SUPREME COURT OF INDIA

Dated: 11.11.2021

**RESPONSE REGARDING PRE-BID QUERIES RECEIVED
AGAINST THE NIT DATED 01.11.2021 ISSUED FOR
AWARDING CONTRACT FOR SCANNING/DIGITIZATION
OF RECORDS OF THE SUPREME COURT OF INDIA**

With reference to pre-bid meeting held at Supreme Court of India premises on 09.11.2021 with the representatives of the intended bidders for the Notice Inviting Tender dated 01.11.2021 (hereinafter "NIT"), the queries, as submitted by the different bidders, and the response thereon of the Registry of the Supreme Court of India (hereinafter "SCI") are tabulated herein below:

S.No.	Page and Clause No.	Content of NIT requiring Clarification(s)	Clarification Sought	Response of SCI
1.	Page 9, 3.4 & 3.5	SCI-Interact & DMS	Is there any direct role of the Service Provider in these two applications?	No
2.	Page 10, 3.9	Faithful Reproduction	Apart from creating 100% compliance pdf and Ingestion, is there any other process required to perform by the Service Provider to achieve this feature?	Yes. Refer to NIT Page 10 -> Pt. 3.9.(a), Pt. 3.9.(b), Pt. 3.9.(c)
3.	Page12, 4.2	Process A.1,A.2 and A.3	(i) For A.1, Ingestion has to be performed and for A.2, 100% PDF Compliance process and Ingestion need to be performed. Is the understanding correct? (ii) What is the estimated volume	(i) Yes (ii) Process [A.2]: Refer to Annexure – I @ NIT Page 43 -> Pt. (ii) Process [A.1]: At present Nil. But in future, the work load of [A.2] may move over to [A.1] (Refer to

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			of such PDFs? (iii) What is the estimated volume of documents for A.3 ?	Annexure – I @ NIT Page 43 -> Pt. (iv)) (iii) Refer to Annexure-I @ NIT Page 43 -> Pt. (i)
4.	Page 12, 4.4 (b)	SCI either may not assign any of the PDF Compliance tasks to the vendor or may assign in one of the combinations mentioned above, as per requirement of SCI on case file to case file basis	(i) Files received in Steps A.1,A.2 and A.3(after going through step B) may go to step D in such cases- is the understanding correct? (ii) How will the SCI inform the Service Provider of such decisions (which task to perform or not) without hampering the production?	(i) Yes (ii) Ingestion Workflow/MIS Software takes care of that. Vendor's staff will be able to see such case file automatically on their Ingestion dashboard.
5.	Page 16	Pending Matters	What operations are required to be performed on (i) and (ii)?	No action required at the end of the vendor. These are statistics for reference only.
6.	Page 23	Billing-5.5.1 & 5.5.2	Please elaborate	Billing shall be as per the NIT document.
7.	Page 28, Clause 1.15	Full maintenance and support for period of 1 year after completion and/or termination of the contract	Please explain the scope of this maintenance and support.	Scope is limited to all such activities/services which were performed/provided by the vendor during contract period.
8.	Page 29, Clause 1.19	Unreasonable and/or abnormally low in comparison to prevalent market rate	Kindly provide an estimate of the prevalent market rate.	Bidders are expected to have a fair idea of the prevailing market rate.
9.	Page 36, Clause 2.17 *read with Point no. 7 at page no. 6 of NIT*	Acceptance of part/whole bid/ modification–Rights thereof	Since L1 will be decided on Weighted Total, please clarify this clause of acceptance of part bid.	Clause no. 2.17 at page no. 36 is self-explanatory.
10.	Page 29, Clause 1.23	Regional or branch or head-office in Delhi and/or National Capital Region (NCR)	Can the Service Provide participate with submission of an undertaking to open office in Delhi or NCR on award of contract?	Such a request may be considered, subject to an undertaking to open the Office in Delhi / NCR region within 15 days of the contract.
11.	Page no 29 Point no. 1.21 and	The tender bidder shall have a minimum annual turnover of at least Rs. 5 Cr (Rupees Five cores	We are requesting to SCI for Annual turnover Rs. 5 Cr to reduce bidder's last 3 Years (2017-18, 2018-19, 2019-20)	Prospective bidders, if they so desire due to circumstances faced by them during the pandemic, may furnish their turnover during the

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	Page no 51 Point no. 8	only) cumulatively in all the 3 Years. The bidder shall submit last 3 years audited balance sheet of their firm along with the tender document.	average turnover Rs. 3 Cr (Rupees three Cores only).	period 2017-18, 2018-19, 2019-20, 2020-21.
12.	Page no 52 Point No 12	Whether the firm has executed minimum 3 (three) projects of more than Rs. 1 crore value for Scanning / Digitization of records on job work basis in any Government department or in any Public Sector Undertaking, Autonomous Bodies, Courts or Tribunals. (Yes or No) If Yes, mention name, address and contact details of the organization	We are requesting to reduce bidder executed minimum 3 (three) projects of more than Rs. 30 lakhs value for Scanning / Digitization of records on job work basis in any Government department or in any Public Sector Undertaking, Autonomous Bodies, Courts or Tribunals. Or Work experience to include private bank viz. ICICI, Yes Bank etc	The bidders must abide by the relevant terms and conditions as stated in the NIT document.
13.	Page-8 3.3 (a)	"Ingestion is an in-house software developed and maintained by SCI for the purpose of indexing/ bookmarking the '100% Compliant PDFs."	(1) We understand that Ingestion software would be used for PDF files indexing/bookmarking only and vendor will use its own software for document scanning purpose. Please confirm. (2) We assume that a scanned file having multiple pages will be stored as single multipage PDF file. Please confirm.	(1) No scanning software is required at vendor's end. The process of triggering scanning and capturing the resultant scanned PDF file will be carried out by the touch screen scanner interface itself, as explained at: Refer to Annexure VIII @ NIT Page 56 -> Pt. 6; Refer to Annexure XI @ NIT Page 65 -> Pt. 16; (2) Yes (Each PDF file having pages belonging to one particular case only i.e. a PDF cannot have pages belonging to 2 different cases).
14.	Page-8 3.3 (b)	"Currently the Ingestion software intakes the PDFs uploaded as a batch and then user needs to add index/bookmark by	(1) Please specify approx. meta data entry fields per file along with average characters per field.	(1) Currently 6 fields (a combination of date, text, buttons and select boxes). Average character count of fields other than "title" field: 5, and

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		filling in form fields such as – index type, serial number, title, date, page numbers for each index/bookmark as per "Index of Contents" printed on the physical file. This interface will be on a web application which has provision for both, individual entry and bulk entry."		Average character count of "title" field: 80.
15.	Page-10 3.8 (b)	"When a case is initially scanned & digitized, all the existing entries in "Index of Contents" are inserted as index /bookmark into Ingestion. "	(1) How many indexing/bookmarking will be available on index of content. Please specify.	(1) Number of Index/Bookmarks in each case is highly variable. - Average: 31 index/bookmarks per case - As per existing data, a case with least number of index/bookmarks has 3 index/bookmarks in it. - As per existing data, a case with highest number of index/bookmarks has 3607 index/bookmarks in it.
16.	Page-12 4.2 (b)	"Check that all metadata and supporting information (for entering in Ingestion) for each of the files has been handed over to vendor and is well understood by the vendor."	(1) How metadata for a case file will be supplied & integrated into scanning workflow system. Please clarify	(1) Number of Index/Bookmarks in each case is highly variable. - Average: 31 index/bookmarks per case - As per existing data, a case with least number of index/bookmarks has 3 index/bookmarks in it. - As per existing data, a case with highest number of index/bookmarks has 3607 index/bookmarks in it.
17.	Page-14 4.8 (a)	"In case of any discrepancy found during verification process, the vendor must immediately contact the concerned staff to notify the same"	(1) Please specify the process of document correction found at SCI interface (Integration of scanning workflow and SCI workflow)	(1) Vendor is not required to be in possession of any scanning Workflow/MIS software. - All such activities are handled by in-house Ingestion Workflow/MIS software of SCI.
18.	Page-18 5.2.6	All computers (Servers/PCs) should be of 64 bit architecture and need to have only	(1) Please confirm, use of Windows operating system further compatibility with	(1) The vendor may submit a written application before concerned senior officers stating its inability to provision a software

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		Ubuntu 20.04 – LTS version or higher LTS version, downloaded from https://ubuntu.com. If any other OS is required to be installed, the same can only be done after evaluation by and express permission of concerned SCI officers.	Ubuntu system available in court.	service in Ubuntu on the grounds that such software service is technically impossible/infeasible to be provisioned in Ubuntu OS by using any widely/publicly available software. - Pursuant to the senior officers being satisfactorily convinced of such infeasibility claimed by the vendor, the use of "Windows OS" may be permitted selectively.
19.	Page-18 5.2.12.	The vendor is required to be in possession of a software for PDF viewing, manipulation, editing, annotating, digital signature and all other such features which are possible for the PDF specifications (i.e. PDF/A-2a or PDF/A-4) and PDF version (PDF 1.7 or PDF 2.0) provided by the vendor:	(1) As per our understanding, vendor will use its own software for scanning activity only and meta data entry or indexing/bookmarking will be performed in Ingestion software provided by SCI. Please confirm.	(1) Vendor is not required to use any software of scanning activity at all. - Indexing/Bookmarking will need to be performed on SCI's Ingestion software by the vendor's staff. - However, a PDF Reader/Editor software has to be in the possession of the vendor, which is to be utilized for all such functionalities as are illustrated at: (i) NIT Page 56 -> Pt. 9 (ii) NIT Page 57 -> Pt. 10
20.	Page-22 5.4.4.	The vendor's staff/manager may be deputed at multiple locations within the premises of SCI for carrying out scanning/digitization activities. Vendor is required to do all software and hardware setup for scanning/digitization at all such places/locations in any available space provided by the Supreme Court Registry.	(1) Please specify number of locations details where manpower and hardware to be deployed by vendor. It is required for costing estimation purpose.	Scanning activities may have to be carried out within the SCI premises.
21.	Page-22 5.4.5	""Workflows" are subject to change as per directions of	(1) Any major change will impact the costing. Will SCI compensate for the same.	If major change occurs, the same shall be decided on mutually agreed terms, subject to approval of the Competent Authority.

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		the senior officers of the SCI Registry, so as to be in sync of functioning of scanning and other sections and as per requirements of Hon'ble Courts. The vendor shall not deny execution of work citing the change in the workflow."		
22.	Page-22 5.4.8	"The tenderer shall be fully responsible for proper storage of the scanned PDFs for a minimum period of one year after completion of the contract period."	(1) Where these PDFs to be stored, within SCI premises or outside, Please confirm	(1) Within SCI premises. Please refer to NIT Page 55 -> Pt. 5.
23.	Page-23 5.5.1	Only "Live & Verified Contents" (as defined in Workflows -> Pt. 2-> Sub pt. viii) shall be eligible for billing - provided that the vendor had performed at least one of the "Workflow Processes" on the current accepted (by SCI after due verification on all NIT terms and conditions) version of such contents	(1) We are unable to find "Pt.-2--> Sub pt. viii" in tender document, please provide the same.	(1) Please refer to NIT Page 14 -> Pt. 4.8.(c).
24.	Page-23 5.6	Proof of Concept	"(1) Please provide following details for POC: (a) Number case records to be scanned (a) Duration of POC (c) Details of page size (such as A4, A3 etc.)"	(1) To be notified later to the Technically Qualified bidders, giving sufficient time as decided by the SCI Registry as deemed suitable to adjudge the competency of the bidder.
25.	Page-27 1.6	The necessary space, tables, chairs, and electricity supply shall be provided by the	(1) We are assuming that Connectivity to server (for data uploading), Local Network, Electrical points and Air-conditioned	(1) Yes, the same shall be provided by SCI.

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		Supreme Court Registry, free of charge.	environment will be provided by Court. Please confirm	
26.	Page-43 ANNEXURE – I (FINANCIAL BID)	Ingestion (Indexing etc.) - [per index/bookmark price] 10,000/- Bookmarks per day	(1) Please elaborate separately for each requirement of Index and Bookmark as it is creating confusion whether it is document type association or data entry or bookmarking.	(1) Index/Bookmark entry in Ingestion entails data entry work. - Refer to NIT Page 13 -> Pt. 4.5.(c), 4.5.(d) & 4.5.(e) read along with NIT Page 8 -> Pt. 3.3 and with NIT Page 9 -> Pt. 3.8.
27.	Page-58 Phase II: Evaluation of Technical Bids	"Pre-Qualification – Mandatory Criteria: 2. Proof of minimum turnover of 05 crores for last 3 years. (ITS/balance sheets etc.)"	(1) We request to amend the clause as "Proof of minimum turnover of 100 crores for last 3 years. (ITS/balance sheets etc.)" for strong competition.	(1) The pre-qualification mandatory criteria for evaluation of technical bills shall stand as per the NIT document.
28.	Page-58 Phase II: Evaluation of Technical Bids	-	(2) As per the scope of work, ISO 9001:2015 and ISO27001:2013 to be included in pre-qualification criteria for quality and information security management.	(1) The pre-qualification mandatory criteria for evaluation of technical bills shall stand as per the NIT document.
29.	Page-63 Point 2 (second para)	uploading the same on SCI server for Ingestion	(1) Please specify uploading mechanism of compliance pdf file	(1) The mechanism would be to browse and upload on a web app interface/form in Ingestion Workflow/MIS software akin to email attachments.
30.	Page-64 Point 11	The PDF/A files as scanned & digitised by the vendor will be digitally signed using an open source Digital Signature software. The PDF/ An output given by the vendor should be digitally sign-able without requiring any proprietary/ commercially purchased software.	(1) We assume that digital signature will be provided and used by Court only. Please clarify.	(1) Yes, the same shall be provided and used by the concerned staff of SCI.
31.	Page-67 Point 5	"Auto OCR" setup should be capable of converting non-OCR	(1) Please clarify the OCR speed, whether it is 50 pps or 50 ppm	(1) The speed is 50 pages per second (pps).

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		PDF to "100% OCR PDF" at the rate of minimum 50 pages per second (pps) at all times of the day.		- This speed is calculated for processes performed in OCR only (as per Annexure XIII @ NIT Page 67) and not for the processes performed in QC stage (as listed out in Annexure XII @ NIT Page 66). - The speed of 50 pps is a combined speed of OCR being executed in parallel on all 40 Desktops (of the vendor) and on 1 Server/Workstation (of the vendor), on separate PDF files. - For e.g., if each of the 40 desktops are OCRing a separate PDF file with a speed of 1-2 pages per second each, then this will add upto 40-80 pps OCR output of the vendor. Additionally, if the Server/Workstation too is OCRing a PDF file with a speed of say 10 pps, then the total speed (throughput) would come out to be as 50-90 pps.
32.	Page-18 5.2.6	All computers (Servers/PCs) should be of 64 bit architecture and need to have only Ubuntu 20.04 – LTS version or higher LTS version, downloaded from https://ubuntu.com. If any other OS is required to be installed, the same can only be done after evaluation by and express permission of concerned SCI officers.	(1) Please confirm use of Windows operating system further compatibility with Ubuntu system available in court.	(1) The vendor may submit a written application before concerned senior officers stating its inability to provision a software service in Ubuntu on the grounds that such software service is technically impossible/infeasible to be provisioned in Ubuntu by using any widely/publicly available software. Pursuant to the senior officers being satisfactorily convinced of such infeasibility claimed by the vendor, the use of "Windows OS" may be permitted selectively.
33.	General Query	Quality Checking	(1) Is there any client QC performed by Court and at which stage, Please clarify.	(1) Yes, however, QC not to be confused with the processes enlisted in Annexure XII @ NIT Page 66 or File Checking (SCI's terminology) which is performed after vendor's staff will have uploaded "100% Compliant PDF"

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				on Ingestion and also after vendor's staff has entered all index/bookmarks into Ingestion for a case.
34.	Page 6 Point (7) *read with point 2.17 at page no. 36 of NIT*	SCI reserves the right to accept or reject any or all the proposals in full or in part including the lowest bid without assigning any reasons or incurring any liability thereof.	(1) Please specify the reason for rejection	(1) Please refer to S.No. 9 at Page 3 and Point no. 7 at page no. 6 of the NIT, which are self-explanatory
35.	Page 7 Point (1)	SCI a mirror of physical case file access for conducting Live Court hearings using this digitized output on a special purpose device (SPD) with all such features mentioned in "Definitions" sub-section of "SCOPE OF SCANNING AND DIGITIZATION WORK"	(1) Please specify special device.	(1) This is only informative text. No action required on part of vendor other than what is illustrated on NIT at Page 13 -> Pt. 4.6.
36.	Page 8 Point (f)	Any other source identified by SCI from time to time.	Please specify other source.	Please refer to Clause 2 (f) at page no. 8, which is self-explanatory.
37.	Page 10 Point (b) of clause 3.8	When a case is initially scanned & digitized, all the existing entries in "Index of Contents" are inserted as index/bookmark into Ingestion.	Please clarify what does it means by all the existing entries in "Index of Contents".	The ones which were entered when the case was digitized for the first time at an earlier point in time.
38.	Page 12 Point (4.1)	Check that all the files and pages hence received from SCI staff is original, complete, intact, untorn and undamaged. If something is wrong, the same may be brought to the notice of concerned SCI Staff before making	How documents received entry will be done in ingestion software?	An entry shall be done by a single button push event on web page of Ingestion workflow/MIS.

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		any entries in Ingestion software pertaining to its receipt.		
39.	Page 12 Point 4.2 (c)	Make requisite entries in Ingestion software pertaining to its receipt	How requisite entry in Ingestion software will be done regarding process A (Scanning).	An entry shall be done by a single button push event on web page of Ingestion workflow/MIS.
40.	Page 12 Point 4.3 (c)	Make requisite entries in Ingestion software pertaining to its commencement and completion (and their iterations, if any).	Clarify how commencement and completion will be capture in Ingestion software.	The same shall be done by a single button push event on web page of Ingestion workflow/MIS.
41.	Page 13 Point (c) of clause 4.4	If no PDF Compliance task out of QC, OCR and Accessibility is assigned to the vendor for a case file, then C.1 and C.2 workflow process be altogether skipped by the vendor for that case file.	Please clarify the case where no PDF compliance task is required.	In case wherein the workflow process [A.1] is utilized (as illustrated on NIT Page 11) i.e. the PDF provided to vendor by SCI is already "100% Compliant PDF".
42.	Page 18 Point (5.2.11)	The vendor is bound to keep all the softwares bought/developed/configured by the vendor, updated & upgraded at all point of times (particularly at the time of end of contract period) at its own cost.	Would SCI keep all the software's from vendor at the end of contract?	Please, refer to NIT Page 16 -> Pt. 5.2.1.
43.	Page 19 Point (5.2.14)	State of the art	Please clarify state of the art	State of art may be referred as any configuration equivalent or better than minimum configuration as mentioned in Annexure VIII
44.	Page 19 (5.2.14)	The scanner should be duplex and capable of handling fragile, old, delicate documents which may be stapled also.	Would SCI allow to remove staplers from fragile, old, delicate documents and then do the scanning?	The task to remove staples from fragile, old, delicate documents would be undertaken by the staff of the SCI Registry only.

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45.	Page 19 (5.2.16)	latest software, drivers, firmware updates, security updates,19 etc.	How to update latest software driver firmware updates, security updates, 19 etc. Without internet connectivity?	Periodically internet connectivity shall be enabled by SCI for the upgradation of drivers, firmware, etc., for vendor's equipment, so as to carry out such updates.
46.	Page 23 (5.5.3)	Economy of disk storage output.	Please clarify.	The vendor must adopt good practices to keep the minimum file size as far possible using compression and optimization features of its PDF software without compromising the quality of the PDF file and maintaining faithful reproduction.
47.	Page 23 (5.5.4)	The vendor shall raise bills on quarterly basis for the work completed during that particular period	What will be the timeline of receiving the payment after raise bills	Bills will be processed as soon as possible, subject to the satisfactory performance of the vendor and approval of the Competent Authority.
48.	Page 23 POC	At the time of POC can we use windows machine	At the time of POC can we use windows machine.	For the limited purposes of undertaking POC, the bidders may be permitted to bring their own computer hardware with option of OS.
49.	Page 29 Point (1.18)	The SCI Registry, in its discretion, reserves the right to reject or accept any or all the tenders partly or completely at any time without assigning any reason thereof.	Please specify the reason for rejection.	A rejection or acceptance shall be strictly as per the terms and conditions of the NIT document.
50.	Page 31 Point (f)	"For Support: The level of service expected by SCI from the vendor is provision of uninterrupted services of scanning work, which is key to the assignment and under no circumstances deputation of adequate human resources shall suffer from delay of more than 24 Hours.	Please specify which type of penalty & how penalty if any emergency of someone if yes how the penalty will be calculated.	For imposition of penalty, please refer to Clause no. 2.28 at page no. 41 of the NIT.

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		Any such failure of service shall attract consequences and / or penalty as per the terms and conditions of the NIT."		
51.	Page 31 Point 2.6 (a)	from any Scheduled Bank within 03 (three) days from the date of award of contract	Please allow at least 7 working days.	The same shall be as per the terms and conditions of the NIT document.
52.	Page 63 Point (2) iv	Colour tone (For normal pages): Grayscale	Would all default scanning will be done in grey scale, there is no scope scanning in B/W.	Please refer to NIT Page 63 -> Pt. 2 and NIT Page 64 -> Pt. 9.
53.	Page 65 Point (16)	All further workflow processes should be performed by the vendor (as applicable) only on the files hence sent to the SCI storage after downloading such files from SCI storage server (i.e. the vendor shall not perform any workflow processes on the files directly saved by its scanner on vendor's own computers).	(1) Will SCI allow to work on the file available in vendor's PC as upload and downloading from SCI storage server for each process in workflow will took time?	(1) When the vendor has deployed "PDF Editor" (as explained on NIT Page 57 -> Pt. 10), the SCI's server will automatically trigger remote command to the vendor's server/workstation (as explained on NIT Page 54 -> Pt. 1) for carrying out further workflows in automated manner i.e. QC, OCR, Accessibility. Thus, it's highly rare that the vendor will ever be required to download a file from Ingestion for performing any workflow process. Even if such download-upload is required, the process is highly optimized and fine-tuned in Ingestion to make it as swift as if the file is on local PC.
54.	Page 8 and Page 9	"3.3 Ingestion (a) Ingestion is an in-house software developed and maintained by SCI for the purpose of indexing/bookmarking the '100% Compliant' PDFs. 3.4 SCI-Interact	(1) We understand there are application software's to be used in this project belong to SCI. We request process cum application demonstration before submission date to understand the scope clearly. (2) We understand that the proper training on the software's and process will be	(1) A demonstration was given to all the attendees during the pre-bid meeting on 09-11-2021 at SCI premises. (2) Yes, SCI Registry shall impart proper training to the vendor and the staff deputed by the vendor.

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		(a) SCI-Interact is an in-house software developed and maintained by SCI for the use of Hon'ble Judges of SCI to view, read, dynamically navigate, compare, search and annotate case files. 3.5 DMS (a) DMS is an in-house repository software based on open source software – DSpace 7.* (* signifies any future version released by Dspace) configured, deployed at and maintained by SCI for the purpose of longterm/ dynamic document storage, archival and retrieval system."	provided by SCI before inception. Please confirm."	
55.	General	Scanning software (workflow)	Please confirm if SCI will provide the software for scanning as well.	Scanning software is not required at all (neither at vendor's end nor at that of SCI). The process of triggering scanning and capturing the resultant scanned PDF file will be carried out by the touch screen scanner interface itself, as explained at: Refer to Annexure VIII @ NIT Page 56 -> Pt. 6; Refer to Annexure XI @ NIT Page 65 -> Pt. 16.
56.	General	Sample files/bookmarks	We request to please allow us to visit record room to understand the document. Also please show sample files during pre-bid meeting.	Sample shown to bidders who attended the pre-bid meeting
57.	Page 16	"5.2. Hardware & Software All the setup and equipment will belong	We understand that complying with the per day productivity is the responsibility of service	To achieve timely execution of deliverables and also efficiency as time is of essence to the contract,

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		to the vendor and SCI shall have no ownership rights to any of it 5.2.2. The hardware installed should not be older than 1 year at the start of project and not older than 5 (five) years during the period of operation of Contract. If during 4th and 5th year of Contract any of hardware is above 5 years old then same will have to be replaced suitably."	provider. Any system or related IT infra may be replaced or repaired whenever required. Please remove the clause of "Not more than 1 year old" as this will add extra costing for the bidder.	the requirement of Clause 5.2 shall stand as per the NIT document.
58.	Page 18	"5.2.6. All computers (Servers/PCs) should be of 64 bit architecture and need to have only Ubuntu 20.04 – LTS version or higher LTS version, downloaded from https://ubuntu.com. If any other OS is required to be installed, the same can only be done after evaluation by and express permission of concerned SCI officers. No other software/service/packag e can be installed on any computer, other than what comes out of box in the installed OS or any other ones required/approved by SCI."	(1) We understand for the purpose of scanning, Windows-based OS can be installed. Please confirm if Windows OS can be used instead of Ubuntu OS?"	(1) Though SCI IT infrastructure uses Microsoft Windows OS and also Apple Mac OS, but the predominant operating systems are Linux based Ubuntu based on the policy of free and open source software (FOSS). That said, the vendor may submit a written application before concerned senior officers stating its inability to provide a software service compatible with Ubuntu on the grounds that such software service is technically impossible/infeasible to be provisioned in Ubuntu by using any widely/publicly available software. Pursuant to the senior officers being satisfactorily convinced of such infeasibility claimed by the vendor, the use of "Windows OS" may be permitted selectively.
59.	Page 18	5.2.12. The vendor is required to be in possession of a software for PDF viewing,	We understand that the scope for the service provider is to provide compatible (as per required specification) PDF.	Yes. Also refer to NIT Page 56 -> Pt. 9 and NIT Page 57 -> Pt. 10.

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		manipulation, editing, annotating, digital signature and all other such features which are possible for the PDF specifications (i.e. PDF/A-2a or PDF/A-4) and PDF version (PDF 1.7 or PDF 2.0) provided by the vendor:	May service provider use their own application for PDF conversion?	
60.	Page 20 Point 5.3.2	" The staff deputed by the vendor shall be well versed in English language and comprehension. Such staff should also have English typing speed of minimum 45 words per minute with 100% accuracy (preferably 80+ words per minute)."	We understand that the service provider has to deliver the quality data by maintaining the productivity. This way we understand the typing speed given here is only indicative. Please confirm.	Yes this is indicative, but SCI expects the vendor to deploy skilled personnel. Thus, the condition precedent stated in Clause 5.3.2 shall be complied as per the NIT document.
61.	Page 23 *read with point 5.5.4 of NIT and S.No. 47 of this document*	5.5.4. The vendor shall raise bills on quarterly basis for the work completed during that particular period.	We request to please change the billing cycle from quarterly to monthly.	Such a request cannot be entertained. The billing cycle shall be as per the NIT document.
62.	Page 26	"7. GENERAL INSTRUCTIONS 1.1. The tenderers are required to quote their lowest rates separately for following tasks individually à la carte and for different page sizes (A3, A4, A5, Legal-size, Maps), separate price may be quoted for each of the below relevant category:"	Request to please confirm the approximate percentage of size of the documents, for A3, A4, Legal-size, Maps etc.	99% of the pages are of A4 or legal size.
63.	Page 26 & 27	"1.4. The tender bidder should already have	We understand "Job work basis" is the services related	The present NIT is regarding scanning/digitization of records of

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		done minimum 03 (three) projects of similar work of scanning, digitizing work on 'job work basis ' in any Government department or in any Public Sector Undertaking, Autonomous Bodies, Courts or Tribunals. The name, address and telephone number of the same may be mentioned as prescribed in 'Annexure 'VI'. All the projects should be of more than ₹1.00 (Rupees One crore) per year. If any project has been carried out for more than three years, then the same shall be considered as a separate project."	to digitization. Please confirm.	the Supreme Court of India and thus job works to be executed by the vendor are of that nature.
64.	Page 57 Manpower Table point no 2	"2 Scanning/PDF Compliance/Ingestion Operations Graduate; 45 words per minute English typing speed with 100% accuracy."	We understand that the scope for the service provider is to provide compatible (as per required specification) PDF. May service provider use their own application for PDF conversion?	Yes, please refer to NIT Page 56 -> Pt. 9 and NIT Page 57 -> Pt. 10.
65.	Page 67	"7. Only "100% OCR PDF" shall make this PDF as having passed this stage & usable in further workflows/processes. Non "100% OCR PDF" will not be transferred to SCI and the same shall not be eligible for billing."	We understand that for computer type text also once scanned may not have 100% OCR. Yes, the bidder may try the maximum possibility. Request please remove the clause of 100% OCR PDF.	In response to the query raised, please refer to Point Nos. 2 and 3 of Annexure-XIII at page no. 67.
66.	General	Certification	"In order to accomplish the project by the selected vendors the vendors should	As per the terms of conditions of NIT document.

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			have some prior experience of similar kind of work and have required certifications as well. We would suggest that the bidders should have: (a) Prior experience to handle and scan very old / fragile/ heritage record like manuscripts so that the old valuable records of the department do not get damaged during unbinding, rebinding and scanning process. Copies of work orders along with the completion certificates must be sought with the technical bid. (b) The Bidder must possess ISO 9001, ISO 27001, ISO 20000 certification. OHSAS 18001 for Occupational Health and Safety Management System and ISO 14001 for Environmental Management System. (c) Since up keeping of old valuable revenue record is most important in this case, therefore the bidders must have PRISM certification in order to ensure expertise in handling of physical record properly during handing over/taking over and undertaking of scanning process. d)CMMI Level 5 Certification"	
67.	General Query	-	We request you to please allow consortium bidding and also allow lead bidder / consortium partner to meet tender qualification criteria jointly / by any one of consortium partner bidder.	The criterion for qualification of bidder shall be strictly as per the NIT document.

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68.	Page 8 Clause 3.3 (b)	Currently the Ingestion software intakes the PDFs uploaded as a batch and then user needs to add index/bookmark by filling in form fields such as – index type, serial number, title, date, page numbers for each index/bookmark as per "Index of Contents" printed on the physical file. This interface will be on a web application which has provision for both, individual entry and bulk entry.	Request you to please confirm how who will define the indexing logic, naming conversion of file? Also please confirm the total characters size for indexing a file.	Indexing logic is pre-defined in Ingestion workflow/MIS software. Vendor's staff needs to read/copy metadata/fields from "Index of Contents" page(s) and from cover page of case file and subsequently to type/paste the same in Ingestion web app form. - Average character count of fields other than "title" field: 5 - Average character count of "title" field: 80
69.	Page 12 4.2 Process - [A.1], [A.2] and [A.3]	4.2 Process - [A.1], [A.2] and [A.3] (a) The authorized representative of vendor will receive files and metadata from staff of the SCI under proper receipt. (b) Check that all metadata and supporting information (for entering in Ingestion) for each of the files has been handed over to vendor and is well understood by the vendor. (c) Make requisite entries in Ingestion software pertaining to its receipt.	Request you to kindly provide more clarity on this that we need to do the scanning & meta data entry.	Please, refer to NIT Page 11 -> Pt. 4 read along with NIT Page 8 -> Pt. 3 and with NIT Page 15 -> Pt. 5.1.
70.	Page 13	(a) Perform PDF Compliance of all the scanned pages as per	Request you to kindly provide more clarity on this that we	Please, refer to NIT Page 11 -> Pt. 4 read along with NIT Page 8 -> Pt. 3 and with NIT Page 15 -> Pt. 5.1.

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	4.4 Process - [C.1] and [C.2]	attached Annexures – 'XII', 'XIII' and 'XIV'. (b) PDF Compliance may need to be performed in any combination of QC and/or OCR and/or Accessibility. SCI either may not assign any of the PDF Compliance tasks to the vendor or may assign in one of the combinations mentioned above, as per requirement of SCI on case file to case file basis. (c) If no PDF Compliance task out of QC, OCR and Accessibility is assigned to the vendor for a case file, then C.1 and C.2 workflow process be altogether skipped by the vendor for that case file. (d) Handover the received files back to the SCI Staff in their original condition.	need to do the scanning & meta data entry.	
71.	General Queries	-	Request you to please confirm the total number of pages need to perform scanning.	The prospective bidders are required to scan at least 80,000 pages per day or as directed by the Competent Authority during the term of the contract.
72.	General Query	-	Request you to kindly confirm who will be providing the power back-up for long power cut. It will also impact the daily production and will also affect in penalty to the vendor.	Please refer to our response at Serial No. 25.
73.	General Query	-	Request you to kindly confirm the working days and timing in a week?	Please, refer to Clause no. 1.13 at page no. 28. Further, as mentioned in NIT document, successful

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				bidder has to undertake and execute the office work even on holidays in case of office exigencies.
74.	General Query	-	Request you to confirm the approximate pages containing in a single case file?	The page count in each case is highly variable. However, for illustrative purpose on an average: 260 pages per case; As per existing data, a case with least number of pages has 04 pages in it and a case with highest number of pages has 50172 pages in it.
75.	Page 52 Point no. 12 ANNEXURE VI	Whether the firm has executed minimum 3 (three) projects of more than Rs. 1 crore value for Scanning/Digitization of records on job work basis in any Government department or in any Public Sector Undertaking, Autonomous Bodies, Courts or Tribunals. (Yes or No) If Yes, mention name, address and contact details of the organization.	Request you to kindly add the big corporates and all private banking also along with Govt sector, Pubic sector and Autonomous bodies.	Please refer to our response at Serial No. 12.
76.	Page 52 Point no. 12 ANNEXURE – VI	Whether the firm has executed minimum 3 (three) projects of more than Rs. 1 crore value for Scanning/Digitization of records on job work basis in any Government department or in any Public Sector Undertaking, Autonomous Bodies, Courts or Tribunals.	Request to modify the clause as, Bidder should have at least implemented 3 similar projects like old records scanning and digitization projects in Govt/PSU. At least One of the project should have more than 10 Crores rupees work orders/ P.O in Scanning / digitization for any Central / State Govt Dept /PSU bodies in India	Please refer to our response at Serial No. 12.
77.	Page 51 Point no. 8	Whether the firm has an annual turnover of at	Request to modify the clause as. The bidder should have	As per NIT document. However, prospective bidders, if they so

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	ANNEXURE – VI	least Rs. 05 Crores (Five Crores) in all the 3 year	minimum annual turnover of Rs.15 crore in each of the last three financial years i.e. 17-18, 18-19 & 19-20 as per the audited balance sheet available at the time of submission of tender	desire due to circumstances faced by them during the pandemic, may furnish their turnover during the period 2017-18, 2018-19, 2019-20, 2020-21.
78.	General Query	-	As per the recent update from RBI - https://m.rbi.org.in/scripts/FAQView.aspx?Id=132 and Central Government order, it is mandatory that all Government organisation must register with the TReDS. TReDS is an initiative of Reserve Bank of India (RBI) to facilitate MSME receivable payments from all Government organisation and PSUs. Request you to confirm, whether Supreme Court of India is registered in TReDS.	SCI is not registered with TReDS.
79.	Page 23 5.5.4	Billing	Whether billing be monthly or bi-monthly basis?	Please refer to our response at Serial No. 61.
80.	General Query	-	Whether bidding be made through electronic (E-bid)?	The bidding process cannot be done through electronic mode and the same shall be as per NIT document.
81.	Page no. 41 2.28 (a)	Penalty	Penalty is capped @ 10%	For imposition of penalty, please refer to Clause no. 2.28 at page no. 41 of the NIT.

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