

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
					<p>(iii) Will the department do a sample check of 5% or 10% of the data?</p> <p>(iv) What would be the time frame of department QC rejections or acceptance.</p> <p>(v) For the success of the project the department should also deploy sufficient number of manpower so that work is completed in the scheduled timeframe and payments are released to the vendor on monthly basis after confirmation/QC by the department.</p>	<p>(iii) This would be shared with the selected Bidder.</p> <p><b>(iv) 30 (Thirty) days</b></p> <p>(v) Point made is noted.</p>
54					Please help us know the database, OS to be deployed along with hardware to be deployed at North DMC end or bidder will be free to decide on this.	This will be shared with the selected Bidder.

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
				the Headquarter of Property Tax Department, North D.M.C. The Service Provider will accordingly set up a LAN (Local Area Network), having servers, desktops, scanners, cameras, printers, Xerox machines etc. or any other components necessary for discharge of work. The additional Power points, UPS etc also need to be set up by the Service provider. Additionally, the Service Provider shall have all the necessary state of the art software required for the various stages involved in the Data Entry/ Scanning/ Digitization/ Synchronization process.	be compromising on the quality of document. If the department is not allowing the unbinding then the department should ask for book scanners will cradle mechanism to scan the hard bound records or use of ADF scanners from reputed manufacturers like kodak, canon, fuzitsu, HP etc. the use of xerox machines should also be prohibited and the vendor should use flatbed based scanners to scan the pages. this would give better quality to department.	
51	5	10	59	The Service Provider shall Digitize data for the following Zones under North D.M.C as per the priority assigned below:  (i) Rohini Zone (ii) Karol Bagh Zone (iii) Narela Zone (iv) Civil Lines Zone (v) Sadar Paharganj Zone (vi) City Zone (vii) GRP Cell/ Headquarter	Kindly specify the number of working locations as we are assuming that the same shall be processed in one location wherein the records from various offices/zones shall be procured by NDMC office. If in case the work needs to be processed in all the zones/ locations than whether one by one or simultaneously	The assumption made is correct. It is clarified that the work of scanning of documents shall be done only at the Headquarters of Property Tax Department (also called Assessment & Collection Department) at 15 <sup>th</sup> Floor, Dr. SPM CIVIC Centre, Minto Road, Delhi – 110 002. The selected Bidder may however carry out the other activities at its premises. Please also refer to <b>Clause 4.5 and 4.6 of Section 5 – Scope of Work and Schedule of Requirements.</b>  It is also clarified that the work needs to be carried out simultaneously (preferably) depending upon the availability of documents.  It is further clarified that no part of work shall be done in the Zonal offices of North D.M.C.
52	5	10	59	(a) Entire work should be completed in 180 days from the date of commencement of Services.	It is requested to look at the timeframe of the project as the space which will be provided by the department will not be sufficient to complete the activity in the given timeframe.	Clause remains unchanged.
53	5	10	59	(b) The Service Provider shall provide Digitized data for at least 65000 properties (with variation of + 15%) per month from the date of commencement of Services.	(i) What would be the timeline and methodology adopted by the department for verifying the scanned and digitised data. (ii) Will the department do this activity on daily basis?	(i) This would be shared with the selected Bidder.  (ii) This would be shared with the selected Bidder.

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
				organization or anywhere else failing which the Service Provider shall be liable for legal action against it.	qualified software professionals on the payrolls to get the changes in the software. Hence it is recommended to incorporate maintenance of the software for a period of 10 years with 2 no of software professionals to be deployed at the department to incorporate the required changes or the same can be carried out by the service provider at thier own premises on yearly maintainance basis.	
47	5	6.2	55	The size of documents may vary (A5/ A3/ A4/ Legal/ Letter).	As per the tender, 4 lacs property records to be digitized in A5 / A3/ A4/ Legal/ Letter in different size, please provide the approx no. of records file/ property with respective size	Please refer to the response given against the query at <b>S. No. 35.</b>
48	5	6.3	56	The size and scanning needs may vary as per the requirement of the Property Tax Department, North D.M.C. The selected bidder shall have adequate infrastructure to scan and digitize documents as per the following combination of documents/ pages and scanning specifications.	The department has asked for various type of scan and resolution of scan. The cost varies for scanning in various type of scan and resolutions of scan. For example the cost of scanning in 300 dpi at B/w and cost of scanning in 300 dpi at color will vary. Secondly the cost will also vary if the vendor scans at 0-299 dpi. which is not standard as per scanner manufacturers. The varying resolutions come in fuzitsu scanners. However the standard DPI are 100, 200, 300, 600, 1200. Hence the department is requested to freeze on the type of scan and the resolution required to scan. Please note the size of scanned image is higher when scanned at higher dpi. also note that the scanned image size is more in color mode and the least in B/w mode	<b>300 dpi in B/W</b>
49	5	7	56	Data Entry and Hyperlinking	What no. of fields required for data entry work for FORM AI, FORM AII, FORM B else SP has to do the same for all the fields given in the forms. Or NDMC already identified mandatory fields? As we assume it would be approx. 40 fields	This will be shared with the selected Bidder.
50	5	8.1	58	The Service Provider will setup and install the setup as per the requirement of the type and number of documents. The Service Provider has to set up the entire IT infrastructure, to complete the work within the stipulated time schedule, in	We would request you to disallow the use of cameras as they do not meet the standards required for scanning. Allowing bidders to use the camera will reduce the cost of the project but the department will	<b>The Clause remains unchanged.</b> The Bidder has to deploy the hardware/ software infrastructure in line with the methodology proposed by the Bidder.

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
				Digitization/ Synchronization facilities in the Headquarter of Property Tax Department, North D.M.C where adequate space will be made available to the Service Provider for personnel of the Service Provider. Any personnel in excess of the above numbers will have to be accommodated by the Service Provider at his own expense, at his own premises. Recurring expenditure of any kind, whatsoever, in respect of internet, telephone etc as also for space and electricity (for the site other than North D.M.C Headquarters) shall not be borne by the North D.M.C. Also, at the Headquarters of North D.M.C no internet, telephone connection will be provided to the personnel of the SP.	with basic infrastructure. As discussed during the prebid meeting that maximum 10 personnel will be allowed which will be insufficient to complete even the scanning activity with 180 days (read it as 120 working days) including national holidays/ Saturday/ Sunday/ any other holiday between 9:00 to 6:00. In this case the vendor has to scan approx. 60,00,000 pages in various books, registers, stapled pinned document as discussed during the prebid meeting. per day required productivity will be minimum 50,000 and 10 persons are insufficient to conduct the activity within the required timeframe. Hence we would request you to consider either extension of the timeframe or space requirement. Also the department should look at allowing opening of the D&C registers otherwise the work cannot be completed in the space available with the department within the expected timeframe. Also clarify this by corrigendum/ reply to queries so that bidders can incorporate this cost while bidding	
44	5	4.6	54	Entire operation is to be carried at Headquarter of Property Tax Department, North D.M.C. North D.M.C will provide adequate sitting space for the staff of the Service Provider alongwith desks for the equipments and chairs. Power connection will also be provided by North D.M.C.		<b>No clarification is sought.</b> However, the Clause is self-explanatory.
45	5	5	55	(xi) The Service Provider would provide its adequately skilled manpower resources to complete the job within the time stipulated by North D.M.C and all work to be completed within the office premises prescribed by the North D.M.C and the allocated shift time. If the Service Provider needs extra time other than shift time, prior permission shall be taken by the Service Provider from the North D.M.C.	As discussed during the prebid the department should clarify the working hours as well as whether the work will be allowed in shifts/ holidays/ Saturday/ Sunday. Also clarify the no of personnel which can be deployed at the North D.M.C. so that the bidders can incorporate the cost of doing the rest of activity at thier premises while bidding.	Working hours in North D.M.C Hqrs for Scanning Work only shall be <b>9.00 AM to 6 PM.</b>  Working days will be all working days of North D.M.C i.e. <b>Monday through Friday.</b>  There will be <b>no work on Saturdays, Sundays and Holidays in North D.M.C Hqrs.</b>
46	5	5	55	(v) Database and Software (the source code and the object code/ executables) shall remain the property of North D.M.C, and cannot be used or reproduced in any format for any other	We would request you to remove this clause as the professional software comes on a licence based model. It would be near to impossible for department to hire	<b>Clause remains unchanged.</b>

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
				Receipt Books, Assessment forms and data from online portal related to Property Tax of approximately 4 (Four) lakh properties under the jurisdiction of North Delhi Municipal Corporation (North D.M.C).	2. description of the existing software and database used for the property tax collection online. a description of fields will help the bidders to ascertain the cost required to migrate or manage existing database with the new software. since the cost of migration has to be made in the total cost. 3.Type of pages/ condition of pages like hard bound or loose sheets in each of the following D&C Registers, G8 Challans Receipt Books, Assessment forms. and will unbinding be allowed for all type of records because this will impact the timelines of the project.	
38	5	3.4	53	The D&C Registers are of A3 size and G8 Challans are A5 size, all in hard bound formats. These have to be scanned without pulling it out from the hard bounds. The assessment forms are A4 in size and stapled.	How many pages each property record will contain. Request to provide break up of this A3, A5, A4 sizes out of total volume.	Please refer to the response given against the query at <b>S. No. 35 and 41.</b>
39	5	3.4	53	The D&C Registers are of A3 size and G8 Challans are A5 size, all in hard bound formats. These have to be <b>scanned without pulling it out from the hard bounds.</b> The assessment forms are A4 in size and stapled	Kindly clear as whether prepping of the documents (preparation by unpinning, sorting, scrutinizing, untagging of the documents is allowed. If not for all the records then what is the volume of record where prepping is required whereby we will consider the remaining records to be scanned by the us of book scanner/web cam/ normal picture.	Please refer to the response given against the query at <b>S. No. 35 and S. No. 41.</b>
40	5	3.9	53	3.9 Data shall be entered in a database. There shall be application software to be developed by the Service Provider so as to have the data in structured format and to facilitate storage and retrieval of data/ information.	Request you to provide list of data entry fields in each property along with character lengths of each field.	This will be shared with the selected Bidder.
41	5	4.1	54	The Service Provider will be allowed to open the stitched/ pinned or otherwise bound G8 Receipt Books to facilitate faster scanning	Please clarify are we allowed to unbind the bounded documents, as in other places in tender (page 53, 3.4) it is written as "have to be scanned without pulling it out from the hard"	Following wordings appearing in <b>Clause 3.4</b> (Page 53) <b>should be treated as deleted:</b> <b>"These have to be scanned without pulling it out from the hard bounds."</b>
42	5	4.1	54	The <b>Service Provider will be allowed to open the stitched/ pinned</b> or otherwise bound G8 Receipt Books to facilitate faster scanning		Please refer to the response given against the query at <b>S. No. 41.</b>
43	5	4.5	54	On receiving work order from North D.M.C, the Service Provider will setup the necessary IT Infrastructure for Data-Entry/ Scanning/	We would request you to clarify the details of space which will be provided along with the no of personnel it can accommodate	<b>Space will be provided for 10 persons</b>

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
					(o) High system throughput (p) Modern technologies	
33	5	3.2	52	The Scope of Work (SoW) under this invitation to Tender includes, but not limited to, Data Entry, Scanning, Digitization, De-duplication (remove duplicities), synchronise data across various data sources for approximately 4,00,000 property records available in D&C Registers, G8 Challans Receipt Books, Assessment forms and data from online portal related to Property Tax of approximately 4 (Four) lakh properties under the jurisdiction of North Delhi Municipal Corporation (North D.M.C).	We would request you to provide the information of approx no. of pages in property records for various sizes	Please refer to the response given against the query at <b>S. No. 35</b> .
34	5	3.2	52	The Scope of Work (SoW) under this invitation to Tender includes, but not limited to, Data Entry, Scanning, Digitization, De-duplication (remove duplicities), synchronise data across various data sources for approximately 4,00,000 property records available in D&C Registers, G8 Challans Receipt Books, Assessment forms and data from online portal related to Property Tax of approximately 4 (Four) lakh properties under the jurisdiction of North Delhi Municipal Corporation (North D.M.C).	We would request you to provide the information of approx. no. of pages in property records for various sizes	Please refer to the response given against the query at <b>S. No. 35 and S. No. 41</b> .
35	5	3.4	53	The D&C Registers are of A3 size and G8 Challans are A5 size, all in hard bound formats. These have to be scanned without pulling it out from the hard bounds. The assessment forms are A4 in size and stapled.	We would request you to provide the information of approx. no. of pages in that are hard bound and approx. no. of pages in forms	<b>D&amp;CR</b> – A3 Size – 2 pages per property  <b>G8 Receipt</b> – A5 Size – 1 page per property for each Financial Year  <b>Assessment Form/ Property Tax Return (PTR) Form</b> – A4 Size. – 4 pages per property. It must be noted that only PTR of latest Financial Year is to be Scanned and Digitised
36	5	3.4	53	The D&C Registers are of A3 size and G8 Challans are A5 size, all in hard bound formats. These have to be scanned without pulling it out from the hard bounds. The assessment forms are A4 in size and stapled.	We would request you to provide the information of approx. no. of pages in that are hard bound and approx. no. of pages in forms	Please refer to the response given against the query at <b>S. No. 35 and S. No. 41</b> .
37	5	3.2	53	The Scope of Work (SoW) under this invitation to Tender includes, but not limited to, Data Entry, Scanning, Digitization, De-duplication (remove duplicities), synchronise data across various data sources for approximately 4,00,000 property records available in D&C Registers, G8 Challans	We would request you to inform the bidders via corrigendum/ reply to queries the following: 1. No. of pages in each of the following D&C Registers, G8 Challans Receipt Books, Assessment forms.	Please refer to the response given against the query at <b>S. No. 35 and S. No. 41</b> .

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
					<ul style="list-style-type: none"> <li>(d) Printer</li> <li>(e) Scanner</li> <li>(f) ERP system</li> <li>(g) Office documents</li> </ul> <p>13. Multiple document generators and possibility of capturing the data with their metadata and forwarding them to the classification subsystems</p> <p>14. The Mobile client for DMS</p> <p>15. The developement of social media platform for spreading awareness and a perception analysis tool.</p> <p>Main system required functionalities are:</p> <ul style="list-style-type: none"> <li>(a) Modular system, designed using Microsoft .NET Framework 3.5 / 4 platform</li> <li>(b) Transactional message queues (MSMQ)</li> <li>(c) Xml Signature compliant</li> <li>(d) WS-Security, WS-Secure Conversation, WS-Reliable Messaging enabled transport channels</li> <li>(e) Mutual certificate-based, protected communication</li> <li>(f) Service oriented architecture</li> <li>(g) Designed for electronic documents</li> <li>(h) Archive search</li> <li>(i) Support for quality of service mechanisms</li> <li>(j) Administrative module</li> <li>(k) User module (Web front-end)</li> <li>(l) Settable parameters via entry rules</li> <li>(m) Arbitrary document format support (Microsoft Office, Adobe PDF, XML, ...)</li> <li>(n) Built-in support for digital signature, time stamping and / or encryption</li> </ul>	

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
					(iii) What will be the average pages per file.	(iii) Please refer to the response given against the query at <b>S. No. 35.</b>
32	5	3.1	52	(v) Developing a suitable software	<p>We would request you to elaborate more on the software. since the cost is to be built in the entry cost the same should be elaborated in detail otherwise the department may receive quote from bidder with inadequate software</p> <ol style="list-style-type: none"> <li>1. There are various type of software available in the market like open source or license based.</li> <li>2. The application should be based on SQL or oracle or any other database</li> <li>3. Who would procure the database for use will the cost be borne by the service provider</li> <li>4. The software does not talk about various important features which would be required by your department It should support high security and legal requirements through digital signatures, time stamping and unified login work according to the defined rules</li> </ol> <p>The following characteristics are required:</p> <ol style="list-style-type: none"> <li>1. Digital Signatures</li> <li>2. Time stamping</li> <li>3. Distribution list</li> <li>4. Document versioning</li> <li>5. Configurable workflows</li> <li>6. Web user interface</li> <li>7. Support for document folder</li> <li>8. High granularities of permission</li> <li>9. Capturing of paper documents</li> <li>10. Secure revision traces</li> <li>11. Integration with DMS</li> <li>12. Support multiple entry points: <ol style="list-style-type: none"> <li>(a) File system</li> <li>(b) Xml documents</li> <li>(c) Email</li> </ol> </li> </ol>	<p>Please refer to <b>Technical Bid Annex 4.2.7 – Approach and Methodology, Work Plan and Organization &amp; Staffing.</b> It is expected from the Bidder, amongst other, to give a brief description of the following:</p> <ol style="list-style-type: none"> <li>(i) The Services proposed vis-à-vis Scope of Work &amp; Schedule of Requirements.</li> <li>(ii) Hardware/ Software Infrastructure proposed to be deployed for implementation of the services proposed.</li> <li>(iii) Device(s)/ Equipment (s) proposed with their specifications.</li> <li>(iv) Methodology for Implementation of the Services Proposed</li> <li>(v) Manpower proposed to be deployed for Implementation of the Services Proposed</li> <li>(vi) Training Requirements for Officers and Staff of North D.M.C.</li> <li>(vii) Schedule for Implementation of the Services.</li> </ol> <p>It is further clarified that the Bidder should also indicate the salient features of the software.</p>



Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
				of error free data as per actual work done as per the unit rates quoted under Column (7) in the table for “ <b>A. Phase I – of work involving Scanning, Digitization, Data Entry &amp; Quality Check and Synchronization/ Linking of Data with UPIC &amp; Online Property Tax Database in respect of 4,00,000 (Four Lakh) Properties in 6 months</b> ”. Beyond these <b>4,00,000 (Four Lakh) properties</b> , the charges shall be payable at the unit rate quoted by the Bidder under “ <b>C. Transaction Based Cost after completion of Phase I or beyond initial 4,00,000 properties</b> ”.	on monthly basis?	which is <b>self-explanatory</b> .
24	4.3	<b>Annex 4.3.2</b>	51	<b>C. Phase II - Transaction Based Cost</b> after completion of Phase I or beyond guaranteed 4,00,000 (Four Lakh) properties under Phase I	Kindly elaborate the 4,00,000 (Four Lakh) properties in terms of G8 and D&CR. Also, please advise the volume of images to be scanned	Please refer to the response given against the query at <b>S. No. 35 and S. No. 41</b> .
25	4.3	<b>Annex 4.3.2</b>	51	(i) Scanning (G8) Per Property	How many pages will be there per property	<b>1 (one)</b> page will be there per property for each financial year
26	4.3	<b>Annex 4.3.2</b>	51	(ii) Scanning (D&CR) Per Property	How many pages will be there per property	<b>2 (Two)</b> pages will be there per property
27	4.3	<b>Annex 4.3.2</b>	51	(iii) Digitization (G8) Per Property	Please share the scope we have to perform for this digitization along with volume of data entry	Please refer to “ <b>Section 5 – Scope of Work &amp; Schedule of Requirements</b> ” of Tender Document.
28	4.3	<b>Annex 4.3.2</b>	51	(iv) Digitization (D&CR) Per Property	Please share the scope we have to perform for this digitization along with volume of data entry	Please refer to “ <b>Section 5 – Scope of Work &amp; Schedule of Requirements</b> ” of Tender Document.
29	4.3	<b>Annex 4.3.2</b>	51	(v) Data Entry & Data Quality Check (G8) Per Property	Please share the total data entry fields to be entered in this scope. Also share average character length/filed. Also share if we have to go through multiple pages of a file for this data entry or all the fields will be available on one page	All fields contained in G8 receipt need to be entered for each property for each financial year. All fields contained in G8 Receipt need to be entered for each property. Length of the fields will be discussed with the selected Bidder.
30	4.3	<b>Annex 4.3.2</b>	51	(vi) Data Entry & Data Quality Check (D&CR) Per Property	Please share the total data entry filed to be entered in this scope. Also share average character length/filed. Also share if we have to go through multiple pages of a file for this data entry or all the fields will be available on one page	All fields contained in D&CR need to be entered for each property. The information contained in <b>Form AI, All and Form B (Page Nos. 56 to 58 of the Tender Document) need to be captured. Therefore, at least 40 field would be required.</b> Length of the fields will be discussed with the selected Bidder.
31	4.3	<b>Annex 4.3.2</b>	52	(vii) Synchronization/ Linking of Data with UPIC & Online Property Tax Database Per Property	Please share the Scope of this activity (i) How many offices we have to do scanning & Digitization and data entry (ii) How old are these records?	(i) All 6 zones of North D.M.C  (ii) From Financial Year 2003-04 onwards

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
				(d) employer's liability and workers' compensation insurance in respect of the Personnel of the SP, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and (e) insurance against loss of or damage to (ii) the SP's property used in the performance of the Services, and (iii) any documents prepared by the SP in the performance of the Services.		
20	4.3	<b>Annex 4.3.2</b>	50	<b>Notes:</b> Payment in respect of initial 4,00,000 (Four Lakh) properties in 6 months shall be made in respect of error free data as per actual work done as per the unit rates quoted under Column (7) in the table for "A. Phase I – of work involving Scanning, Digitization, Data Entry & Quality Check and Synchronization/ Linking of Data with UPIC & Online Property Tax Database in respect of 4,00,000 (Four Lakh) Properties in 6 months.	Please clarify payment will be done monthly basis, or post completion of 4,00,000/- properties.  We request to release payment every month based on the number of properties digitized.	Please refer to <b>Clause 6.3 (iii)</b> of " <b>Section 3B – Special Conditions of Contract</b> " which is <b>self-explanatory</b> .
21	4.3	<b>Annex 4.3.2</b>	50	Lumpsum cost for completion of work involving Scanning, Digitization, Data Entry & Quality Check and Synchronization/ Linking of Data with UPIC & Online Property Tax Database in respect of 4,00,000 (Four Lakh) Properties. This Lumpsum cost shall include the costs of personnel, IT Infrastructure, Software Development and physical infrastructure for additional personnel (not located in the headquarters of North D.M.C), Transportation Costs etc	The cost seeked is lumpsum cost for completion of 4 lakh properties. We would request you to let us know the tentative no of pages in property to arrive at the lumpsum cost.	Please refer to the response given against the query at <b>S. No. 23</b> .
22	4.3	<b>Annex 4.3.2</b>	50	Lumpsum cost for completion of work involving Scanning, Digitization, Data Entry & Quality Check and Synchronization/ Linking of Data with UPIC & Online Property Tax Database in respect of 4,00,000 (Four Lakh) Properties. This Lumpsum cost shall include the costs of personnel, IT Infrastructure, Software Development and physical infrastructure for additional personnel (not located in the headquarters of North D.M.C), Transportation Costs etc	The cost seeked is lumpsum cost for completion of 4 lakh properties. We would request you to let us know the tentative no of pages in property to arrive at the lumpsum cost.	Please refer to the response given against the query at <b>S. No. 35</b> .
23	4.3	<b>Annex 4.3.2</b>	51	Payment in respect of initial <b>4,00,000 (Four Lakh) properties</b> in 6 months shall be made in respect	We would request you to clarify on the payment terms, will the payment be made	Please refer to <b>Clause 6.3 (iii)</b> of " <b>Section 3B – Special Conditions of Contract</b> "

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
				within 30 days of receipt of it, the North D.M.C shall release 75% of the payment for the respective deliverable without further delay (maximum 30 days) and the SP shall produce a Bank Guarantee for the same. The remaining 25% of the payment for the respective deliverable shall be paid on acceptance of the deliverable by the North D.M.C. The Bank Guarantee shall be released when the North D.M.C accepts the respective deliverable.	form SP	
17	3 B	10.1	31	The SP shall provide “ <b>Most Preferred Customer</b> ” status to the North D.M.C. Accordingly, the prices charged for services to be provided under this contract by the SP shall in no event exceed the lowest price at which the SP provides the Services or offers to provide Services of identical description to any persons/ organizations including the North D.M.C or any department of the Central or State Government or any Urban Local Body or any statutory undertaking of the Central or State Govt., as the case may be, during the currency of the contract.	We recommend deletion of this clause, because we cannot predict the volume and scope being offered to us by other customers in future, hence this clause is recommend to be deleted. Bidder will quote lowest price to win this job	<b>The Clause remains unchanged.</b>
18	3B	10.2	31	If any time during the aforesaid period the SP offers to provide such Services to any person/ organization including the North D.M.C or any department of the Central or State Government or any Urban Local Body or any statutory undertaking of the Central or State Govt. as the case may be at a price lower than the price chargeable under the contract, the SP shall forthwith notify such reduction of price to the North D.M.C and the price payable under the contract for the Services supplied after the date of coming into force of such reduction of price shall stand correspondingly reduced.	Prices offered to other customer might depend on scope, volume, and other terms and conditions, and binding the bidder for reducing commercials for North DMC will not be right and logical.	<b>The Clause remains unchanged.</b>
19	3B	3.4	33	The risks and the coverage shall be as follows: (a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the SP or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988; (b) Third Party liability insurance, with a minimum coverage of the value of the contract (c) professional liability insurance, with a minimum coverage of the value of the contract	Please share the value of sum assured for nsurance so that premium can be budgeted in our costing	Please refer to the response given against the query at <b>S. No. 14.</b>

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
					request. The turnover of one crore sought should be from scanning and digitisation services and not IT related services. This will enable reputed firm having relevant experience in scanning and digitisation to bid.	
11	2	20.3	13	<b>(S. No. 9)</b> The Bidder must have minimum annual turnover of <b>Rs. 5,00,00,000/- (Rupees Five Crores only)</b> in each of the last 3 financial years ended on 31.03.2015 i.e. <b>during the Financial Years 2012-2013, 2013-14 and 2014-15 out of which revenue of at least Rs. 1,00,00,000/- (Rupees One Crore only) should be from IT related services.</b>	We recommend that bidders should have minimum 10-20 crors of annual turnover in each of these financial years. This will help customer ensure that they get financially stable organizations to come an bid for this tender.	<b>Clause remains unchanged.</b>
12	2	31.2	16	The Bidder should be in IT business for at least last 10 years = 10 years 70 % 11 to 15 years 85% > 15 years 100 %	The Bidder should be in IT business for at least last 5 years  = 5 years 70 % 6 to 8 years 85% > 8 years 100 %	<b>Clause remains unchanged.</b>
13	3B	1.8.1	21	The SP and their Personnel shall pay such indirect taxes, duties, fees, and other impositions levied under the Applicable Laws of India	We recommend that all taxes including service tax be kept extra, because the tax rates are decided by the Government of India where we do not have any direct/indirect control	<b>Clause remains unchanged.</b>
14	3B	3.4	27	(a) shall take out and maintain at their own cost but on terms and conditions approved by the North D.M.C, insurance against the risks, and for the coverage, as shall be specified in the <b>SC</b> ; and	Please help us know the value of sum assured and othe insurance details so that cost for the same can be factored in our costing purpose.	It is for the Bidder to decide.
15	3 B	3,7	28	(a) All software (source code and the object code, executables), data, reports, other documents and materials submitted by the SP under this Contract shall become and remain the property of the North D.M.C, and the SP shall, not later than upon termination or expiration of this Contract, deliver all such documents to the North D.M.C, together with a detailed inventory thereof.	We recommend that software especially developed for North DMC should be be delivered to DMC along with source code, however proprietary softwares used for this project should remain the property of bidder only	<b>Clause remains unchanged.</b>
16	3B	6.3	29	(b) Once a milestone is completed, the SP shall submit the requisite deliverables as specified in this Contract. The North D.M.C shall release the requisite payment upon acceptance of the deliverables. <b>However, if the North D.M.C fails to intimate acceptance of the deliverables or its objections thereto,</b>	This clause will lead to delay in data validation and acceptance by North DMC and will always lead to delay in payments. We recommend that within 30 days if the data is not verified by North DMC then entire payment will be released to SP and no bank guarantee, etc will be requested	<b>Clause remains unchanged.</b>

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
				31.03.2015 i.e. during the Financial Years 2012-2013, 2013-14 and 2014-15 out of which revenue of at least Rs. 1,00,00,000/- (Rupees One Crore only) should be from IT related services.	<p><b>turnover</b> of 5 crore for the last 3 financial year or reduce the turnover to minimum 3 crore instead of <b>minimum annual turnover</b>. We have the current turnover of more than 6 crore in the last 2 financial years and have relevant experience of handling such large volume projects. we have worked with more than 150 projects in last 3 years and are currently executing a project for scanning more than 80 crore records in maharashtra. hence we have the required experience and expertise to handle such large volume projects.</p> <p>The turnover of one crore seeked should be from scanning and digitisation services and not IT related services. The department should also make this turnover from scanning and digitisation as 3 crore. This will enable reputed firm having relevant experience in scanning and digitisation to bid and software companies/ IT firms into sales of hardware and software would be restricted to bid. Otherwise the department may qualify those bidders which have lesser experience in the same field but the turnover is from IT related services We would request you to consider our request.</p>	
9	2	20.3	13	<b>(S. No. 13)</b> The Bidder must have valid certifications for <b>ISO 9001:2008</b> . The certification should include the certificate regarding process of Data Digitization/ Software Development.	We also recommend that bidder should also have ISO 27001:2005 certificaion which will help customer ensure data safety security during execution.	<b>Clause remains unchanged.</b>
10	2	20.3	13	<b>(S. No. 9)</b> The Bidder must have minimum annual turnover of <b>Rs. 5,00,00,000/- (Rupees Five Crores only)</b> in each of the last 3 financial years ended on 31.03.2015 i.e. during the Financial Years 2012-2013, 2013-14 and 2014-15 out of which revenue of at least Rs. 1,00,00,000/- (Rupees One Crore only) should be from IT related services.	We would request you to make the minimum annual turnover in the prequalification criteria as <b>average annual turnover</b> of 5 crore for the last 3 financial year or reduce the turnover to minimum 3 crore instead of <b>minimum annual turnover</b> . We have the current turnover of more than 6 crore and have relevant experience of handling such large volume projects. We would request you to consider our	<b>Clause remains unchanged.</b> However, it is clarified that IT related services also includes scanning and digitisation services.

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
					which are there in scanning and digitisation since 10 years and not company from IT business.	
3	2	20.3	12	<b>(S. No. 3)</b> The Bidder should be in IT business for at least last 10 years	Kindly advise whether the experience is based on financial year or calendar year?	The experience under this Clause is based on financial year
4	2	20.3	12	<b>(S. No. 11)</b> The Bidder must have successfully completed, for any Central Government Department/ State Government Department/ Central Autonomous Body/ Municipal Corporation/ Central or State Public Sector Undertaking, at least the following numbers of Data Entry/ Digitization projects, during the last 7 financial years ending last day of the month previous to the date of the Notice for Invitation of this Tender Document, of providing services relating to Application Software Development of value specified herein:	(i) Please clarify experience is required in data entry & digitization projects or Application Software Development Projects.  (ii) Request to accept the ongoing projects with a certificate from client mentioning volume of documents digitized.	(i) It is hereby clarified that the experience is required in <b>Data Entry/ Digitization projects</b> .  Accordingly, following wordings appearing at <b>S. No. 11</b> in the <b>Table</b> under " <b>Clause 20.3 - Conditions for Pre-Qualification of Bidders</b> " should be <b>treated as deleted</b> :  " <b>of providing services relating to / Application Software Development of value specified herein:</b> "  <b>(ii) Request is not accepted.</b> Only successfully completed projects of any Central Government Department/ State Government Department/ Central Autonomous Body/ Municipal Corporation/ Central or State Public Sector Undertaking will be considered for evaluation.
5	2	20.3	12	<b>(S. No. 2)</b> Earnest Money Deposit (EMD)/ Bid Security (in original) for an amount of <b>Rs. 4,00,000/- (Rupees Four Lakhs only)</b> of the prescribed amount and validity pursuant to <b>Clause 12</b> .	Please accept EMD in the form of Bank Guarantee.	<b>Clause remains unchanged.</b>
6	2	20.3	12	<b>(S. No. 3)</b> The Bidder should be in IT business for at least last 10 years	Request to amend the clause as" The Bidder should be in IT business for at least last 5 years"	<b>Clause remains unchanged.</b>
7	2	20.3 (3)	12	<b>(S. No. 3)</b> The Bidder should be in IT business for at least last 10 years	(i) Will ITES company, providing document scanning, digitization, work flow software development, and implementation company be considered for bidding?  (ii) Will CA Certificate confirming the revenue segregation from ITES and Other services be ok?	(i) Please refer to the response given against the query at <b>S. No. 1</b> .  (ii) Duly certified statement from their appointed statutory auditor or from the Company Secretary in this regard.
8	2	20.3	13	The Bidder must have minimum annual turnover of Rs. 5,00,00,000/- (Rupees Five Crores only) in each of the last 3 financial years ended on	We would request you to make the minimum annual turnover in the prequalification criteria as <b>average annual</b>	<b>Clause remains unchanged.</b>



## North Delhi Municipal Corporation Office of the Joint Assessor & Collector (Hqrs)

**Tender No.: North D.M.C/A&C/DIGITIZATION/Tender/001 dated 7th August, 2015 regarding "Selection of a Service Provider for Scanning, Data Entry, Data Synchronization and Digitization Work for Property Tax Department of North Delhi Municipal Corporation"**

### Response to Pre-Bid Queries

Sl. No.	Section No.	Clause No.	Page No. in Section	Existing Provision in the Clause	Clarification Sought	Response of North D.M.C
1	2	20.3	12	(S. No. 3) The Bidder should be in IT business for at least last 10 years	We would request your department to allow bidders with relevant experience in scanning and digitisation field and not IT business. IT business is a broader term and any company having experience of selling hardware would also be in the field of IT business. Hence this will allow inexperienced firms to bid in the tender.	<b>Clause remains unchanged.</b> However, it is clarified that IT related services also includes scanning and digitisation services. It must also be noted that the Bidder has to comply with the condition for pre-qualification prescribe in <b>Clause 20.3 of Section 2 at S. No. 11.</b>
2	2	20.3	12	(S. No. 3) The Bidder should be in IT business for at least last 10 years	We would request your department to allow bidders with relevant experience in scanning and digitisation field and not IT business. IT business is a broader term and any company having experience of selling hardware would also be in the field of IT business. Hence this will allow inexperienced firms to bid in the tender. The tender should allow bidding from firms	Please refer to the response given against the query at <b>S. No. 1.</b>