

“Turn Key Project for Digitization of Nehru Memorial Museum & Library Archives and Implementation of an Integrated Documentation Management System (IDMS)”

Response to Queries at the EOI Stage for NMML Digitization Project

25th March, 2009

A Pre-bid meeting for the above mentioned project was held at NMML on 18th March 2009. The original deadline for submission of queries as the pre-bid meeting date but at the request of bidders this date was extended to 23rd March 2009.

The following table gives a consolidated summary of all the queries raised by the bidders and NMML’s response to each point. With a view to avoid duplication (similar / same queries received from multiple bidders) in some cases the questions have been grouped and the language edited (to allow such a grouping) answered as a single response.

Many of the queries raised and listed below are not fully relevant at this (EOI) stage, but with a view to give a better understanding to the bidders, NMML has answered these queries based upon its thinking, at this point in time. NMML reserves its right to change any of the responses given herein at the RFP stage, without assigning any reasons for the same.

It may be kept in mind that the purpose of the EOI is simply to give a broad understanding of NMML needs to potential bidders, so that they can submit their capability statements to execute such a project. No technical or financial proposals are expected to be submitted by the bidders, at the EOI stage. The proposals will be required only at the second stage, when the Request for Proposal document - RFP (that would define the NMML requirements in greater details) would be issued to the firms which are shortlisted based upon their EOIs.

Queries	Response
1. What do you mean by the term ‘manuscripts’? Are you referring to books or pages?	1.1 Here are some of the commonly used definitions of the word ‘Manuscript’: a. <i>“A manuscript is any document that is written by hand, as opposed to being printed or reproduced in some other way. The term may also be used for information that is hand-recorded in other ways than writing, for example inscriptions that are chiseled upon a hard material or scratched (the original meaning of graffiti) as with a knife point in plaster or with a stylus on a waxed tablet, (the way Romans made notes), or are in cuneiform writing, impressed with a pointed stylus in a flat tablet of unbaked clay. The word manuscript is derived from the Latin manu scriptus, literally "written by hand."</i> en.wikipedia.org/wiki/Manuscript b. <i>“Manuscripts are unpublished primary sources. The term manuscript encompasses a broad array of documents and records of numerous formats and types.”</i> www.lib.unc.edu/instruct/manuscripts/glossary/

Response to Queries at the EOI Stage for NMML Digitization Project

	<p>c. <i>“Unpublished written documents, such as diaries or letters, or an author's original copy of a work. These are usually rare materials and archived in a special part of the library.”</i> www.lib.unc.edu/instruct/international/glossary/</p> <p>1.2 A vast majority of the NMML’s manuscripts to be digitized comprises of loose pages (though now bound together to catalogue, categorize and preserve them) of numerous different sizes and types. One manuscript may be one page or several pages long. This is the reason why it is virtually impossible to estimate the number of pages / manuscripts in NMML’s holdings and any estimates provided in our EOI document are at best a very rough guess of the volume. In order to avoid any confusion, we are using the terms ‘manuscripts’, ‘artifacts’, and ‘pages’ interchangeably and the estimates of volume estimates to be read as such.</p>
<p>2. How does one form a consortium?</p>	<p>2.1 The consortium would have a lead firm who would be interacting with NMML on behalf of other firms. All other consortium members must provide a Letter of Association (LOA) stating their interest and availability to work on the NMML assignment under the lead firm on an exclusive basis. Signed LOAs from all consortium members must be included as part of the EOI document.</p>
<p>3. Is it essential to include the original developer(s) of IDMS software and / or the hardware manufacturer(s) in the consortium for this project?</p>	<p>3.1 It is desirable, but not essential to include original developer(s) of IDMS software and / or the hardware manufacturer(s) in the consortium for this project.</p> <p>3.2 Consortiums with Letters of Association and Support from such original developer(s) of IDMS software and / or the hardware manufacturer(s) shall score higher on the Evaluation Criteria for “Profile of Firm / Consortium” but, the financial and manpower strength of such original developer(s) of IDMS software and/ or the hardware manufacturer(s) will NOT be considered for the purposes for the evaluation of the EOI / RFP even if they are formally a part of the consortium.</p>
<p>4. If the Solution Provider not selected for RFP stage then what is the time period to refund the EMD?</p>	<p>4.1 The EMD would be refunded within one month of selection of shortlist for RFP.</p>
<p>5. Is it necessary for each firm in a consortium to present the turnover, profitability, Audited Balance Sheet and Profit and Loss Account for the last three years regarding their financial strength or will it suffice only if the lead Solution Provider provides the</p>	<p>5.1 Yes, the EOI must include audited financial statements of ALL consortium firms (including the Lead Firm) for the last three years.</p> <p>5.2 Original developer(s) of IDMS software and / or the hardware manufacturer(s), if they are formally part of the consortium, are not required to submit their financial details since these would NOT be considered for evaluation purposes.</p>

Response to Queries at the EOI Stage for NMML Digitization Project

same information?	
6. Which kind of model NNML looking for? Whether BOT, BOO?	6.1 Relevant at RFP stage. NMML is looking at BOO for all Hardware items and BOOT for IDMS solution with the complete database.
7. Whether the entire digitization work would be onsite in NMML premises or Solution Providers would be allowed to take the artifacts at their set up site? Also, will the place provided for this process will be air-conditioned and secured with lock and key?	7.1 All scanning work needs to be carried out onsite in NMML premises. None of the NMML's physical holdings will be allowed to be taken outside the NMML's premises. 7.2 A separate room would be provided to Solution Providers within NMML premises to set up the infrastructure to carry out the pre-scanning and scanning work. The room would be adequately air conditioned and secured with a lock and key. 7.3 Selected Solution Provider would bring all required hardware and software on their own for carrying out the required work. 7.4 Post scanning work may be done off site. However, the Solution Provider would have to agree and comply with stringent contractual clauses (including penal and damage clauses) to ensure safety, security of documents and avoiding any possible misuse either intentional or accidental.
8. Is remote processing of the documents to be digitized allowed?	8.1 Post scanning work may be done off site. However, the Solution Provider would have to agree and comply with stringent contractual clauses (including penal and damage clauses) to ensure safety, security of documents and avoiding any possible misuse either intentional or accidental.
9. Elaborate on the IDMS / ICMS solution that NMML is looking for?	9.1 NMML is looking for an integrated web technology based solution that would allow integration of all types of digitized artifacts (documents, photographs, microfilms, Audio-Visual media etc.) and enable the user to search quickly and comprehensively from the vast material available at NMML. The solution should provide multi level security access to provide different levels of access to the different category of users. 9.2 The same solution should be capable of working both on Intranet as well as the Internet. 9.3 The system should provide for extensive search capabilities across all types of media. 9.4 The integrated solution should provide for an inbuilt workflow including both pre and post production processes for digitization. This workflow process must be amenable to audit by third party. 9.5 Additional details would be provided during the RFP stage.
10. The required IDMS software would be platform independent or only Windows based?	10.1 The platform issue would be resolved during the RFP stage and NMML might leave it at the discretion of the Solution Providers to suggest the solution they consider best suited for the NMML requirements. 10.2 Additional details would be provided during the RFP stage.

Response to Queries at the EOI Stage for NMML Digitization Project

<p>11. Whether the required IDMS software to be used would be custom built or a commercially off the shelf (COTS) product?</p>	<p>11.1 NMML is looking for a ready made solution which has been implemented in multiple locations with requirements similar to those of NMML.</p> <p>11.2 Although an internationally implemented and proven COTS solution would be preferred, this is not a mandatory requirement and the solution suggested need not necessarily be a COTS solution, in the typical sense of the term. The Solution Provider should be able to demonstrate that the solution it proposes to use ALREADY meets most of the functional requirements (as specified in the RFP) that NMML solution demands.</p>
<p>12. Since a part of archives would be available on the web, what would be the user base in terms of access to the digitized content? Also are we looking for a Web Content Management System?</p>	<p>12.1 NMML sees no distinction between Web Content Management System and IDMS. NMML is looking for a web browser based integrated solution which is capable of working both on Intranet (for internal users) and as well on the Internet (for the external users) as per NMML configurable security and access rights.</p>
<p>13. Estimated Concurrent users required accessing the digital library through web in Document Management System?</p>	<p>13.1 It is estimated that in the initial phase around 50 concurrent internal users shall be required to work on the NMML Intranet.</p> <p>13.2 However this figure may go up considerably as digitization quantum increase, thereby attracting additional users.</p> <p>13.3 It is impossible to estimate the number of users on the Internet at this stage since what all will be made available on the Internet is not decided at this stage.</p>
<p>14. Is OCR (Optical Character Recognition) to be done for Manuscripts? Is IDMS required with inbuilt OCR?</p>	<p>14.1 An IDMS with an inbuilt OCR will be preferred; however an 'open' IDMS which supports and integrates third party OCR software solutions would also be acceptable.</p> <p>14.2 OCR solution should be capable of working on 'non-printed' manuscripts – typed or handwritten, so as to facilitate creation of metadata.</p> <p>14.3 NMML shall define the group / type of documents for which OCR for full text has to be done and shall be subject to separate rates.</p> <p>14.4 Additional details would be provided during the RFP stage.</p>
<p>15. What % of each page in the document is going to be captured through OCR software?</p>	<p>15.1 Given the fact that most of NMML's holdings (included in the current scope of work) comprise of 'non-printed' manuscripts – typed or handwritten, OCR is required predominantly for facilitating creation of metadata.</p> <p>15.2 Full text search is desirable but the accuracy of the OCR solution will determine the level of OCR considered feasible during the implementation phase.</p>
<p>16. Would all the digitized</p>	<p>16.1 It is envisaged that only the complete metadata would be</p>

Response to Queries at the EOI Stage for NMML Digitization Project

<p>documents be available on the web or not?</p>	<p>made available on the Internet, not the actual artifacts. At a later stage the actual artifacts may be made available on the Internet as well, in a phased manner.</p> <p>16.2 The Intranet will include not only the metadata but actual digitised artifacts as well. All the digitized documents would not be put on the Internet, however all digitized documents would be available on Intranet.</p>
<p>17. Is metadata creation the responsibility of the Solution Provider?</p>	<p>17.1 Metadata would be populated from three sources –</p> <ul style="list-style-type: none"> • Paper catalogues and metadata information provided by NMML along with the manuscripts / artifacts. • Metadata which can be picked up through intelligent automated OCR procedure inbuilt in the digitization workflow • Keywords, abstracts, synonyms etc. defined by ‘domain experts’ <p>17.2 The first two categories mentioned above shall be the responsibility of the Solution Provider while the last one will be the sole responsibility of NMML.</p>
<p>18. Will there be assistance from NMML for Photograph indexing. (Will NMML provide the content for Photograph’ indexing or need to be created by the Solution Provider’s Data entry operator?) Will photograph tagging process need to be provided by service provider? (Ref: Page 2 under Section Photographs)</p>	<p>18.1 NMML shall provide all the indexing/ catalog information required by the Solution Provider to create the metadata for photographs.</p>
<p>19. What are the key attributes / indexing parameters as part of metadata capture during digitization</p>	<p>19.1 The key attributes/ indexing parameters would be based on Open Archival Information Standards / XMP / Dublin Core Metadata Standards.</p> <p>19.2 Additional details would be provided during the RFP stage.</p>
<p>20. Is capacity building of NMML’s staff, the responsibility of the Solution Provider? Also what would be its duration and how many people would be participating in it?</p>	<p>20.1 Yes, the selected Solution Provider would train the NMML staff to use and maintain the system on their own.</p> <p>20.2 The training would be measured by requisite skills upgradation not duration. A combination of class room sessions and ‘on-the-job’ training would be required. The number of people is not relevant at EOI stage.</p>
<p>21. What is the exact</p>	<p>21.1 The exact number of documents to be digitized is not</p>

Response to Queries at the EOI Stage for NMML Digitization Project

<p>volume of documents to be digitized and what is the average volume growth rate for each document type?</p>	<p>known yet, however, the estimated volume for each document type is given in the EOI. 21.2 The average volume growth rate for each document cannot be determined since it is not a fixed increase every year but depends upon how many new source / collections are acquired in that year.</p>
<p>22. What is the last date of receiving EOIs?</p>	<p>22.1 The last date of receiving EOI is 7th April 2009.</p>
<p>23. What is the type/specification of the equipments to be used during the digitization?</p>	<p>23.1 All equipments and their specifications related to the digitization project would be decided by the Solution Provider. NMML would specify the required output quality and average daily digitization target. 23.2 The selected Solution Provider is also required to submit a detailed Hardware/Software Requirement Specification (H/S-RS) document stating what all equipments NMML would require in future to set up the requisite infrastructure for their annual needs.</p>
<p>24. Are there any time estimates to work with given the huge volume that needs to be digitized and the fragility of the documents?</p>	<p>24.1 Due to the importance / fragility of the documents, the speed of digitizing them would be slow and as such NMML would specify the average daily minimum digitization target (based upon desired quality) that would be met by the Solution Provider for each type of data. 24.2 The Digitization contract is expected to be for three to four years from commencement with an average of 8-10- million manuscript / artifacts completed each year.</p>
<p>25. What would be the project duration and by which date should the entire project be completed?</p>	<p>25.1 The Digitization contract is expected to be for three to four years from commencement with an average of 6-8 million manuscript / artifacts completed each year.</p>
<p>26. What is the estimated project ramp up time?</p>	<p>26.1 The estimated project ramp-up time is 6 weeks.</p>
<p>27. Is there any timeline set for the rollout of IDMS?</p>	<p>27.1 The rollout of the IDMS would be immediate since the Solution Provider would be creating metadata from NMML's existing catalogues as one of the first activities.</p>
<p>28. Would NMML be doing microfilming and digitization simultaneously?</p>	<p>28.1 Yes, NMML would be requiring simultaneous creation of microfilms and digitized material for certain portion of its archives. 28.2 NMML may not microfilm all the digitized artifacts.</p>
<p>29. Though a turnkey project, it requires specialized skills and as such is there a possibility that one IT expert can interact with various specialized experts?</p>	<p>29.1 The IT expert would be interacting with various specialization experts as per the assessment of Solution Provider. The Solution Provider would provide details of experts it envisages would be required during the project implementation.</p>

Response to Queries at the EOI Stage for NMML Digitization Project

<p>30. Would NMML provide Resource and Scholars with subject/Language knowledge other than English for indexing?</p>	<p>30.1 NMML team that has been involved in the creation and maintenance of its archive will be available for any advice, support and guidance as and when required. 30.2 As of now, the indexing has been planned only in English.</p>
<p>31. Are partnerships allowed?</p>	<p>31.1 All kinds of Partnerships/Joint Ventures (JV)/Consortiums are allowed with one partner being designated as the Lead Firm of the consortium/JV/partnership which becomes the nodal point of contact for NMML for all contractual/technical issues.</p>
<p>32. Will the project be split among multiple Solution Providers? If so, what would be the basis for split? (Example: based on input type/content type/etc.)</p>	<p>32.1 The project would not be split among multiple Solution Providers as it makes it difficult for NMML to deal with different Solution Providers. NMML understands that the skills required for such a digitization initiative are multifaceted (microfilms, microfiches, photographs manuscripts etc) and as such, encourages Solution Providers to form partnerships/JV/consortiums with the lead firm becoming the nodal point of contact for NMML for all contractual/technical issues. 32.2 However, post-contract, if the selected Solution Provider fails to meet the volume / quality targets specified by NMML, NMML reserves the right to bring in the next ranked bidder(s) in addition to the selected Solution Provider.</p>
<p>33. Is there any limitation on number of partners in a Consortium/partnership ?</p>	<p>33.1 There is no limitation on the number of partners. However, the Solution Providers have to recommend a consortium that is practical in terms of project management and execution of the project. 33.2 The capability statement (within the EOI) of each of the partners should clearly mention the rationale and role of including each of the proposed partners.</p>
<p>34. If the lead firm is forming a consortium with existing or newly found partners? Show a capability together would be acceptable to NMML. For ex: Software companies like Microsoft / Oracle/ DB2 by IBM may partner with multiple consortium or independent firms? How would it be evaluated by NMML? What are the parameters?</p>	<p>34.1 The evaluation would be based on the capability of the consortium and that of each of consortium member, division of work as well as what value add each member would bring to the consortium. 34.2 Any firm responding to this EOI can only be part of single consortium / JV. Firms forming part of more than one consortium/ bids may be summarily disqualified from all EOIs / bids. 34.3 However hardware and software vendors are EXCLUDED from the above mentioned clause, i.e. the same hardware or standard IDMS software may be suggested / used by different consortiums.</p>

Response to Queries at the EOI Stage for NMML Digitization Project

<p>35. Does NMML expect the consortium should have worked in past jointly or could the partnership independently for a diverse projects? What would be acceptable to NMML? What if a new consortium is formed for this project now? Would that be acceptable?</p>	<p>35.1 A new consortium formed for this project would be acceptable to NMML. Though the firms need not have worked together, the EOI must clearly show the rationale and role of including each of the proposed partners.</p>
<p>36. Whether the quality certification should be provided only by the lead firm or by all the consortium partners/members? What is expected here?</p>	<p>36.1 Primarily the quality certifications of the Lead Firm of the consortium would be considered for eligibility. However quality certifications of other consortium members shall score additional marks.</p>
<p>37. Do you have to submit the list of consortium before you submit the bid on the 31st?</p>	<p>37.1 The list of consortium would be part of the EOI and there would not be any submission required earlier.</p>
<p>38. Is there any specific score for getting eligible to RFP Stage?</p>	<p>38.1 There is no specific score for getting eligible to the RFP stage. During the EOI, the highest scoring top 6-8 firms would be shortlisted.</p>
<p>39. What would be the basis of quoting the cost at RFP stage?</p>	<p>39.1 The RFP selection would be based on Quality and Cost Based Selection (QCBS) method. 39.2 The Solution Provider should quote financials for digitization and IDMS software separately. For digitization, the per-page cost of digitizing the document should be quoted and for IDMS software a lump sum amount should be quoted by the Solution Provider 39.3 Format for quoting will be provided in the RFP document.</p>
<p>40. Who will make the final decision regarding the award of contract?</p>	<p>40.1 An evaluation committee comprising of NMML representatives, TSCPL representatives and independent experts will be formed for evaluation of EOI and proposals.</p>
<p>41. Could you please elaborate on the meaning of the term "Relevant Experience"?</p>	<p>41.1 Relevant experience would mean projects executed by Solution Providers which are similar in nature to the needs of digitization at NMML as mentioned in the EOI.</p>
<p>42. Will the content be available on the web free of cost?</p>	<p>42.1 NMML is looking for an integrated web technology based solution which allows all or partial data to be available on the Intranet. 42.2 IDMS solution should have the provision for both free as well as paid access.</p>
<p>43. Would the Solution Provider be given</p>	<p>43.1 Yes NMML shall provide the original / master copies of microfilms / microfiches / photographs to the Solution</p>

Response to Queries at the EOI Stage for NMML Digitization Project

original microfilms or photographs for digitization? Also does the Solution Provider have to create captions for the pictures?	Provider for digitization.
44. Are there photographs of all the manuscripts? Are negatives available for all the photographs?	44.1 Most manuscripts are not photographed. 44.2 Negatives are not available for most photographs.
45. Whether Solution Providers would be required to look after the Copyrights/Patents/Private Papers/Digital Right Issues etc?	45.1 The collection at NMML primarily comprises of documents personally donated by various people and as such copy right issues have to be dealt with on a case to case basis. That is why the IDMS is expected to work on the Intranet in the first phase (with the exception of metadata being made available on the Internet). 45.2 The security / copyrights issue needs to be addressed and the Solution Provider would be responsible for ensuring that its solution and work processed ensure compliance to industry norms for Copyrights/Patents/Private Papers/Digital Rights.
46. Has NMML prioritized the documents to be digitized?	46.1 Yes, the number one priority is to provide an integrated catalogue (across multiple sources – manuscripts, photographs, etc.) along with the Donors database. 46.2 The microfilm rolls and microfiches (approx 20,000 and 50,000 respectively) are easiest to do and can be digitized first. NMML staff members have also prepared a list of collections which can be digitized after the microfilms. 46.3 NMML will decide on the prioritization of various documents in the project inception phase, in consultation with the Solution Provider.
47. Whether metadata would be fixed or refined over the years?	47.1 The solution should have the capability to refine the metadata over the years, based on user feedback captured in the system. Ideally a thesaurus of words/keywords of metadata should be built over the years as the digitization process gains pace. NMML would also provide a detailed compliance standard for the same to the Solution Provider.
48. Are there legacy systems already in place at NMML?	48.1 There are no legacy systems in place at NMML however some basic catalogue data is available on NMML computers.
49. Is there any separate system to keep a track of donors?	49.1 The IDMS would need to be able to search and retrieve any archival material donor wise. 49.2 Preparing a donors database shall be one of the early tasks of the project.
50. What kind of secured access would be	50.1 The IDMS solution should allow definition of different User Groups like NMML users, Intranet users, Internet

Response to Queries at the EOI Stage for NMML Digitization Project

<p>provided to users?</p>	<p>users, guests, scholars etc. 50.2 The access right would work at an individual document level. User Groups which define the individual member's rights along with the document level rights shall determine the access rights. 50.3 NMML would have the right and facility to change access control levels at document/user access level.</p>
<p>51. What kind of infrastructure NMML would provide for onsite digitization like Working area (SFT) and furniture etc.? Does the Solution Provider need to bring in the necessary furniture for the equipments?</p>	<p>51.1 NMML would not provide any infrastructure support to the Solution Providers, except the office space with Electricity and Power connectivity and basic furniture. 51.2 Solution Providers are expected to bring all the necessary IT equipments to complete the task.</p>
<p>52. Will NMML bear the power and stand by power cost for Operation of the Equipments?</p>	<p>52.1 Yes, NMML would bear the power and stand by power cost for the operation of the equipments.</p>
<p>53. Would Solution Providers be allowed to have multiple shifts so as to complete the work on time?</p>	<p>53.1 Yes Solution Providers be allowed to have multiple shifts so as to complete the work on time</p>
<p>54. Would a backup of NMML's documents is required in duplicate which can be enhanced later for scholars? (for example images)</p>	<p>54.1 Yes, one true image (original) and one cleaned (corrected) image are required.</p>
<p>55. Would NMML need simultaneous microfilming and digitization of documents?</p>	<p>55.1 NMML has microfilmed a large number of archives and these would need to be digitized. The archives that have not been microfilmed would be digitized and a microfilm would also be simultaneously created, at least for some of the documents.</p>
<p>56. What is the exact number of bound and loose pages to be digitized? Also, would the Solution Provider be allowed to unbound, digitize and then</p>	<p>56.1 The exact number of bound and loose pages is not known. 56.2 As a general rule of thumb unbinding of registers / files etc. shall not be allowed. 56.3 NMML shall consider granting written permission for unbinding only in exceptional cases, based upon receipt of</p>

Response to Queries at the EOI Stage for NMML Digitization Project

rebound manuscripts and other documents?	such request made by the Solution Provide furnishing the necessary justification.
57. Can one firm be a part of various consortiums?	57.1 No, one firm can be a part of only one consortium/partnership/JV. 57.2 However the above clause does not apply to Hardware and Software (IDMS) vendors, who need not be officially part of the consortium and their products can be used by multiple Solution Providers / Bidders.
58. All cataloging would be done using Dublin Core Metadata Standards. Does that mean the Solution Provider has to do metadata twice?	58.1 The Solution Provider would start with the available catalogue information and additional metadata would be added later in the existing tables, as required by Dublin Core Metadata Standards.
59. Is microfilming a part of scope of work?	59.1 NMML has microfilmed a large number of archives and these would only need to be digitized. The archives that have not been microfilmed would be digitized and a microfilm would also be simultaneously created.
60. Whether existing equipments that are owned by NMML can be utilized by the Solution Provider?	60.1 No, the existing equipments at NMML are fully utilized, therefore the Solution Providers would bring all their equipments to be used in the digitization process.
61. Are Dublin Core Metadata Standards already defined or is an ongoing process?	61.1 Dublin Core Metadata Standards are self explanatory but NMML reserves the right to add to these.
62. What would be the total financial outlay for the entire project?	62.1 NMML has received a grant of Rs 20 Crores from the Government of India for modernizing NMML and digitization is one of the key components for which this grant is to be used for.
63. Can the Solution Provider bid for a specific portion of the project scope – for example can the Solution Provider skip the video and audio portion?	63.1 No, the Solution Provider cannot bid for a specific portion of the project scope. NMML intends to implement an integrated solution for all types of documents running on its Intranet. 63.2 The Audio and Video content digitization is anyway NOT included in the scope of work under this EOI. This would be handled by NMML separately. 63.3 However, the IDMS should provide for inclusion of Audio and Video content and its metadata.
64. Is sub contracting allowed?	64.1 Sub contracting during EOI / RFP stage is not allowed.. 64.2 However during the implementation phase NMML may, at its sole discretion, consider written request for sub contracting provided the Solution Provider is bale to convince NMML about the benefits of such a sub contracting for NMML.

Response to Queries at the EOI Stage for NMML Digitization Project

	64.3 Any sub contracting at any stage, without the prior written approval by NMML shall automatically entitle to terminate the Digitization contract with immediate effect and make the Solution Provider liable to penal and damage charges and legal action.
65. Is metadata required in multiple languages?	65.1 For now, NMML wants metadata in English only.
66. What kind of search the required solution should support?	66.1 NMML encourages Solution Providers to demonstrate the best possible search technology for the IDMS in their technical proposals. Full text search / metadata search / thesaurus based search should be supported.
67. Is the workflow chart required from the Solution Provider for NMML staff?	67.1 Yes, a workflow chart of the new automated system with supervisory control in the hands of NMML staff should be provided by the Solution Provider. Also user groups should be adequately defined. This workflow process must be amenable to audit by third party.
68. Does the Solution Provider need to provide the necessary Server and Storage along with IDMS?	68.1 Yes the Solution Provider needs to provide the necessary server and storage along with IDMS. NMML would not be incurring any start up costs on buying equipment. Solution Providers have to bring in their own equipment for the project. 68.2 At the end of the project, NMML might consider the option of buying the equipments from the Solution Provider or buying new equipment at mutually agreeable rates.
69. What is the location for uploading the data and how will the output data be uploaded?	69.1 The Solution Provider should maintain Production Server(s) and at least one Live server at NMML. The Live server would be accessed by Researchers/Scholars while the Solution Provider would continue to work on the Production Server.
70. What will be the permitted cleaning process for Photographs, if needed and file type to be used (tiff/bmp/jpeg)?	70.1 Standard cleaning processes which do not interfere / distort the originals images in any manner will be allowed. Suitable policy for what is considered acceptable levels will be mutually agreed during the implementation phase.
71. Also, would the preservation of documents be done simultaneously?	71.1 Digitization and Microfilming is preservation. Restoration / Preservation of actual documents are outside the scope of work of this project.
72. What would be the pricing of the IDMS software?	72.1 The pricing is to be submitted by the Solution Providers only at the RFP stage.
73. What percentage of microfilms are 35mm and 16mm?	73.1 Approximately 90% of the microfilms are 35mm Remaining 10% comprise of 16mm rolls and few rolls of other sizes.
74. Are the Service Level	74.1 The RFP document would lay down the SLAs between

Response to Queries at the EOI Stage for NMML Digitization Project

Agreement (SLAs) already defined?	NMML and the Solution Provider.
75. Would the Solution Provider be required to translate various ancient languages into English?	75.1 No translation services are required to be carried out by the Solution Provider. NMML would provide the basic metadata for non English content.
76. What would be the period of post implementation support?	76.1 Implementation would be carried out over 3-4 years. Post implementation support beyond the three year period may be considered at NMML's discretion. 76.2 However NMML reserves the right to ask the Solution Provider to quote for post implementation support, at a later stage during the implementation phase.
77. How would the quality of the digitized documents be evaluated?	77.1 NMML would constitute a team of internal staff and external consultants to do a quality check of work done by the Solution Provider.
78. In spite of the best efforts, if an old document gets damaged, what would be required to be done and what kind of damages would the Solution Provider are liable to pay? Also, will the Solution Provider's personnel would be required for taking the Documents and restoring documents from the stack area.	78.1 The Solution Provider is responsible for taking expert care of the old documents. If the Solution Provider is found to have caused damage to the documents, due to any error of commission or omission, penal charges would be levied on the Solution Provider as per the contract with the Solution Provider. 78.2 A Supervisor from NMML would also be available for handling the document as well as providing assistance to the Solution Provider. 78.3 NMML staff would be handing over the documents for digitization in batches based on the daily digitization targets. A 'Quality Form' detailing the current quality of the document to be digitized would be prepared and recorded by NMML staff which would be duly signed by the Solution Provider's staff while accepting the originals. The Solution Provider shall be responsible for returning the artifacts, in the same condition they were received in.
79. Whether the preservation of documents would be done in true color or black and white?	79.1 The preservation of the digitized documents should be as true as to its original form, however whatever is already on microfilms would be digitized directly from that and second copy would not be made.
80. What are the tentative time estimates for the entire bid process?	80.1 Planned timeline is as follows: <ul style="list-style-type: none"> • April 7, 2009: Last date of receiving the EOIs • April 2009: RFP issued to shortlisted firms. • May 2009: Solution Providers to submit their RFP proposals • June 2009: Evaluation of RFPs, Contractual negotiations and Award of contract to the selected Solution Provider.
81. Will the Library publish the names of other Solution Providers bidding for this project?	81.1 The names and contact details of all the interested Solution Providers who attended the Pre Bid meeting are already on NMMLs (www.nmml.in) and TSCPLs (www.tscpl.com/era.aspx) website

Response to Queries at the EOI Stage for NMML Digitization Project

82. What kind of relaxation you are offering to GOVT of India PSU Company working in same domain of Scanning & digitization.	82.1 The awarding of contract is solely competency and merit based and no relaxation is envisaged for Govt. of India or PSU Company.
83. What will be the payment schedule?	83.1 After deciding on a specific volume to be produced per day/week/month, NMML is looking at a monthly payment system based on the parameters defined in the SLAs
84. How many manuscripts are in the form of bound volumes and laminations?	84.1 Most manuscripts are in the form of bound or laminated files / folders / registers / albums.
85. What are the minimum and the maximum no. of pages per file? Are all pages in any given file of the same size?	85.1 The numbers of pages within each file is not known yet. The shapes and sizes of pages in each collection are different and are of not the same size.
86. What are the languages required for index field values?	86.1 Only English.
87. Are you using a CAR (Computer Assisted Retrieval) system currently for microfilms?	87.1 No.
88. It may be risky to scan brittle manuscripts using scanners. In such cases, can high-quality zoom able photographs be used as images instead of scanned images?	88.1 It is the Solution Provider's responsibility to use the most appropriate for each type of artifact.
89. What is the turnaround time from receipt of input documents to archival of the scanned image files?	89.1 Typically 2-3 days
90. Whether color scanning is required?	90.1 Different type of scanning would be required for different types of manuscripts. It is envisaged the B&W, grey-scale and color scanning would be required for different type of documents.
91. Does this job Include data center setup?	91.1 Not a full fledged data center, but NMML would require server(s) with the necessary systems and security software to run the IDMS solution on Internet / Internet.

The following questions were raised by different bidders but NMML does not consider them relevant at this (EOI) stage. These would be answered at the RFP stage.

92. What is the resolution (dots per inch) required for the scanned image?
93. What is the % of Black & White pages in manuscripts?
94. What are the % of handwritten and printed pages in manuscripts, microfilms and microfiches?
95. How many writings are on silk / fabric?
96. What are the volumes for each microfilm size?
97. What % of microfilms are blipped and unblipped? Please specify % or individual volumes.
98. Are the keyable fields captured from the first page of the document or we need to browse through different pages of the document?
99. What is the average no. of images per roll in microfilms?
100. What is the format of the scanned image files?
101. Is there any compression requirements?
102. Is there any other special processing required (Cropped, de-skewed etc.)?
103. Is there any file-naming convention required for the scanned image files?
104. Is there any specific folder structure to be followed for scanned image files storage?
105. What is the required accuracy %?
106. What are the index fields for each document type? Are catalogues alone enough to index all the documents?
107. What are the average no. of characters per field for each document type?
108. Which indexing method is required for microfilms? Roll level / Document level?
109. Are any tables / database used for populating fields during data entry process? If yes, please provide samples.
110. Are there any updated master lists for each document type? Kindly provide us with updation schedule.
111. Please specify the mode of transfer of scanned image files.
112. What will be the age, type (color, B/w) and Size of photographs. Are they in single/album/folder/pouches/pasted on papers/mounted that need to be scanned?
113. What may be the age and size of the manuscripts and documents that are not digitized?
114. Will the datasheet for Indexing be provided by NMML to all set of documents that need to be archived?
115. No of manuscripts paginated?
116. What will be the Number of Indexing Fields that need to be captured under each category a) Microfilms & Microfiches b) Photographs c) Manuscripts
117. Should the existing website to be used for the digital library or a new one to be created?
118. If to be done with the existing website, who is responsible to integrate the Digital library with the website?
119. Do the digitized database copy to be maintained outside NMML location is to be in Data center or archival media.
120. Where the backup of the digitized database copy has to be maintained outside NMML. Option A: Secondary High Storage Server Option B: Archival Medium (CDs, DVDs)
121. How would the page count be calculated? Whether basis for quantifying the work will be image?