**

<b>Company: IRON MOUNTAIN INDIA PVT.LTD.</b>			
<b>S.No</b>	<b>RFP Document Reference RFP Section &amp; Page No.</b>	<b>Points of Clarification</b>	<b>Remarks</b>
1	Page 2, Section 1: Critical Dates, Row D	Kindly provide a location wise, region-wise and manuscript-type-wise breakdown to estimate the efforts	As per RFP. However, the locations are spread across 30 plus cities in the country under 45 centres
2	Page 8, Section: Pre-bid meeting and clarifications	Please arrange a site visit to view locations and collections be scheduled. If possible, please share images and/or videos of both locations and documents to be digitized.	A presentation showcasing the manuscripts and digitization process, along with a site visit to IGNCA, Delhi, has been scheduled for all interested vendors at 3:00 PM on 19th July 2025
3	Page 15, Sr. No. 5: Manpower Strength (Pre-Qualification Criteria)	What will the nature, content, and mode of these tests be for Metadata creators/IT professionals? Will MoC certify or train metadata experts, especially for historical documents?	<p>Metadata creation for historical and cultural manuscripts must adhere to established international metadata standards, such as the Dublin Core, while integrating best practices in digitization and cataloguing. This ensures both interoperability and long-term preservation of cultural heritage assets.</p> <p>The Ministry of Culture (MoC) will be responsible for defining and finalizing the core and extended metadata fields, along with the nature, structure, and standards to be followed across all digitization</p>
4	Page 23, Section 12.2: Image Capturing (Scanning), Point 1	What constitutes "legibility issues," and who will decide if 600 DPI is necessary?	The vendor is required to determine the appropriate DPI based on the condition of the manuscript and submit a quality check report in accordance with the specifications outlined in the RFP

5	Page 23, Section: 12.1: Input Specifications Point 3	Please advise if condition of manuscripts are all old, fragile, deteriorating, rare and brittle or only a % of the manuscripts are of this condition. Please advise % of manuscripts where condition are old, fragile, deteriorating, rare and brittle if this is the case.	Approximately 30% of the manuscripts have been identified as fragile and may require conservation prior to digitization. Only those manuscripts assessed to be in 'ready for digitization' condition at the time of evaluation will be handed over to the vendor for digitization.
6	Page 25, Subject Metadata Capturing, Point 1	Please confirm the number of Metadata Fields which need to be captured. Please confirm if it will follow Dublin core standard or can it go beyond this standard?	The number of metadata fields to be captured is approximately 30-40 which may vary depending on the specific requirements of each manuscript. The Dublin core standard
7	Page 25, Section: Subject Metadata and Captioning, Point 2	Please provide a preliminary list of expected metadata fields be shared for better proposal preparation, including specific Dublin Core fields by format, technical fields, administrative fields, etc. Related, what metadata for original assets is available, or is the vendor expected to generate original Dublin Core recorded for all assets?	As per RFP
8	Page 25, Section: Subject Metadata and Captioning, Point 2	Can the metadata and other image processing occur centrally at an Iron Mountain offsite facility or the main centre at New Delhi or is all processing required to occur onsite at the 30 centres?	All processing activities are to be carried out onsite at the designated location, and the digitized content must be uploaded to the dedicated portal as per the RFP guidelines
9	Page 26, Section: Connectivity/Dashboard	Who is the current or intended MPLS service provider for this project? More details on the expected bandwidth, and any specific network architecture requirements would be useful. Will MoC reimburse for MPLS connectivity and other infra costs?	The MPLS service provider with the widest national coverage must be selected. The required bandwidth should be calculated based on the actual data transfer needs to ensure smooth and uninterrupted transmission.
10	Page 27, Section: General Terms and Conditions, Point 6	Please advise proximity of digitization centre from manuscript storage	The manuscripts are available at pan India level.
11	Page 29, Section: Uploading of Digitized Content	please define the scope of integration for vendor and the support to be provided by MOC for the upload. Are vendors required to build the portal functionality, or only handle uploads?	The Ministry of Culture (MoC) will provide user IDs for accessing the Mission portal as along with basic training for uploading content to the dedicated portal, as per the RFP guidelines

12	Page 23, Section 12.1, Point 3	Some of the pages of the manuscripts have stain-marks and worm-marks. The pages of some manuscripts have become translucent due to ageing. Bleeding of ink on the reverse of the page may be seen in some records. What is the estimated percentage of such challenging documents? This will impact resource allocation and specialized handling requirements.	Approximately 30–40% of manuscripts may require specialized handling and scanning techniques due to physical degradation. This must be factored into manpower deployment, digitization throughput, infrastructure procurement, and metadata strategy.
13	Page 27, Section 12.2, General Terms and conditions, Point 11	Are there any specific guidelines or criteria for identifying documents "unfit for digitization" that should be segregated for physical conservation?	It is essential to pre-screen materials for physical fragility, contamination, or risk to long-term preservation, and segregate those "unfit for digitization" for specialized conservation treatment before any imaging or metadata work
14	Page 26, Section 12.2, Connectivity/ Dash board, Point 3	<p>1.If Repository is needed, then do we need to develop a central repository, or it should be for each centre i.e. 30 presently.</p> <p>2. Please clarify whether we need to integrate image viewing solution in this repository?</p> <p>3. Since, LLM, AI &amp; ML are required. Please clarify who will provide GPU based servers?</p>	<ol style="list-style-type: none"> <li>1. There will be a web based dash board which will work for central as well as for other repositories/ centres also.</li> <li>2. The vendor is required to develop the GUI based solution which will be showing images also.</li> <li>3. Vendor will be responsible to provide the solutions, if needed GPU will also be arranged at the level of vendor itself, preferably MIETY empanelled.</li> </ol>

15	Page 15, Sr. No. 5, Note	The minimum qualification of the skilled manpower for creation of metadata should be; graduation preferably in Data Science/Computer Science/Mathematics/ IT/ History with fluency in language (writing), computer savvy and understanding of the Archival principle of provenance to be engaged for this activity. Manpower engaged should have the language skill to prepare metadata for non-English language records. 1. Can MOC elaborate on what constitutes "requisite training" and what specific languages are prioritized for metadata creation?	Metadata must be created in multiple languages, including the language(s) in which the manuscripts are originally written.  ????
16	Page 27, Section 12.2, General Terms and conditions, Point 15	1. Will MOC provide any training or orientation sessions to the vendor's personnel regarding the specific characteristics of the manuscripts, archival principles, or the Gyan Bharatam portal system? 2. Is pagination required on the physical manuscripts, as we understand that the manuscripts are so fragile in nature and very important and originality should not be disturbed	A presentation showcasing the manuscripts and digitization process, along with a site visit to IGNCA, Delhi, has been scheduled for all interested vendors at 3:00 PM on 19th July 2025 Pagination is mandatory to maintain the correct sequence of manuscript pages
17	Page 26, Section 12.2, General Terms and conditions, Point 2	Will MOC provide advance notice for such changes? What is the frequency of shifting and reinstallation and will this be within the same facility or to a different facility or to a different region / city?	As per RFP
18	Page 26, Section 12.2, Connectivity/ Dash board, Point 1	What are the expected bandwidth requirements for uploading the digitized content to the MOC portal, particularly considering the estimated 50 Crore pages?	Decisions will be made based on real-time assessment
19	Page 29, Section 12.2, Uploading of digitized content to a dedicated online portal, Point 1	Can MOC provide access to documentation (e.g., API specifications, data schemas, where the data is stored etc) for the "Gyan Bharatam portal" to facilitate data import and integration?	The Ministry of Culture (MoC) will provide user IDs for accessing the Mission portal as along with basic training for uploading content to the dedicated portal, as per the RFP guidelines

20	Page 30, Section 12.2, Data Migration and Integration Requirement	<p>1.What is the estimated volume and complexity of the "existing data" that needs to be migrated and transformed into the current portal infrastructure? Can MOC provide details on the legacy data sources, formats, and structures?</p> <p>2. Can the MOC provide detailed technical documentation of the ""pandulipatala.nic.in"" portal, including its architecture, technology stack, database schema, and any available APIs for data import?</p> <p>3. Will a non-production staging environment be provided for testing the data migration and integration process?"</p>	The applicant could have a glimpse of the pandulipatala.nic.in to see the amount of data under different fields
21	Page 30, Section 12.2, Working Hours	Will MOC allow us to work between 7:00 AM to 3:00 PM and 3:00 PM to 11:00 PM (Monday-Saturday)? For instance, would a single extended shift be considered, or is the two-shift model mandatory?	As per RFP
22	Page 23, Section 12.2, Point 2	<p>1.Given the diverse languages and handwritten nature of the manuscripts, what technical specifications are critical for the OCR/HTR solution to achieve the desired editable text compatibility?</p> <p>2. Are there any limitations on the processing environment (e.g., cloud-based, on-premises)?</p> <p>3.Clarification on the specific format or standard of "editable text" expected, especially given the mention of handwritten text recognition, would be beneficial.</p>	<p>The HTR/OCR solution must support multi-script handwritten manuscripts, allow custom model training, and output in Unicode-compliant editable formats (like TEI, XML, or UTF-8 text).</p> <p>Cloud vs. on-premises decisions must align with MoC's data protection and heritage asset policies.</p> <p>"Editable text" must not only be machine-readable but also human-verifiable, searchable, and linkable to the original image and metadata.</p>
23	Page 25, Section 12.2, Subject Metadata and Captioning, Point 4	Can MOC provide a sample Dublin Core metadata schema or a list of mandatory and optional metadata fields for different types of manuscripts?	As per RFP
24	Page 26, Section 12.2, Connectivity/ Dash board, Point 2	Can MOC provide specific requirements or desired functionalities for the real-time monitoring software, including reporting capabilities and integration points with MOC systems?	The real-time monitoring software should include all necessary features to effectively track the progress of the project.

25	Page 26, Section 12.2, Advanced Search	<p>Can the MOC provide the intended scope and the expected output of the "Advance Search" pilot? Which data types will the MOC supply? Can the MOC clarify what audio and video files will be provided for the pilot and what is the expected output from the pilot regarding these files? What specific AI/ML, NLP, LLM, computer vision, OCR/HTR related outputs are expected from the pilot? Will the associated GPU servers needed whether it will be provided by MOC or to be facilitated by Vendor? Will MoC provide sample data access before bid submission for accuracy planning?</p>	<p>The vendor shall develop a comprehensive system integrated with technologies including AI/ML, Natural Language Processing (NLP), Large Language Models (LLMs), computer vision, and HTR/OCR, aimed at generating user-friendly and intelligent outputs.</p>
26	Point 12.2 on page 23, which specifies overhead scanner requirements for manuscript digitization:	<p>We'd like to bring your attention to point 12.2 on page 23 of 60 in the RFP, which outlines the specifications for overhead scanners used in manuscript digitization.</p> <p>The current text states:</p> <p>"The manuscripts should be digitized at minimum of 400 DPI in true optical resolution using Face up Scanning technology with pixel type moving linear CCD sensor overhead scanner or a Metamorfoze and FADGI image quality guidelines compliant Area CMOS overhead scanner in the 24 bit colour mode specs. In case of legibility issues, images/ photographs are to be scanned minimum at 600 DPI."</p> <p>However, the Metamorfoze and FADGI image quality guidelines apply to both CCD line sensor scanners and CMOS Area sensor scanners. To clarify this, we request a corrigendum with the following revised wording:</p> <p>"The manuscripts should be digitized at minimum of 400 DPI in true optical resolution using Face up Scanning technology with Metamorfoze and FADGI image quality guidelines compliant pixel type moving linear CCD sensor overhead scanner or Area CMOS overhead scanner in the 24 bit colour mode specs. In case of legibility issues, images/ photographs are to be scanned minimum at 600 DPI."</p>	<p>As per RFP no change</p>

27	Page 26, Section 12.2, General Terms, Point 2	1. Who will bear the direct financial costs (logistics, transportation, insurance, labour) associated with the shifting and reinstallation of equipment if a regional centre's location is changed by the MOC?2. If these costs are to be reimbursed, what is the defined process for claiming them?3. Will project timelines and SLAs be adjusted to account for the downtime incurred during such relocations?	The vendor must quote the rate per page as per the financial bid format, inclusive of all applicable additional charges
28	Page 26, Section 12.2, Advance search	1. What are the specific objectives, deliverables, and measurable success criteria (KPIs) for this pilot project?  2. Could the MOC clarify the scope of "audio, video, and text" in the context of manuscripts? Is the pilot expected to handle actual audio/video files or identify references to them?  3. Will the MOC provide a specific, curated dataset for training and testing the AI/ML models?	For complete information, please refer to the RFP document
29	Page No 32 clause 15 Start of service	Kindly extend project commencement time line to three months since we require linguist, data scientist and other subject matter experts, apart from it and different tools, technology UAT testing and upgrades, buying specific machinery and team mobilization require time. Kindly add penalty would only be imposed on delayed mobilization if delay is proven from service provider.	No change as per RFP
30	Page 33 clause 17 limitation of liability	We propose to reduce it to 50% of the contract value	No change as per RFP
31	Page 26 and 27	Is this mandatory to do a document level barcoding as we assume manuscripts are so fragile or can we go with file level indexing?	No change as per RFP
32	Page 10, Section 4.3: Earnest Money Deposit (EMD)	Will the EMD be entirely adjusted against Performance Security or returned separately?	As per GFR 2017
33	Page 17, Sr. No. 5: Manpower Strength (Technical Qualification Criteria)	Please clarify: Is the actual requirement 2 or 4 supervisors?	As per RFP

34	Page 18, Sr. No. 7: Presentation	What is the expected timeline for providing sample manuscripts to prepare presentation materials before the Technical Bid Presentation?	The sample shall be made available before the closing date for bid submission.
35	Page 23, Section 12.1: Input Specification, Point 1	Please provide examples or an indicative list of "other available types" of manuscripts be provided.	As per RFP
36	Page 25, Section: Subject Metadata and Captioning, Point 5	Manpower- Please advise for manpower with archival skill set, can it be based centrally or decentralised in all locations	As per RFP
37	Page 26, Section: General Terms and Conditions, Point 2	1. please provide a tentative list or region-wise distribution of these 30 centres. Is there is an expectation that all 30 centres are running simultaneously or is a phased approach appropriate? What is the percentage of documents (by format/fragility level) at each location? 2. What are the exact 30 digitization locations initially identified and what would be the final total location count where digitization would be carried out? 3. It would be beneficial for a bidder if MOC provide location / city names where digitization would be carried out."	As per RFP
38	Page 27, Section: General Terms and Conditions, Point 6	Please advise space allocation for the vendor to setup digitization infrastructure for the various locations	As per RFP
39	Page 29, Section: Uploading of digitized content to a dedicated online portal	Please confirm mode of uploading of digitized output to online portal	online
40	Page 29, Section: Technical Standards	Will MOC notify selected vendors about ISO updates and allow a transition period?	As per RFP
41	Page 30, Section: Working Hours	What is the process and conditions for seeking permission to work on Saturdays?	As per RFP
42	Page 23, Section 12.2, Point 1	For images/photographs scanned at 600 DPI due to legibility issues, are there any specific requirements for output file formats (TIFF, JPEG, PDF/A) different from the standard 400 DPI scans?	As per RFP



43	Page 25, Section 12.2, Optical Character Recognition/Hand written Text Recognition, Point 2	Can MOC provide a target percentage for recognition accuracy, especially considering the varied languages and handwritten nature of the manuscripts?	As per RFP
44	Page 29, Section 12.2, **	Can MOC provide a template or detailed specifications for the content and format of these Quality Check reports and thumbnail images?	As per RFP
45	Page 27, Section 12.2, General Terms and conditions, Point 6	Can a detailed specification of the available space (e.g., area in square feet, number of rooms) be provided for each of the 30 regional locations and the main center in New Delhi? This will help in planning the setup of equipment and manpower.	As per RFP
46	Page 23, Section 12.2, Point 3	What specific checksum algorithm (e.g., MD5, SHA-256) is required for the digital images, and what is the process for generating and verifying these checksums?	The checksum algorithm required for the validation of digital images is SHA-256. The vendor must generate the checksum at the time of image creation and maintain a log of all checksum values for each file.
47	Page 24, Section 12.2, Image processing and cleaning (Image Enhancement), Point 2	Can MOC provide sample images or a benchmark for the desired level of image enhancement and cleaning? How will "original capture DPI" be verified after enhancement?	As per RFP
48	Page 25, Section 12.2, Optical Character Recognition/Hand written Text Recognition, Point 5	Can MOC specify the exact content, placement, and opacity requirements for the indelible watermark?	As per RFP
49	Page 29, Section 12.2, **	What specific version of JHOVE (JHOVE 1.x or JHOVE 2.x) is to be used for format validation? What is the expected process for submitting and verifying JHOVE validation reports?	The version of JHOVE to be used for format validation is <b>JHOVE 1.x</b> , as it is the widely accepted and stable version for validating digital preservation formats. All validation activities must align with the standards mentioned in the RFP and be documented accordingly.

50	Page 29, Section 12.2, Uploading of digitized content to a dedicated online portal, Point 1	Can MOC provide details on the web-based application interface requirements for accessing TIFF and JPEG files, including any authentication or authorization protocols?	As per RFP
51	Page 30, Section 12.2, Data Migration and Integration Requirement, Point 5	What is the expected duration of the UAT phase for data migration, and what resources (e.g., MOC personnel, test data) will be provided for UAT?	As per RFP
52	Page 30, Section 12.2, Data Migration and Integration Requirement, Point 6	Can MOC provide a copy of their specific data protection regulations and standards that need to be adhered to?	As per RFP
53	19. Termination	There is no termination right for Bidder in the Tender. We propose a termination right for breach with 30 days written notice to the Client.	As per RFP
54	Section 9 - Criteria for Evaluation, sub-section 9.2 - Technical Qualification Criteria, part 7 - Presentation (page 18 of 60).	For the presentation, will MoC provide collection materials for testing? Is there a specific location where the testing must be conducted or can this occur in a vendor facility using equipment already owned by the vendor that is analogous to proposed project equipment?	The vendor is required to collect the testing material before the closing date for bid submission
55	Page 2, Section D	<p>1. What is the anticipated percentage range of variation (+/-%) from the 50 Crore page estimate?</p> <p>2. Will a price adjustment mechanism be applicable if the final verified page count deviates significantly (e.g., by more than 15%) from the estimate?</p> <p>3. Is there a minimum guaranteed volume of work over the 3-year contract period?</p>	<p>All figures mentioned in the RFP are approximate and subject to change.</p> <p>As per RFP</p> <p>As per RFP</p>
56	Page 15, Section 9.1, Point 5, Note; Page 25, Section 12.2, Subject Metadata, Point 5	1. Could the MOC describe the process and criteria for the test that may be conducted for fluency and computer skills for the proposed metadata staff?	As per RFP

57	Page 31, Section 14, Payment Terms	<p>1. Will the monthly payments be consolidated and made centrally by the PMU, or will they be processed on a per-centre basis?</p> <p>2. Is the release of payment contingent upon the formal acceptance of a delivered batch by the MOC's authorized representatives, or is it based on the submission of the delivery and the monthly progress report?</p>	The payment will be made to vendor as per terms and conditions of RFP
58	Page 27, General Terms & Conditions - Point 16	While the document mentions "noise-free" images and quality verification, a more objective definition or quantifiable standard for "noise-free" would be helpful	<p>The term <b>"noise-free"</b> refers to images that are free from scanning artifacts, distortions, pixelation, blurriness, or unwanted background interference that could hinder readability or processing accuracy.</p> <p>While the RFP uses "noise-free" in a general sense, the quality benchmarks</p> <p>Vendors are encouraged to apply standardized image quality checks and, where applicable, automated quality assessment tools to ensure compliance. Any deviations will be subject to review during the QC stage.</p>
59	Page 28	It would be helpful to understand the likelihood and nature of such revisions.	As per RFP
60	Optical Character Recognition/Hand written Text Recognition	What are different types of languages that manuscripts consist of other than mentioned in the RFP document (for OCR/HTR tuning)?	As per RFP
61	Page 29, General Terms and Conditions, Delivery on HDDs and Optical Disks	It is suggested that the final TIFF/JPEG/PDF sets be delivered on encrypted HDDs that adhere to widely accepted data security protocol, thereby protecting the digitised data aligning with standard information security controls. Please confirm if the MOC will accept encrypted HDDs in lieu of unencrypted HDDs?	The Ministry of Culture (MoC) can also accept encrypted HDDs for the delivery of final TIFF/JPEG/PDF sets, provided they comply with widely accepted data security protocols (e.g., AES-256 encryption). The encryption method must align with standard information security controls to ensure the confidentiality and integrity of the digitized data.

			Vendors must share the encryption specifications in advance and provide secure credentials (e.g., passwords or decryption keys) through an official communication channel at the time of submission. The final acceptance will be subject to verification and successful decryption by the designated MoC officials.
62	Page 30	<p>"1. In which portal data required to be migrated?</p> <p>2. Please provide the structure of database from where data is required to be migrated?</p> <p>3. Kindly define ""Completeness"" and integrity terms in the data migration process.</p> <p>4. Kindly provide Input and output data structure to determine data transformation process and efforts.</p> <p>5. Kindly provide data validation checks as per the requirements of Data Import and Validation head requirement."</p>	The applicant could have a glimpse of the panduluipipatala.nic.in to see the amount of data under different fields
63	Page 14	We respectfully request a concession on the clause requiring equipment to be "acquired on or after 1st April 2021" under the Tools & Machines section. Considering the strategic and capital-intensive nature of such equipment, many experienced bidders already possess state-of-the-art infrastructure procured prior to this date, which continues to meet or exceed current technical standards. Relaxing this condition would encourage wider participation from capable vendors without compromising on quality, ultimately supporting the broader objectives of the Gyan Bharatam initiative and serving the Ministry's long-term interest.	No change as per RFP
64	General questions	Flatbed scanner have never used for Manuscript digitisation, as they can damage the manuscript and the scanning speed of these scanners is very very low hence, we request you to kindly reconsider the requirement of flatbed scanner	The flatbed scanners are not the primary tool for digitizing fragile or bound manuscripts, their inclusion in digitization projects is justified due to specific and complementary use cases.

65		There is no mention of the Size of the pages and size wise quantity, kindly provide us a high level information about this	No change as per RFP
66	Page 23	What kind of metadata that you wanted to capture for these kinds of records	As per RFP
67	Page 25	Our understanding is that metadata entry should be done in English, correct if our understanding is incorrect	As per RFP
68	Page 27	Kindly define the definitive timeline for the MOC acceptance / rejections	As per RFP
69	Page 2, Section 1: Critical Dates, Row D	These documents are extremely fragile in nature, secondly it requires special care. 50 Cr documents scanning in 3 years would be very difficult. We propose to reevaluate this timeline and allow bidders first to verify the documents and their condition and accordingly department should extend this time line basis feedback collected from all bidders.	As per RFP

**Company: C-DIT(Centre for Development of Imaging Technology)**

S.No	RFP Document Reference RFP Section & Page No.	Points of Clarification	Remarks
1	Page No:2, section 1.1.D	Could you provide the total number of locations where the digitization project will be implemented. List of project sites may be provided	Currently, there are 30 centres( approx); however, the number may increase as per requirements. The vendor must be capable of carrying out digitization activities across PAN India.
2	Page No:2, section 1.1.D	Given the target of digitizing 16 crore pages annually, could you share the distribution of pages to be digitized per location	The number of pages to be digitized per location shall be determined based on the availability of manuscript at the respective sites
3	Page No:28, File naming	Are there any size restrictions for individual TIFF, JPEG, or PDF files?	As per RFP
4	Page no:38	Forms numbered 15,16, 17, and 7 are indicated for submission post receipt of the Letter of Acceptance (LoA). Should the blank copies digitally signed be included in the technical bid?	As per RFP
5	Page No:38	Should the undertaking form of Performance guarantee be included in the technical bid submission	As per RFP
6	Page no:29	Please confirm the Mode of delivery of digitised data: PDF files-online updation through Gyan Bharatam portal?	Online/offline

		TIFF & JPEG files through storage media?	
<b>Company: WEBEL TECHNOLOGY LIMITED</b>			
<b>S.No.</b>	<b>RFP Document Reference (section and Page Numbers)</b>	<b>Points of Clarification</b>	<b>Remark</b>
1	Criteria for evaluation / Page-9	According to volume of document and the project value of bid is concerned the Annual average turnover in digitization should be more higher (at least more than 10 Crores) per year.	As per RFP no change
2	Criteria for evaluation / page-9	Total turnover should also be compared to prequalify the bidders. As the project has to be executed in all India basis and the company participating in this big value tender should have at least turnover 100% of the estimated project value.	As per RFP no change
3	Criteria for evaluation / Page-14	We request that 'Corporates' entity should not be private companies/ firm as client.	As per RFP no change
4	Earnest Money Deposit/ Page-10	We request you to provide EMD exemption to PSUs companies. Whereas PBG can be submitted after award of work.	As per government Norms
5	Scope of work / Page-24	There are two steps to make image compatible with OCR/HTR, One is automatic by tools and other scanner features and other one by using third party software and visit and match line by line text manually. Please clarify the OCR/HTR process.	the OCR/HTR process. as per RFP
6	Connectivity/Dashboard/ Page-26	Please clarify the scope and of software in details. Will it be temporary for project monitoring basis or it will contains the long lasting information / process?	The software is for project monitoring basis
7	Connectivity/Dashboard/ Page-26	Please clarify the scope and process.	As per RFP
8	General Terms conditions / Page-26	Please specify the location with complete address.	Pan India
9	General Terms conditions / Page-27	Stitching & re-stitching means binding of set of papers or what? Please clarify the quantity in one bundle.	Stitching and re-stitching shall be carried out for binding or re-binding manuscript paper sets during the digitization process, as and when required

10	File naming / Page -28	What if we use technology to make final output in PDF/A with all related compliance? How mandatory to provide data in JPEG and Tiff?	The digital images has to be provide as per RFP
11	.....	It is requested to demonstrate the portal where the uploading gets done.	The development of the portal is in progress and it will be shared with the selected vendor before the initiation of the digitization work.

**Company: WRITER BUSINESS SERVICES PVT. LTD**

S.No	RFP Document Reference RFP Section & Page No.	Points of Clarification	Remarks
1	1. Notice Inviting E-Tender, (Page 2)	Kindly provide a detailed list of all digitization locations (addresses and sites) along with any access restrictions, operational hours, and details of available infrastructure at each site.	As per RFP
2	2.3 Project Background (Page 7)	Are there any specific Indian or international metadata and archiving standards prescribed for this project (e.g., Dublin Core, ISAD(G), MARC21)? Will a metadata template be provided by the Ministry or should the bidder propose one?	As per RFP
3	12.1 Input specification (Page 23)	Please provide samples or representative images of manuscripts, indicating their typical physical condition, binding types, and diversity in size and script/language, to assess required equipment and team expertise.	A presentation showcasing the manuscripts and digitization process, along with a site visit to IGNCA, Delhi, has been scheduled for all interested vendors at 3:00 PM on 19th July 2025
4	12. Terms of Reference / Scope of Work (Page 23)	Please elaborate on the technical standards and protocols for uploading images and metadata to the portal (available file formats, maximum size).	As per RFP
5	12.1 Input Specification (Page 23)	Please clarify minimum technical specifications for digitization equipment (camera/scanner type, resolution, bit depth, file format), and if approval for proposed equipment by MOC is required before deployment.	As per RFP
6	12.2 Job Specification & 13. Deliverables (Page 23-31)	What is the expected minimum recognition accuracy (%) for OCR/HTR?	As per RFP
7	12.2 Job Specification & 13. Deliverables (Page 23-31)	What are the mandatory languages/scripts expected to be recognized?	As per RFP

8	13. Deliverables & Timelines (Page 31)	Please describe the quality assurance and acceptance criteria for digitized images and metadata? and what is the procedure for handling rejected images or data?	Quality assurance and acceptance of digitized images and metadata shall be governed by the technical standards outlined in the RFP.
9	14. Payment Terms and 15. SLA & Penalty (Page 31-32)	Kindly share the detailed Service Level Agreements (SLAs), related KPIs, and the penalty structure for delays, quality issues, or other non-compliances.	As per RFP
10	12. Terms of Reference (Page 23), 18. Confidentiality (Page 33)	What are the security and compliance requirements for data storage, transmission, and portal interface (e.g., encryption standards, access controls, data localization)?	The vendor shall ensure that all data storage, transmission, and portal interface comply with prevailing government and industry-standard security protocols.
11	16. Support to be provided by MOC (Page 32)	Will the Ministry provide internet/bandwidth at all digitization sites to enable uploading, or should the bidder provision connectivity? If so, then is there any minimum bandwidth requirements?	It is the responsibility of the vendor to provision its own internet connection and adequate bandwidth to ensure timely uploading of digitized content
12	13. Deliverables & 16. Support (Page 31-32)	Please clarify whether the bidder is required to provide local/centralized backup and disaster recovery arrangements for digitized data, or if this is managed by MOC/portal?	As per RFP
13	12. Terms of Reference (Page 23)	Are there site-wise limits on the number of digitization personnel, work shift schedules, or constraints on on-site accommodation?	As per RFP
14	12.2 Job Specification (Page 23)	Is usage of proprietary digitization/OCR/HTR and metadata tools permitted, or are open-source solutions preferred/mandatory? Are any vendor lock-ins restricted?	The use of proprietary digitization, HTR/ OCR, and metadata tools is permitted, provided they meet the technical specifications and performance standards outlined in the RFP. However, vendors must ensure that there is no vendor lock-in.
15	13. Deliverables & Timelines (Page 31)	Are there specific interoperability or integration requirements with existing Ministry IT systems, including Single Sign-On, other portals, or e-governance standards?	Yes, the solution must comply with interoperability and integration requirements as mandated by the Ministry. This includes alignment with existing Ministry IT systems, adherence to e-governance standards, and support for integration with authentication and data exchange mechanisms.



16	9.1 Pre-Qualification Criteria (Page 14)	There is requirement of Certification by the authorized signatory or Head of HR Department to be submitted by the bidder and also there is Form 13: Curriculum Vitae (CV) of Key Personnel. So, please clarify whether bidder has to submit the CV of all personnel	The bidder is required to submit a certification from the authorized signatory or Head of the HR Department confirming the authenticity of the information provided. In addition, Form 13 (Curriculum Vitae of Key Personnel) must be submitted for all key personnel proposed for the project.
17	13.Deliverables & Timelines (Page No 31)	Please clarify the document size and their volume Like A4/Legal, A3, A2, A1 and A0 size this will help us to channelize the scanner equipment and cost working.	Document size may vary based on the nature of the manuscript and the regional source from which it is obtained.
18	1. Critical Dates: - Bid Security/ Earnest Money Deposit (EMD)	<p>We kindly request an extension of the bid submission time. Due to the complexity of the project and the need for clarifications on pre-bid queries, we require additional time to prepare and submit our bid.</p> <p>Specifically, we request an extension of 20 working days post-clarification on pre-bid queries to obtain necessary approvals, including EMD.</p> <p>This extension will enable us to submit a comprehensive and compliant bid.</p>	An extension of one day has been granted for the submission of bids
19	9.1.1 Prequalification Criteria (Legal Entity)Page No. 13	<p>Since the project size is big, company with financial stability should only be allowed. Therefore, We request department to kindly amend the clause as:Should be a Company registered under Companies Act, 1956 /2003 or a partnership firm registered under LLP Act, 2008Registered with the GST AuthoritiesShould have been operating in India for the last five years as on the last date of RFP response submission</p> <p><b>Average Annual Turnover of 100 Cr. in Last three financial year 2021-22, 2022-23 and 2023-24</b></p>	As per RFP no Change

20	9.2.2 Qualification (Sales (Page 16)	Technical Criteria Turnover)	<p>We request department to kindly lower the score in this criteria and amend the clause as:</p> <p>Average Annual Sales Turnover generated from services related to in digitization and uploading of the digitized images to the portal as defined in the RFP during each of the last three financial years i.e F.Y. 2021-22, 2022-23 and 2023-24 should be minimum Rs 5 Cr.</p> <p>Rs 5 Cr to Rs 7.5 Cr- <b>2 marks</b>  Rs 7.5 Cr to Rs.10 Cr- <b>3 marks</b>  Greater than Rs. 10 Cr - <b>5 marks</b></p>	No change as per RFP
21	9.2.2 Qualification (Sales (Page 16)	Technical Criteria Turnover)	<p>Since the size of the tender is huge, financial capabel bidders to be allowed for participation. Therefore, We request department to kindly add the clause:</p> <p>Rs. 100 Cr. to Rs. 300 Cr : 3 Marks  Rs. 300 Cr. to Rs. 700 Cr: 5 Marks  &gt; Rs. 700 Cr: 15 Marks</p>	No change as per RFP
22	9.2.5 Qualification (Manpower (Page 17)	Technical Criteria Strength)	<p>We request department to kindly remove this clause as every big company has 1000 nos. of employees, rather these marks can be adjusted in some other criteria</p>	No change as per RFP
23	9.2.6 Qualification (Quality & Security Certification)(Page 17)	Technical Criteria Security)	<p>We request department to kindly amend the clause as:The bidder should have below mentioned certifications valid as on the last date of bid submission:</p> <p><b>A) ISO 9001/20000:1/27001 : 03 marks</b>  <b>B) ISO 9001, 20000:1, 27001: 05 Marks</b>  <b>C) CMMI 3, ISO 9001, 27001, 20000:1: 10 marks</b>  <b>D) CMMI 5, ISO 9001, 27001, 20000:1: 30 marks</b></p>	No change as per RFP

Company: CRYSTAL INFOSYSTEMS & SERVICES			
S.No	RFP Document Reference RFP Section & Page No.	Points of Clarification	Remarks
1	Section 9.1, Page 13	Please allow MSME Registered proprietorship companies to participate in the bid. (In the RFP Page no 3, point O, it has been mentioned that EMD is exempted for MSME/NSIC/SSI. Please consider the same for legal entity qualification too	EMD is exempted for MSME/NSIC/SSI
2	Section 9.2, Point 1Page 16	As the manuscripts are fragile and old, prior experience of digitization of archival documents pertaining to any Central Govt or State Govt Ministry /Department should be made mandatory. Also, companies with experience in conservation should be considered	No change As per RFP
3	General Terms and Conditions Pg 27, Point11	We provide International Archival Standards Restoration, Conservation and Preservation of archival records services. Consider companies having experience of both scanning, digitization and conservation of manuscripts.	No change As per RFP
4	Pg 38	Considering the quantum of work, which is huge and at multiple locations for 3 years, we would suggest you to consider the bidding process on empanelment basis with rates contract, later match to the L1 price	No change As per RFP
5	Pg 16 point 9	What is the value of the solvency certificate	The value of the solvency certificate shall be as per standard government procurement practices.