

**ADDENDUM TO REQUEST FOR PROPOSAL FOR A TURNKEY SOLUTION
FOR AN ELECTRONIC ARCHIVES SYSTEM AT NATIONAL ARCHIVES**

- 1. Please specify the number of documents for each type (e.g A3 - OC73: Passengers (Arrival)=80 pages => 1 document or 80 documents?)**
It is not practical to provide such detailed information at this stage. However, as a rough estimate, a document will contain on average about 5 pages and this implies that 527,986 pages would generate about 105,000 documents.
- 2. Number of fields to capture for each document + maximum number of characters for each field**
Fields to be captured for each document are described on pg 10 - Section 3.1. It includes at least 10 user defined fields (type of document, title, description, document date, author and 5 spares fields for extra information for certain document). Maximum number of characters for each field would be finalised with successful bidder. It is envisaged that the total number of characters pertaining to different fields for each document would be at least 8,000.
- 3. Please clarify “Document partly damaged”: could there be parts completely/partially torn off?**
“Document partly damaged” refers to document that are partially damaged. In case the documents are extremely damaged, National Archives may decide to request the supplier not to scan these documents. In case the document is not fully scanned, a note would be provided in description field indicating that the document has not been fully scanned due to poor condition of the original document. However, as far as possible, National Archives would provide supplier with “substitute” documents so that around 530,000 pages are scanned.
- 4. Outsize formats: please specify sizes (width x height)**
The documents are of varying sizes. Please refer to response to question 10.
- 5. Should scanning of existing pages be done in colour or shades of grey?**
The main concern for National Archives is the preservation of the content of the record and it is the responsibility of the bidder to ensure that the scanned image is of acceptable quality and not too heavy in terms of storage (to ensure proper downloading of document for the public) and is acceptable to the National Archives.
- 6. Are there documents which have already been scanned? Have they been indexed? In what format are the indexes, and are they accessible?**
No.
- 7. Will public users have to subscribe to be able to access documents held in the EAS?**
Yes, public users will have to subscribe to be able to access the documents held in the EAS. However, National Archives may decide that a few “sample” documents be made available to public users to encourage them to subscribe for full access.

- 8. Will this subscription be a paid service?**
Yes, however online payment is outside the scope of this RFP.
- 9. Will public users be able to save and/or print document through the web based application?**
No, public users will only be allowed to consult the document. However, there should be save and print document facility for National Archives users.
- 10. Can we have a measure (length x breadth) of the smallest size document and also the largest sized document (outsized documents)?**
*Smallest: 5cm x 10 cm
Largest size: 110 cm x 75cm*
- 11. Can we have a description of the various indexing systems implemented at the National Archives, that is a description of what the index codes stand for and how files are catalogued?**
These will be made available to the successful bidder. Refer to answer to question 21.
- 12. Section 9 of RFP reads “around 530,000 pages have to be scanned”. Survey at Annex X confirms the page estimates of 527,986. Estimates will be based on a volume of 530,000 pages. Please confirm if the estimate is fair or may vary largely depending on decision the MNA decides to ultimately take.**
527,986 pages have been rounded up to 530,000 pages and is a fair estimate. Refer to response to question 3.
- 13. Pages and sheets: Does the term “page” refer to a single sheet of paper (with two sides) or single side producing one image?**
A page refers to a single side producing one image.
- 14. Will the 527,986 pages be covered by the 65 Series listed in Annex 10?**
These pages may cover other series as well – See response to question 3.
- 15. Is it correct to understand that the reference to the Mauritius National Archives’s whole collection of 100,000 volumes and the 35mm microfilm camera are for general information only and is not within the scope of the present RFP?**
The information about 100,000 volumes and 35mm microfilm camera are for general information. The scanning exercise will involve around 530,000 pages which are part of the 100,000 volumes.
- 16. Will documents be in English and French only?**
Some documents are in languages other than English and French. However, description and summaries will be made in English or French.
- 17. Will Mauritius National Archives require any document retrieved while the documents are in the supplier’s possession? Will there be a requirement to return or ‘fast track’ documents on an ad hoc basis whilst being processed by the supplier’s production team?**

Before any document is provided to the supplier for scanning purposes, a timeframe would be set and agreed between National Archives and supplier to ensure that the document is not held up too long by the supplier thereby causing disturbance to delivery of service by National Archives.

18. After review of the volumes specified, is it possible for the Mauritius National Archives to provide an approximate breakdown of document dimensions as follows:

- a. Up to A4**
- b. A4 to A3**
- c. A3 to A2**
- d. Over A2**

It is not practical to provide such detailed information at this stage. Refer to response to question 39.

19. Is it correct to state that none of the document within the scope of this RFP will be suitable for Automatic Document Feeding?

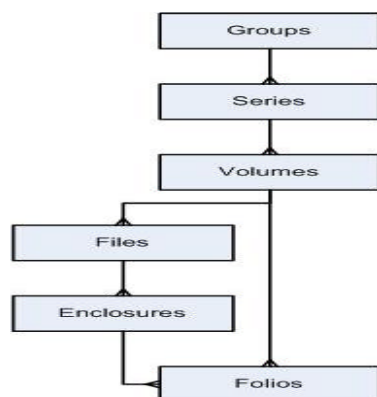
Yes. As per section 9.1 of tender document, it is mentioned that “Suppliers are expected to give details about the process they will put in place and scanning equipment they will use to ensure that the documents are not further damaged during the scanning exercise.”

20. During our site visit, we have understood that there exists a Catalogue for each series. Some of the Catalogues are in electronic Word format and other Catalogues exist as hard bound copies only. Can you confirm that Catalogues in both soft and hard formats will be made available to the Supplier for the use of indexing and validation purposes?

Yes, refer to response to question 11 and 21..

21. Can we know the lowest and highest level to be indexed in the system? Will it be at the item level of a File within a Series? Or will it be at the File level? Or some other level definition? Only the level at which the document is indexed will be identified for retrieval system?

The indexing system is depicted below:



Example:

Group I (Slavery)

Series (IA, IB, IC, ID, IE, IF, IG)

Volumes (IA 1, IA 2, IA 3,..., IB 1, IB 2,...)

Files (IA 11/1, IA 11/2, IA 11/3...)

Enclosures (IA 11/1 – Enclosure 1, Enclosure 2, Enclosure 3...)

Folios ((IA 11/1 – Enclosure 1, Folio 1 Recto& Verso, Folio 2 Recto & Verso...)

More information may be provided to the successful bidder.

- 22. What is the medium (paper or soft), format (columns or Word/Excel) in which “basic data” will be provided to the suppliers? Will “basic data” contain data that will be keyed in the 10 field referred to in Section 3.1? Section 3.1 specifies that supplier must be able to “create indexes either by data entry, OCR zoning, OCR full-page and batch OCR. Can we have some more clarification on what is meant by the indexing form the “header of documents” and what is meant by “Automatic generation of page numbers” referred to in this section of the RFP?**

“basic data” refers to information pertaining to the document scanned and refers to the “at least 10 user defined fields” (pg 10 – Section 1). “basic data” may be available in certain documents to be scanned itself in which case bidder may consider OCR. For other documents, National Archives will provide the “basic data” mainly hard copy. More information will be provided to successful bidder.

- 23. The 10 user defined fields are as follows:**

(i) type of document (ii) title (iii) description (iv) document date (v) author (vi) spare 1 (vii) spare 2 (viii) spare 3 (ix) spare 4 (x) spare 5

What is meant by “extra information for certain documents to be used for querying facilities? Will this information be either in the header of the document or in the “basic data”? Would there be cases where the index operator will have to make decision? Would there be cases where the curator will advise what additional information is important to be keyed apart from the pre-defined fields.

Refer to response to question 22. Query facilities on all the fields captured for each document should be possible. More information would be provided to the successful bidder.

- 24. OCR text will be required only for indexing part of the project. Is it correct to assume that no OCR would be required on any entire printed page of the any scanned images?**

No, OCR would be required for the entire printed page.

- 25. The expected accuracy level is 99%.**

- a. Is the level of accuracy same for indexed data and scanned image?
b. What accuracy target for scanned image?**

Note that it must be assumed that age & condition will be extremely variable from good to unreadable and accuracy level will have to make provision for this variable.

a. *Yes*

b. *Scanned image should reflect the content of the original document.*

Unreadable original documents will not be scanned unless otherwise decided by National Archives. Therefore, in general, the scanned image should be readable.

26. The RFP states that the project will run over a period of 3 years. Will volume of output depend on Series, size and condition of items being processed?

As per Section 10.7, time frame is 16 months. Please refer to response to question 36.

27. What is the date that this project is expected to start?

The project will start when the successful bidder accepts the award of contract.

28. Can the approval time for acceptance be clarified? It is expected that there will be regular delivery (e.g daily, weekly, monthly) of output, can an agreed number of days following receipt of output to formally accept or reject.

It is envisaged that checking will be carried out on a weekly basis by National Archives to assess quality and National Archives propose to prepare a report on monthly basis on their findings for any corrective action at an early stage to ensure that approval for payment (three-months basis) be processed without delay. However, as per section 9.1 of tender document, suppliers are expected to give details on the procedures they will put in place to ensure quality control in the data capture exercise.

29. Image Resolution – is there a requirement for the supplier to deliver image at a higher resolution for storage and a lower resolution for uploading on the web? Please specify the scanning resolution required in each case e.g 300 dpi storage, 150 dpi derivative set.

Refer to response to question 5.

30. Colour/Greyscale/Bethnal scanning – please specify the approximate breakdown of volume for each type.

Refer to response to question 5.

31. As per point 10.22 stating that the Mauritius National Archives might split the tender, are we allowed to quote only for the “scan, index and Capture” services as described by section 9 of the Tender?

No, as per Section 10.1, it is stated that “Bidder should quote for all items requested in the tender document.” Bidder should quote for a turnkey solution.

32. We understand that the National Archives reserves the right to allocate part of the bid. Is it possible to bid only for part of the scope?

No, refer to response to question 31.

33. Should we have to build the internet application for public use?

Bidder should quote for web-based application software with functionalities described in Section 3.1 of the tender document.

34. Will the tenderer be allowed to carry out scanning exercise outside of office hours at National Archives?

Possibility exists for carrying out scanning exercise outside of office hours. However, this would depend on availability of resources at the level of National Archives.

35. Can the tenderer be allowed to transfer digital documents to the storage server via FTP? FTP will have to be allowed by the GOC. If this is not possible, then can the tenderer transfer the digital documents physically on portable storage devices?

Successful bidder may use secure FTP to transfer digital documents to the storage server and/or may transfer the digital documents physically on portable storage devices. However, as per Section 3.1 – Scheduling tasks, it is mentioned that “The system should allow for documents to be uploaded to storage system (at Government Online Centre) at scheduled time (after office hours) to optimise on bandwidth of SHDSL line.” It is recommended that successful bidder should make use of this proposed facility as far as possible.

36. Page 28 of the RFP document indicates that actual scanning & uploading of document starts at Month 5 and goes to Month 16 which gives 12 months period to do the scanning, whereas page 25 of the RFP document mentions that “The data capture (scan, index and upload of scanned files in the storage systems) of documents mentioned in Annex X will have to be completed within 3 years of award of contract.” What is the actual time frame from award of contract that will be available to bidder to complete scanning/indexing/uploading task?

Actual time frame for the project is 16 months and not 3 years.

37. Most pages are actually held in binded files. For those files which are in good condition, can tenderer proceed to unbinding and scanning and rebinding of these files?

Yes, subject to National Archives is satisfied that the successful bidder ensuring that the document would not be damaged during the unbinding and binding of the files. This process will be very closely monitored by the staff of the National Archives to ensure that the sequence of pages is respected. As per section 9.1 of tender document, it is mentioned that “Suppliers are expected to give details about the process they will put in place and scanning equipment they will use to ensure that the documents are not further damaged during the scanning exercise.”

38. Can we have an indicative figure or percentage of the total number of pages that have to be scanned which are in a too poor condition to be scanned through feeder scanners?

Refer to answer to question 19.

39. Can we have an indicative figure or percentage of the total number of pages to be scanned which are in the various formats, A3, A4 or outside formats (e.g A4=x%, A3=y%, outside=z%,...)?

Refer to response to question 18.

Tabular form in Annex X of tender document is being revised as follows:

	A1	A2	A3	A4	A5	TOTAL
Approximate No of pages	40,000	58,426	187,556	212,004	30,000	527,986

Consequently, in the financial summary sheet (Annex II), for scanning exercise bidder should also quote for A1 and A5 paper size respectively as per tabular below:

Paper Size	Estimated no of pages	Cost (Rs.) to scan one page and index as well as uploading the scanned files in the storage systems (Rs.)	Estimated Total Cost (Rs.)
A5	30,000		
A4	212,004		
A3	187,556		
A2	58,426		
A1	40,000		
ESTIMATED TOTAL COST FOR SCANNING EXERCISE			

40. Number of users who would be accessing the system from the National Archives (without considering the external users, i.e Public who will be accessing the system via the internet)

Twenty (20) users would be accessing the system from the National Archives.

41. Number of concurrent users accessing the system

It is envisaged that a maximum of fifty (50) concurrent users will be accessing the system.

42. Will there be any uploads made by external users (not from National Archives) to the system?

No, uploads will be made only from National Archives.

11 April 2008