

**PRE-BID QUERY RESPONSE FOR TENDER DOCUMENT OF DIGITIZATION OF OLD REGISTERED DOCUMENTS OF REGISTRATION AND STAMPS
DEPARTMENT:**

S. No.	Company	RFP Page No.	RFP Clause No.	Clause Details	Query/ Suggestion/ Clarification	Clarifications from IGRS	Revised Clause If Applicable
1	Wipro	8	1	Scope of Work	There is no Scanning in scope at all, is that understanding correct? Requesting you to share the Screen Shot of the main application screen or define the flow through which the operator has to go through while entering the record.	Document Scanning is not in the Project's Scope ,As per RFP, Please refer to the clause 4.9 page 11	
2	Wipro	9	2.5	S/W for Data Entry		As per RFP, Please refer to the clause 4 page 10.	
3	Wipro	9	2.6	Offline	We presume that IGRS will provide the Storage to store and upload the data	Initially data would be stored locally on the system provided by Selected Bidder, for upload to the SDC, Selected Bidder will hand over the data in DVD Backup to the respective Controlling Officer/SRO and from SRO login it will be uploaded to SDC.	
4	Wipro	9	3.5	Uploading of Data	Kindly confirm if this can be achieved via bulk upload method either through FTP/sFTP or Application provided by IGRS has the feature	As per RFP, Data will be uploaded through Application provided by the Department	

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5	Wipro	9	3.6	Data Entry	All data available is in Hindi only; is that understanding correct?	Yes, As per RFP Clause 3.6 Page 9 All the data entry will be carried out in Hindi	
6	Wipro	10	3.8	Mismatch List	Application provided by IGRS for Data entry has this feature or it has to be prepared Manually? Kindly confirm	Application will generate Mismatch List/Report	
7	Wipro	11	4.1	Data Entry Fields	Kindly confirm approx. characters per field	The Bidder may visit SR Office with prior permission of the Department and check the sample document	
8	Wipro	11	5.5	H/W Specification	Is this a mandatory ask or indicative?	As per RFP, please refer to Annexure 2 page 65.	
9	Wipro	12	5.11	DVD	Who will provide Storage media or DVD and will take the cost for the same?	Selected Bidder will bear the cost and provide DVD/Storage Media.	
10	Wipro	17	2.5	Sub-Letting of Contract	Kindly confirm if we can use our empanelled partners and their resources to execute the project in which the whole responsibility of the project still lies with Wipro.	As per RFP, Please refer to clause 2.5 and page 17.	
11	Wipro	19	2.10.3	Bidder must have on its rolls at least 100 Data Entry	We do have more than 100 data entry operators but their pay	Please read amended clause as "Department shall	

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				Operators...	roll is not processed by us. Their payroll is processed by our partners.		need a list of 100 data entry Operators who are working for the Bidder" RFP clause 2.10.3 page 19.
12	Wipro	44	24	Support Manpower	Kindly confirm if this is a SLA based activity, then SI can plan the man power requirement accordingly and deliver the output within the defined time frame.	As per RFP	
13	Wipro	51	Annexure-1	LIST OF PROJECT SITES & Volume of data to be Digitized SRO wise	Number of Data Entry Operators at each Record Room is indicative or SI needs to deployed based on this table only?	As per RFP Clause 5.4 Page 11	
14	Wipro	66	3	SP will do the agreement for alternative power supply if required	Kindly confirm Area wise Approx. Electricity availability hours to plan this		Please read mended clause as "SP will do the arrangement for alternative power supply if required" in Annexure 2 Clause 3 Page 66,
Clauses to be added in the tender in order to protect the bidders interest							
15	Wipro	18	2.9.2	The Bidder is required to quote their best prices, inclusive of all	The impact of any increase / decrease in taxes, duties or any other statutory levies	As per RFP	

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16	Wipro	19	2.10.4	taxes. Bidder must have Minimum number of 50 permanent employees in its employ.	shall be borne by the Customer on both sides of the change. However, Wipro may subcontract or permit anyone other than Wipro personnel to render the Services or any part thereof under this Agreement or any Statement of Work issued hereunder, provided however that Wipro shall be responsible for the performance of the sub-contractors and agents so appointed.	As per RFP	
17	Wipro	38	8	Liquidated Damages (LD) for delay in project schedule (As per draft)	Request to add: The overall maximum Liquidated Damages that can be imposed on Wipro under this Agreement shall not exceed 10% of the Total Contract Value of the delayed deliverables.	As per RFP	
18	Wipro	38	9	Penalty for Error Penalties shall be imposed on the SP dealing with data entry work in	Request to add: The overall maximum penalty that can be imposed on Wipro under this Agreement	As per RFP	

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19	Wipro	39	10.2	terms of errors found in captured document..... (As per draft)..... In the event of the Competent Authority terminating the contract in whole or in part,pursuant to clause above, the Competent Authority may procure at Service Provider's risk and cost upon such terms and in such a manner as it deems appropriate, items or services similar to those remaining undelivered..... (As per draft).....	shall not exceed 10% of the Total Contract Value. Request to add: The above clause shall be subject to the condition that any excess cost due to Risk Purchase that will be recovered from Wipro due to any such reason shall not exceed by more than 10% of the price / rates quoted.	As per RFP	
20	Wipro	39	11	Termination for Convenience The Competent Authority, by written notice sent to the Service Provider,	Termination for Convenience The Competent Authority, Either Party , by written notice sent to the Service Provider,	As per RFP	

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				Service Provider, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the Competent Authority's convenience and also the extent to which performance of the Service Provider under the contract is terminated, and the date on which such termination becomes effective. No consequential damages will be payable to the Service Provider in the event of such termination.	Other Party , may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the Competent Authority's Notice Issuing Party's convenience and also the extent to which performance of the Service Provider under the contract is terminated, and the date on which such termination becomes effective. No consequential damages will be payable to the Service Provider in the event of such termination.		
21	Wipro			Limitation of Liability	Notwithstanding anything contained herein, neither Party	As per RFP	

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					<p>shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, speculative, exemplary, consequential or incidental damages (including, without limitation, loss of use, data, revenue, profits, business), irrespective of whether it had an advance notice of the possibility of any such damages under this Agreement and the aggregate liability of Wipro, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this Agreement during the six months preceding the date of such claim. Total Aggregate liability of Wipro for all claims shall not exceed the total fees received by Wipro under this</p>		

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22	Wipro			Customer Information	Agreement. Wipro may also share contract / engagement / project details and relevant documentation to its customers / prospective customers solely for the purpose of, and with the intent to, evidence and support its experience earned under this Agreement. Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro's non-performance is caused by the Customer's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement.	As per RFP	
23	Wipro			Savings Clause	Notwithstanding any contrary provision set forth in this Master Agreement or any	As per RFP	
24	Wipro			General Clause		As Per RFP	

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25	Wipro			General Clause	Statement of Work, Wipro shall be permitted, at its own cost, to assign and/or sell its rights to receive payments hereunder and thereunder without obtaining Client's consent. Where Wipro has made a request in writing, all amounts payable to Wipro under and / or in relation to this Agreement shall be paid into a specified bank account ("Collection and Payout Account"), provided the written request specifies the details of the account.	As per RFP	
26	ONICRA	8	2	General Information	Do we get permission to visit of record rooms at any location preferably in Bhopal before bidding of tender. This is required to understand the condition of documents available at record rooms	As per RFP, Please refer to page 6 Note-point 1.	
27	ONICRA	9	3	Description of	The scope of work is	Answered above please	

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				tasks	digitisation of data we would like to understand the whether in scope of work only typing work is required or scanning of pages is also there. If scanned is also in the scope of work then what is the total number of doc for scanning separately.	see clarification Sr. No. 1.	
28	ONICRA	29	2.20.4	Criteria for Evaluation and Comparison of Technical Bids:	What is minimum score for qualifying in technical evaluation	Minimum criterion to be fulfilled as per RFP Clause 2.10, page 19 and supporting documents needs to be provided to maximize technical score in clause 2.20.4.	
29	ONICRA	30	2.20.6	Commercial Bid Evaluation Mechanism and Selection of Bidder	As per this clause we understood that department is going to award to four different vendors. Kindly clarify?	As per RFP please refer clause 2.20.6.2	
30	ONICRA	31	2.20.6.2	Commercial Bid Evaluation Mechanism and Selection of Bidder	What if L2, L3, L4 not agree to match the price of L1. In such case will department will award the whole contract to L1? How will the percentage of error will be calculated? Kindly	As per RFP, Final decision will be taken by the Competent Authority	
31	ONICRA	38	9	Penalty for errors		As per RFP, please refer Clause 6.2 Page 13	

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32	ONICRA	49	2	Terms of Payment	clarify! Considering the huge investment in terms of infrastructure and manpower hiring it is requested to grant mobilising advance of 25% of contact value against Bank guarantee	There is no mobilization advance would be provided by the Department, As Per RFP	
33	CMC Ltd.	17	2.5	Sub-Letting of Contract	Since this is manpower centric job we will be using the services of our partners / associated to provide the manpower. We shall be overall responsible for project management. Please confirm if it is acceptable.	Please see clarification Sr. No. 10	
34	CMC Ltd.	19	2.10.3	Bidder must have on its rolls at least 100 Data Entry Operators, each operator must have the following mandatory credentials: • Proficiency in Hindi typing • Qualification should be as	We hire the operators with the required skills from time to time as per the requirement of the project from our partners / business associated. Please confirm if the same is acceptable.	Please see Sr.No. 11 in revised clause of this document.	

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35	CMC Ltd.	51		minimum Sr. Secondary (12th Standard) pass • One year Computers Basic Diploma Training Certificate Annexure 1 LIST OF PROJECT SITES & Volume of data to be Digitized SRO wise	Please provide details such as • Types of documents to be digitised. • Number of pages in each document. • Number of characters in each type of document to be entered. • Are these documents in structured form? • The data that is to be entered is available in one page or is scattered.	Answered above, Please see clarification Sr. No. 26	
36	CMC Ltd.	12	5.9	The minimum data entry per operator should be at least 50 documents per day, based on this the estimated number of data entry operators required record room wise (for	Please indicate the productivity of an operator per day in terms of estimated number of characters .	As per RFP	

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37	KARVY	Page 7	7 clause 3:	double entry) is indicated in column of annexure 1 (this may vary after obtaining exact estimation by SP as per clause 5.4 above). SROs perform registration of various types of documents including Documents relating to property transfer.	Please provide us sample copy of all these documents for understanding the effort involved .	Answered above Please see clarification Sr. No. 26	
38	KARVY	Page 7		Number of total registered Documents relating to transfer of immovable properties for last 13 years (from 01-04-2000 to 31-03-2013) in all divisions is approx 69 Lakhs.	Our understanding is that 69 lakh documents have to be scanned under this project. Please clarify how many pages will be there per document ?	Answered above pl see clarification Sr. No.1	
39	KARVY	Page 9		clause 2.6: The Meta data captured and finalized will be	Internet connectivity in not in scope of the prospective vendor. Please confirm ?	Yes, internet connectivity is not in scope of the vendor As per RFP, please refer to the clause 2.33 Sr.	

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				exported by the Application to aspecified location or folder and thereafter exported files shall be uploaded to data center through a medium or connectivity decided by the department.		No. 19, and page 36.	
40	KARVY	Page 9,	clause 3.6:	All the data entry will be carried out in Hindi.	Our understanding is that data entry is in Hindi only. Please clarify ?	Yes, All the data entry would be carried out in Hindi, Please refer clause 3.6 page 9, As per RFP.	
45	KARVY	Page 9	clause 3		We understand that scanning of documents is not in scope. Please clarify ?	Answered above pl see clarification Sr. No. 1.	
46	KARVY	Page 9	Clause 2.5		Request you to provide data entry screen shots of software for effort estimation.	As Per RFP	
47	KARVY	Page 17,	clause 2.2		Do we need to give soft copy of the financial bid and price quotes?	Yes, As per RFP please refer clause 2.2 Page 17	
48	KARVY	Page 20	Clause 2.10.10	valid VAT/ Sales Tax Registration Certificate,	We are Services based organization and VAT is not applicable only service tax is applicable to us.	Service Tax Certificate may be accepted	

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49	KARVY	Page 70	Clause 12:	Tax Clearance Certificates:	Please clarify? We are services based organization. TIN/VAT/CST is not applicable to us. We request you to consider Service Tax certificate in lieu of TIN/VAT/CST certificate	Service Tax Registration Certificate may be accepted	
50	KARVY	Page 11	Clause 4.10 :	Data will be captured from the registered documents in three major sections. There would be approx 40 to 75 no. of mandatory fields for data entry of each document. No of fields may vary as per the nature of document and its contents	Please give us details of all the fields of data entry for each document. Please give us approximate number of characters for the fields so that we can understand the effort estimation	Answered above please see clarification Sr. No. 7.	

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