THE HIGH COURT OF MANIPUR
AT IMPHAL

NOTIFICATION

Imphal, the 12th February, 2018

No.HCM/E-36/2016-Estt/2835   The matter relates to clarifications/queries received from different vendors in connection with e-tender no. HCM/E-36/2016-Estt for scanning/digitizing/ storage/integrated retrieval of case files of High Court of Manipur and its Subordinate Courts.

The Replies to the Queries are listed below:

Queries from THREDZ INFORMATION TECHNOLOGY PVT LTD

1. Do we require to create case number first and then add one or more PDF files to that case number?

   Ans: Physical Files have unique case numbers and you have to record the same in the Database as well as in the PDF file itself. New pages may be added to a Physical File, so your system must allow insertion of new scanned pages in the already created PDF file.

2. What do you mean by Data is required to be stored in searchable PDF/A format, when it is scanned in Image Format?

   Ans: Scanned documents should be stored in PDF/A format and text should be searchable.

3. Indexing is required, so as to facilitate weeding, but it is said further that weeded out after expiry of the prescribed period. So, how does a page gets expired after prescribed period?

   Ans: As per rules, records of disposed cases have to be retained for certain length of time and then destroyed depending on the nature of cases. For e.g. some records are required to be kept for 7 years while some may be retained for 10 years. Some may be required to be preserved indefinitely. Your system should have logic for deleting such records. Deleting page/part of a record may not be required.

4. How do you want to implement Digital Signature? Please elaborate your requirement with a test case.

   Ans: Scanned documents should be checked and digitally signed by your representative/staff and it will be verified and digitally signed by Court's representative/staff.

5. What is the existing software system to which we have integrated and how is the integration needed? Please describe clearly.

   Ans: We are using CIS (Case Information System) application software developed using PHP and PostgreSQL. Your DMS should be compatible enough for developing API for sharing data between CIS and DMS.

6. For online payment gateway, who will pay to whom? Who is allowed to view or retrieve the records on-demand other than High Court?

   Ans: Users may be allowed to download documents after paying a fee, online, to the Court. This feature may not be implemented at present but your system should have provision for this.

7. Disaster Recovery Management of scanned records, how and who? (Mentioned in 2.23)

   Ans: You should be able to configure and set up SAN storage servers located at different locations.

8. We need clarity about compression of image/pdf should retain searchability. Does the content of the PDF required to be searchable? What do you mean by "Searchable PDF/A shall be created in one single step ensuring no intermediate manipulation of the contents."

   Ans: Compression of PDF is required for reducing its size thereby enabling storage of large amount of files in the servers. The content of the PDF is required to be searchable. Your system should have a button or so which when clicked or activated performs the desired functionalities.

9. It is nowhere mentioned about Server and Hosting. Where do you want to host the application, Internet or Intranet? Please clarify.

   Ans: At present the application will be hosted on Intranet.

10. Number of Indexing Parameters, Language of Indexing, Area of Metadata capture. Please specify

    Ans: Indexing is required to be done for the metadata/keywords. Please refer the Tender Document.

11. Percentage of Documents basis Scan- ADF=?, Flatbed=?,Book Scanner=? Please specify.

    Ans: Percentage can't be specified exactly but most of the files are new.

12. Condition of Documents: - Good/Bad/Normal/ please specify.

    Ans: There are Good, Bad and Normal documents.

13. Age of Documents :-

    Ans: There are both new and old Documents.

14. Scanning Resolution :-

    Ans: Scanned documents should be legible.

15. Mode of Scanning : Simplex / Duplex

    Ans: Both.

Queries from Capital Business Systems Pvt. Ltd. New Delhi

1. Please confirm the number of locations within the state, where the scanning/digitization activities would be carried out.

   Ans. Total no. of Court Complexes is 16. However scanning may be done at two court complexes only both located at Imphal within a radius of 4/5 km. Case records from other court complexes will be brought to these Court Complexes (i) High Court of Manipur, and (ii) Cheirap Court Complex.

2. Please clarify the location-wise document flow for scanning/digitization.

Ans. Vendor's staff has to collect files from record room of Court with proper stamping, pagination, acknowledgement and after scanning and digitization, return back the files in original condition.

3. Please advise the Processes, which needs to be covered/followed regarding the list below:

(i) Current Case Files.   (ii) Case Records.   (iii) Disposed Case Files.

Ans. Records of all pending and disposed cases will be scanned. In case of disposed cases, only those where the prescribed period of retention has not yet expired will be scanned.

4. The Bidder should have at least 2 Document Management Services experience in the Government Departments with the load of 50Lacs or more pages.

Ans. The Bidder is required to have adequate experience in scanning/ digitizing, indexing, storage and integrated retrieval facility for documents including old and fragile records and must submit proof in support thereof.

5. Bidder should have experience in scanning/digitizing of Court Records.

Ans. Not mandatory

6. Please clarify the time line (TAT) for verification after submission of final scanned to the court official.

Ans. Court officials will try to verify the scanned documents within 24 Hours.

7. Should have CMMI Level-III Certification in the name of the Bidder only.

Ans. The Bidder should have at least ISO 9001:2000 and preferably CMMI level 3/CMMI level 5 certification. CMMI Level-III Certification is non mandatory.

Queries from, Informatics Publishing Limited, Bangalore

1. Please let us know the Name and Location of all Courts and Total Number of Pages available for digitization at each court?
Ans: Total number of pages is around 80 lakh. Total no. of Court Complexes is 16. However scanning may be done at two court complexes only both located at Imphal within a radius of 4/5 km. Case records from other court complexes will be brought to these Court Complexes (i) High Court of Manipur, and (ii) Cheirap Court Complex.
[Remark : It will be difficult to manage multiple scanning locations, to provide scanning room, ensure electricity, supervision, etc. Even big High Court like Allahabad is said to have carried out scanning at two locations only]

2. Can we start digitization simultaneously in all locations or we need to plan one after another?
Ans: One after another is preferable. However, it may also be done simultaneously.

3. What would be the working hours and no. of working days per week?
Ans: Working hours is normally 10am to 4pm and 6 days a week excluding 2nd Saturday and Holidays, but it can be extended.

4. Can we expect any guest house or hostel facility for our staff to stay? And is there any canteen facility, which can be used by our staff?
Ans: No.
[Remark : at present we don't know the number of staff the vendors will employ]

5. Is the consortium is allowed or single bidder has to participate in this tender?
Ans: Single bidder has to participate in this tender.

6. The Document Management System (DMS) would be installed on only High Court server OR we need to install separate instances of DMS in each courts?
Ans: You need to install separate instances of DMS in each courts.

7. The server for permanent hosting of the DMS will be provided by the bidder or High of Court Manipur? If it is by the bidder, do you have any minimum server configuration expectation?
Ans: The server for permanent hosting of the DMS will be provided by the High Court of Manipur.

[Remark: Since arrangement of server by bidder was not specifically in the tender document, it is felt that High Court should purchase them through a separate e-tender/GeM. More over, we have not yet decided on the specification of the Server]

8. What are the software, which are currently in use, which requires seamless integration with our proposed DMS?
Ans: We are using CIS (Case Information System) application software developed using PHP and PostgreSQL. Your DMS should be compatible enough for developing API for sharing data between CIS and DMS.

9. Statement: "CMS/DMS provided by the successful Bidder is required to ensure seamless integration with the existing workflow-based system or any other database of the High Court". What are the expected work-flows to be developed on DMS?
Ans: Same as above.

10. What are the expected additional reports as mentioned in the tender?
Ans: Will be decided later.

11. Statement: "Online payment gateway is required to be integrated into the software solution provided by the successful Bidder, to enable users to pay for retrieval of records on demand". Would you like to sell the digitized case records? If yes, do you have any preferred online payment gateway?
Ans: Users may be allowed to download documents after paying a fee, online, to the Court. This feature may not be implemented at present but your system should have provision for this.

12. Please confirm whether the DMS will be hosted on public IP or internal LAN IP?
Ans: At present DMS will be hosted on internal LAN IP.

13. Statement: "The software solution provided must be owned by the Bidder". Most of the courts are using open source software. Can we propose Open Source software?
Ans: Yes.

14. Statement: "The Bidder should have at least ISO 9001:2000 and preferably CMMI level 3/CMMI level 5 certification". Please confirm that the CMMI level 3/CMMI level 5 certification is not mandatory for participating in the tender?
Ans: CMMI level 3/CMMI level 5 certification is not mandatory.

Queries from Ninestars Information Technologies Pvt. Limited, Chennai

1. Case files maintained at the High Court and/or district and subordinate courts consisting. 80 lakhs pages inclusive High Court & District court.

   Ans: Yes.

2. The workflow of Digitization Centre will be formulated and finalized by the High Court so as to synchronize it with the functioning of other Sections of the High Court.

   Ans: Yes.

3. The PDF/A files are required to be capable of being digitally signed using an open source Digital Signature Software without requiring any proprietary/commercial software.

   Ans: Yes.

4. All the transactions are required to be encrypted and protected using only open source software.

   Ans: Yes.

5. Scanned/digitized data is required to be transferred to Server/SAN Storage/Data Centre(s) etc. periodically (to be specified by the High Court), in a secure manner with additional/secondary backup of the digital record. Is SAN provided by HC.

   Ans: Yes, High Court will provide SAN.

6. The successful Bidder shall develop CMS/DMS specific to the needs of the High Court. The CMS/DMS is required to be developed using open source technologies. The successful Bidder shall handover the complete software solution to the High Court with the source code and the Intellectual Property Rights (IPR) including copyrights of the entire software solution.

   Ans: Yes.

7. CMS/DMS provided by the successful Bidder is required to ensure seamless integration with the existing workflow-based system or any other database of the High Court.

   Ans: We are using CIS (Case Information System) application software developed using PHP and PostgreSQL. Your DMS should be compatible enough for developing API for sharing data between CIS and DMS.

8. Java APIs are required to be provided for connecting CMS/DMS through web and allow other home-grown applications of the High Court to read and write data remotely. Source Code, proper documentation and Javadoc of such Java APIs must be made available by the successful Bidder to the High Court.
   Ans: Yes.

9. Provision for storing and retrieval of multimedia information/record available in D/DVD/Audio/Video format etc. related to the Case files are required to be integrated with CMS/DMS
   Ans: Yes.

10. Online payment gateway is required to be integrated into the software solution provided by the successful Bidder, to enable users to pay for retrieval of records on-demand.

    Ans: Users may be allowed to download documents after paying a fee, online, to the Court. This feature may not be implemented at present but your system should have provision for this.

11. It will be the responsibility of the successful Bidder to impart adequate training to the staff of the High Court. No of man for training.

    Ans: It is not yet determined. But at present there are 38 Courts and one or two staff of every court will need training.

12. It will be the responsibility of the successful Bidder to provide on-site maintenance and support for one year after completion of the work without any additional cost.
    Ans: Yes.

13. Each tender is required to be accompanied with a Demand Draft/Banker's cheque of

Rs. 2,00,000/- (Rupees Two Lacs) only payable.

Ans: Payable at Imphal.

14. EMD may also be in the form of a Bank Guarantee issued by any Scheduled Bank. Validity of BG.

Ans: 90 days.

15. Bills may be raised by the successful Bidder at the end of each quarter for the work performed during the quarter

Ans: Yes.

16. No consortium is mentioned.
Ans: Single bidder has to participate in this tender.

17. The software solution provided must be owned by the bidder.
Ans: Yes.

18. The successful bidder shall develop CMS/DMS specific to the need of the High Court.
Ans: Yes.

19. The successful bidder shall handover the complete software solution to the high court with the source code and intellectual property rights (IPR) including copyrights of the entire software solution.
Ans: Yes.

20. As per tender condition, 80 Lakhs records, most of them are kept in Imphal. How many are the other locations and volume of records there?
Ans: Total no. of Court Complexes is 16. However scanning may be done at two court complexes only both located at Imphal within a radius of 4/5 km. Case records from other court complexes will be brought to these Court Complexes (i) High Court of Manipur, and (ii) Cheirap Court Complex.

Sd/-

Central Project Coordinator