



HIGH COURT OF MADHYA PRADESH

JABALPUR

No. Registrar (IT-CSA)/2025/92

Jabalpur, Dated:27.05.2025

CLARIFICATION / REPLY

Sub:- The matter regarding to publish the clarification / reply of pre-bid meeting dated: 06th May, 2025 of the tender for "Electronic Document Processing of the High Court, District and Tehsil Courts Records on Turnkey Basis" with reference to tender no. Registrar (IT-CSA)/2025/ 70, dated: 25-04-2025.

Ref:- Pre-Bid Meeting dated: 06th May, 2025.

On the basis of queries submitted by the bidders, the detailed clarifications/ reply are prepared and the same is enumerated as per details given below for all prospective bidders:-

Quer y No.	RFP Reference (Section No. /Page No.)	Content of RFP Requiring Clarification	Query of the bidder / remarks of the bidder	Reply / clarificat ion to the query /remark s by the High Court
1. M/s Atishay Ltd.				
1	Page no. 7	1.3 Service and gateway charges shall be borne by the bidders.	Could you please confirm what service and gateway charges are being referred to?	The services and gateway charges, as per www.mp.tenders.gov.in
2	Page No. 12	Presentations by shortlisted bidders at Jabalpur/Indore/Gwalior	Kindly confirm whether the presentation is to be done at Jabalpur, Indore and Gwalior, or only at	At Jabalpur only.



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			Jabalpur?	
3	Page No. 12	Damaging artefacts may lead to penalties	Could you kindly clarify whether physical artifacts will be provided to the service provider, and if so, under what purpose?	Yes, physical artifacts will be provided for the purpose of Digitization.
4	Page No. 12	Conflict of Interest	Could you please confirm when the declaration of Conflict of Interest needs to be submitted-with the tender or after getting work order?	No change, as per tender document. Before Submission of Bid (Please refer to point 2.15.2)
5	Page No. 84	Except scanning all work for e-filed cases and documents for High Court	For the work other than scanning, Could you please clarify how can we quote this rate per page basis?	Yes per page basis Please see point no.10 at Page no. 5 of Tender document. On per page



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				basis as per final count of Cleaned pages sent on Server by vendor.
6	—	—	Kindly clarify the scope implied by the term 'Turnkey Basis' in context (Is there any other work than the scanning on our scope)	Scope covered, as per tender.
7	—	—	Could you please provide an information regarding who will be responsible for bearing the cost of cloud services?	High Court has own cloud services.
8	—	—	Out of the available 20 Crore Pages, We kindly request you to confirm the approximate number of pages to be scanned across the 228 district and Tehsil courts.	The tender is for M.P. High Court at Jabalpur and its Benches at Indore and Gwalior only. (Refer Page No.6)
9	—	—	We kindly request you to confirm the volume of work or the approximate	As per tender.



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			percentage of pages to be scanned for the Jabalpur, Indore and Gwalior courts.	
10	—	—	Please confirm if the books available are to be scanned only at the High Court, or if they are available to be scanned at all locations?	The tender is for M.P. High Court at Jabalpur and its Benches at Indore and Gwalior only.
11	—	—	Could you please confirm if scanning of live cases will be done at all three locations—Indore, Gwalior, and Jabalpur?	Yes. Scanning, Cleaning and Indexing work for Fresh Cases, Loose document and Pending Cases needs to be done at all three places.
12	—	—	Could you kindly clarify how the pricing of L1 will be determined without	The selection of bidder



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			multificationof pages available of scanning?	will be on the basis of total output of “Table- A” and “Table- B” along with QCBS marking (The Bidder with the highest Composi te Score(S) would be awarded the contract).
13	—	—	Could you kindly confirm the percentage of pages based on their sizes (A3, A4, Legal, other sizes)?	Most of pages are of A4, Legal size.
14	—	—	Could you please confirm whether a Project Manager with the same qualification & criteria for deployment is required at one or at all three locations (Jabalpur, Indore, Gwalior)?	Yes at all three locations .
15	—	—	Could you kindly confirm will you conduct the interviews to be deployed	No



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			manpower?	
16	—	—	Could you kindly confirm if the Tehsil-level vendors are the same as those at the High Court, or do they have their own different vendors?	No.
17	—	—	As per RFP, we have to scan additional pages of the cases already scanned for the continuity of serial number. Could you provide the data for already scanned pages?	As per tender. This will be known when document segregation will be done by vendor.
18	—	—	Could you kindly confirm whether pages to be scanned in black and white, or must they be scanned in color?	Most of pages are to be scanned in black and white and grey-scale and color scanning as per requirement.
19	—	—	Could you please confirm whether Speech to Text software will be developed by the bidder or procured (licensed) by the bidder and supplied to you?	Yes, procured (licensed) supply by the bidder OR developed by the bidder but the High Court requireme



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				nt must be fulfilled.
20	—	—	Could you please clarify we have to work of scanning on your existing software or can we scan our own software and upload on your existing software?	Yes, in the High Court Software.
21	—	—	Out of the approximate 20 Crore Pages, Could you please provide an estimate percentage of live cases/archive cases to be scanned?	As per tender document .
22	—	—	Could you please confirm pilot project will be assigned to everyone or only to L1 Bidder?	L-1 Bidder only.
2. M/s SBL Knowledge Services Pvt. Ltd.				
23	24 3(6)	Digitization process shall include i.e. Un-tagging of files, document segregation work (to do the activity of comparing the physical case file with the earlier scanned data for the same case file through CMIS software and then to identify, flag the documents that are to be scanned).	Request you to provide a more brief about the section.	Already defined in the tender. Vendor was supposed to visit the High Court for thorough understanding.
24	25 3 (7)	To carry out the Digitization of old Disposed Cases which are to be completely scanned at M.P. High Court at Jabalpur and its Benches at Indore and Gwalior and at District and Tehsil Courts	request you to provide the exact location details and the quantity of documents available in each location, also we need to know that the work can be commenced simultaneously	The work will be commenced simultaneously in all three locations.



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		across the state.		The quantity is already defined in tender document i.e. 20 crore.
25	25 3 (9)	<p>To carry out the Digitization of Old Scanned Disposed Cases which are under elimination criterion and some errors have been pointed out by High Court Quality checking team in old scanning or QC team has pointed out some new pages are to be get scanned as per record elimination rule.</p> <p>Vendor needs to do the deletion of incorrect page(s) or to do insertion of new page(s) of the pages in old cleaned TIFF file. Vendor needs to put the corrected file on Server.</p>	<p>How many documents of these types need to be done? In these cases the billing can only be done for new inserted pages or entire document, if only the new inserted images how will it be considered?</p>	<p>Those cases which fit in elimination criteria and in which some errors have been pointed out by High Court's internal Quality checking team will be provided. Vendor has to work on the pointed out pages only.</p> <p>Billing will be only for newly inserted pages.</p>



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26	25 3 (10)	data entry of required metadata for electronic documents received from other pillars like Police Department, Medical Department, ICSJ,CCTNS, etc. with the help of Digitization/Electronic Document Processing/Document Management System (DMS)	request you to provide more clarity required on the meta data part	Treat it as Data entry work at filing counter at all the three places as per the requirement of the CMIS software of the High Court. In general it will be related to work of making the data entry of Fresh Cases and Loose Document Metadata.
27	27 3.50	Most of the documents are in paper form.	Other than paper which all formats are there	Mostly on paper form. (E-document s, CD, DVD, Pen drive, X-rays, etc.) now will be stored on server.
28	28	Service Provider is expected to meet average daily	request you to provide the location details required	At M.P. High



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	3.5.1	minimum Electronic Document Processing target of excellent quality at multiple distant locations.		Court at Jabalpur and its Benches at Indore and Gwalior
29	30 3.5.4.1	Metadata will include the data entry work of Main and additional Parties Details, Main and additional Advocate Details, and Lower Court Details etc., Accused related details (conviction and acquittal details), Document details, Caveat related details.	Exact meta data requirement is needed. For different documents how is the metadata classified.	Treat it as Data entry work at filing counter at all the three places as per the requirement of the CMIS software of the High Court. In general it will be related to work of making the data entry of Fresh Cases and Loose Document Metadata.
30	29 3.5.3.2	Successful bidders should also have a dedicated regular team of fulltime project managers, quality control experts, Legal experts, scanning operators and	Project manager & legal experts for entire project or in each location is required? Also need to clarify what legal expert means(whether the person should be an LLB	Project manager & legal experts are to be deputed at



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		document classification experts for timely completion of the project.	graduate)	M.P. High Court at Jabalpur and its Benches at Indore and Gwalior
31	31 3.5.4.1	Repair the documents for scanning using cello-tape or enclosing the documents in plastic pouches (depending on the importance and condition of the documents)	Quantity and condition of documents required	Approximately 1% of the whole document .
32	32 3.5.4.1	Rearranging / Re-Filing & handing over of documents: The Document Re-Filing operator will receive the bundle of Files scanned and shall sort it in proper manner. He will check that mix-up of documents from two separate Documents should not happen, and right document should get filed back into the respective Documents. The Documents are handed in batches with the checklist attached with due signoff.	Who is responsible person? Checklist details required.	Bidder is responsible for Rearranging / Re-Filing & handing over of documents. The complete file movement is done on High Court software.
33	32 3.5.4.1	There are different types of documents in a case file. Document classification is the process which requires identifying and tagging document types in a file.	Indexing details required	Document type is mentioned in the Annexure - ANNEXURE XI-B (for High



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				Court).
34	32 3.5.4.1	Vendor shall do the Quality check at his level and shall make an entry in CMIS/ERP for this.	Clarity required.	As per point 5.1 of Tender Vendor has to do 5% random Quality Checking work on the scanned, cleaned and indexed record for the invoices that will be raised by vendor. The quality check entries will be done on CMIS/ERP software of the High Court.
35	44 3.8	On the basis of generated TIFF the required PDF files will be generated by High Court as per following specification. After Scanning, Cleaning,	The files will be scanned in tiff format as specified, the conversion of tiff to PDF need to be done by the service provider or by high court? Also need clarity on exact	TIFF to PDF conversion will be done by the High Court.



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		Indexing and Splitting (OCR will be done on the split and index PDFs) each document of file and the data will be stored by way of images in Portable Document	OCR requirement.	
36	48 3.10.3	Single and multi-page TIFF, JPEG, PDF, searchable PDF/A-2a, PDF/A & PDF.	Exact requirement needs clarity	As per tender. Wrong point referred. It should be page 50 point 13.
37	60 5	Monthly Invoices should be raised by the Service Provider upon completion of monthly job / work. All payments shall be made based on work completed and approved by the Registrar General, High Court of Madhya Pradesh or the Officer nominated by him	Within how many days the payment will be processed.	After verification of work (quality check of document by the High Court), the payment will be made.
38	56 Relevant Experience of the Vendor SN 1.a	Executed at least 5 project of records digitization of more than 05 crore pages (Marks-10) (each project 02 numbers)	We Kindly request you to amend the clause to "Executed at least 2 projects of records digitization of more than 3 crore pages" (Marks: 10) (each project: 5 numbers).	No change.
39	56 Relevant Experience of the Vendor	At least three Digitization Projects with each project money value more than Rs.2 Crore. (Marks-15) (Note -: For one project the number will be 03, for two	We Kindly request you to confirm whether system integration projects that include digitization can be considered. Request to accept the same supported by work order and/or	No change.



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	SN 1.b	project number will be 10 and for three project number will be 15)	ongoing certificates.	
40	10 2.12.2	Project Manager is required at High Court of Madhya Pradesh, Principal Seat Jabalpur and its Benches at Indore and Gwalior.	Does this mean that 3 project managers are to be deployed simultaneously in these 3 locations?	Yes
41	26 3.2 .a	Digital document would be made available through the DARIMS Software/High Court Electronic Document Processing Software to respective stakeholders.	Does the DARIMS software already exist in the software system of the HC?	Yes
42	43 3.7.c	The language translation Software (English to Hindi or Hindi to English or Phonetic Translation) to be provided by the vendor which will be integrated with ERP software of the High Court and District Court.	What is the actual use of phonetic translation? Does it mean Transliteration? Which ERP software is being used in HC and DCs? Who will provide the facilities to integrate with the ERP?	Yes, phonetic translation. (English to Hindi or Hindi to English or Phonetic Translation) Bidder will provide the necessary API's to the High Court for integration with ERP.
43	51	Scope of work	Is the software to be used for metadata entry already existing in HC?	Yes



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44	9 2.2	<p>"Earnest Money Deposit (EMD)</p> <p>The proposal should be submitted along with online application fee of Rs.10,000/- (Rupees Ten Thousand only) and online Earnest Money Deposit (EMD) of Rs.40,00,000/- (Rupees Forty Lakh only) in the form of online mode through e-procurement tender portal www.mptenders.gov.in in favour of "Registrar General, High Court of Madhya Pradesh, Jabalpur" valid for the period of 6 months. The Bid submitted without EMD and/or the application fee/tender fees shall be summarily rejected.</p>	<p>We kindly request you to allow the mode of payment as Bank Guarantee in lieu of online payment</p>	No change.
45	82 Form T-5	<p>Letter of understanding the prevalent Digitization procedures in M.P.High Court at Jabalpur and its Benches at Indore and Gwalior and Jabalpur District Court and Patan Tehsil Court</p>	<p>We request you to kindly provide detailed guidelines on Form T-5. Specifically, please clarify what particulars need to be included for the Commercial Team, Management Team, and Technical Team</p>	Refer Tender point number 2.48.3.
46	-	-	<p>We are keen to participate in the RFP.</p> <p>As we are in the process of gathering detailed technical and competitive commercial proposals for this opportunity, we kindly request you to extend the bid submission deadline by one more week. This extension will allow us to prepare and submit a comprehensive techno-commercial proposal that aligns with the objectives of the project.</p> <p>We would highly appreciate your consideration of this</p>	Yes



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			request and look forward to your positive response.	
3. M/s Aryan Imaging and Business Consultants Pvt. Ltd.				
47	2.2 Earnest Money Deposit (EMD), Page No 09	The proposal should be submitted along with online application fee of Rs.10,000/- (Rupees Ten Thousand only) and online Earnest Money Deposit (EMD) of Rs.40,00,000/- (Rupees Forty Lakh only) in the form of online mode through e-procurement tender portal	We request to allow the bidder to submit the EMD through Bank Guarantee. EMD amount of ₹ 40,00,000.00.	No change.
48	3.9 Technical Specifications and Requirements. Page no 104	Flatbed part of the Scanner - Maximum width * Maximum Length of the Document - 216 x 356 mm or 8.5 * 14 Inch	We request to make this as Flatbed part of the Scanner - Maximum width * Maximum Length of the Document - 210 x 297 mm or 8.3 * 11.7 Inch (A4 Size) because most of the pages are A4 size. To scan the Legal size paper, we can use overhead scanners	As per the requirement of the High Court.
49	4.1 Evaluation of Technical Bids: Page No 56. Sl. No. 1 (a) Relevant Experience of the Vendor	Executed at least 5 projects of records digitization of more than 05 crore pages (Marks-10) (each project 02 numbers)	We request to consider the multiple certificates from same client as separate project because we are having experience of scanning & digitization with some of the clients from last couple of years where page count is more than 5 crore.	As per tender.
50	4.1 Evaluation of Technical Bids: Sl. No. 1 (a) Relevant Experience of the Vendor	Executed at least 5 project of records digitization of more than 05 crore pages (Marks-10) (each project 02 numbers)	We request to consider the multiple certificate from same client as separate project because we having experience of scanning & digitization with some of the clients from last couple of years where page count is	As per tender.



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	Page No 56.		more than 5 crore in each certificate where service period is different.	
51	2.1 Availability of Personnel 2.12.2	Full-time Team Leader / Project Manager having experience of Open Archival Information System (OAIS) Reference Model based Digitization Project execution should be preferred	We request that this be explained in details	At all three locations.
52	2.1 Availability of Personnel 2.12.2	Deputed manpower for doing the work of Digitization/E.D.P. project shall have Graduation Degree and one year diploma in computer application (DCA) on mandatory basis.	We request you to relax this for we would not be requiring such manpower for non computer related work	For non computer related work, this requirement is relaxed but the candidates should be 10 th pass.
53	Form PQ page 73	The minimum average turnover of the vendor to be Rs. 10 Crores.	Considering the scope of work and criticality of the work, we recommend to change this criteria to cumulative turnover of 45Cr.	No Change
54	Table 2 Text to Speech software requirement	Speech-to-Text Software to be integrated with ERP Software.	Can we suggest cloud based software	Yes, Bidder will provide the necessary API's to the High Court for integration with ERP.
55	Table 2 Text to Speech	Speech-to-Text Software to be integrated with ERP	Is to be implemented at all 228 locations mentioned in	Currently, implemen



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	software requirement	Software.	the tender	ted at three locations, at High Court.
56	Table 2 Language Translation	Language translation Software (English to Hindi or Hindi to English or Phonetic Translation) to be integrated with ERP Software.	Is it to be implemented at all 228 locations mentioned in the tender	Currently, implemented at three locations, at High Court.
57	Table 2 Hardware Security Module	Setup of Hardware Security Module (HSM) used for key generation, encryption, decryption, and digital signature creation in the Cloud Environmental of High Court of Madhya Pradesh. (Price per signature, AADHAAR OR KYC BASED) (Minimum-10,000 Signature per month)	What is the expected quantity on average consumption of the signature	As per tender (Minimum-10,000 Signature per month)
4. M/s Techer Business Solution				
58		General Query	Can you accept non-government experience?	Yes, as per tender.
59		General Query	Can you relax turn over criteria. Instead of 10 Cr. can you make it 5 Cr.	No Change
60		General Query	You have asked for graduate and computer certified manpower. Can you relax it? The manual activities will not require computer knowledge.	For non computer related work, this requirement is relaxed but the candidates should



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				be 10 th pass.
61		General Query	Do we have to have all the equipment at all the 228 locations mentioned in the tender document.	Currently, implemented at three locations, at High Court.
62		General Query	Page number 5 point number 10. Will court provide the software for managing this additions and deletions?	Yes, Software will be provided by the High Court.
63		General Query	In case we work for 24 x 7 out of court premises, will court provide the place, connectivity and will the software be accessible for 24 x 7 including district and Tehsil	Yes. In case of network connectivity it will be provided on one place. Vendor has to create LAN further.
64		General Query	What is the breakup of the 20 Cr. documents. How much will be pending, Disposed, pending disposed and Administrative	As per tender.
5. M/s Iron Mountain India Pvt. Ltd.				
65	Form: PQ-1 BIDDERS DETAILS - 09	Experience Certificates of minimum 5 years in providing Digitization/Electronic	Experience Certificates of minimum 7 years in providing Digitization/Electronic	No change. If Vendor



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	Page 72	Document Processing services in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies / Public Ltd. Companies.	Document Processing services in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies / Public Ltd Companies.	is having relevant certificate s he should enclosed as per requireme nt of Tender.
66	Generic	Scope Clarity	Can you provide an estimated volume (number of pages/files) for each category (fresh cases, pending cases, disposed cases, admin records) by location?	As per tender.
67	Generic		Will minimum guaranteed volumes be assured during the contract period for each of the court locations?	The volume shall be approxim ate, may be increased or decreased .
68	Generic		How will new/ongoing case files be handled during the project term (dynamic data inflow)?	Using file movemen t software provided by High Court.
69	Generic		Post-digitization, files must integrate with the Court's DMS/ERP/EDP software	It is the scope of the High Court.
70	Generic		Post-digitization, files must integrate with the Court's	It is the scope of



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			DMS/ERP/EDP software, is there already a SW in place with court or we need to bring it in as a part of SoW ?	the High Court. High Court has own software for digitization process.
71	Pricing	Pricing Specifics	Are unit rates to be quoted per page, per document, or per case file?	As per tender (per page)
72	Pricing		Is there any ceiling or cap on overall quantities beyond which re-negotiation of rates is allowed?	On mutual conversation, it will be decided by the High Court.
73	Pricing		How will additional work (out-of-scope activities) be priced — is there a change request mechanism?	No, as per tender.
74	Payments	Payment Terms	What is the timeline for invoice approval once submitted (after QC)?	After verification of work (quality check of document by the High Court), the payment will be made.
75	Payments		Payments will be released "at the earliest" subject to availability of funds: What	Payment is subject to fund



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			happens if funds are not available in a particular month — how will the pending payments be handled?	availability.
76	Payments		Can advance payments (e.g., mobilization advance) be considered, especially given the hardware/software investment required upfront?	No
77	Payments		<p>Invoices must be supported with: List of 5% randomly quality-checked data. [is the random selection to be done by IRM or court ?</p> <p>Work done statement generated from the High Court's software. [Do we have an access to generate this report or we have a dependency on HC users?]</p> <p>Approvals from the Registrar General or nominated officer [How the nominated officer name will be communicated to us , how and when any change in office will be communicated ?]</p>	<p>Yes, as per tender and the list will be provided by the High Court.</p> <p>The vendor have access to generate the report.</p> <p>Nominated officer name will be communicated through official communication from High</p>



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				Court.
78	Penalties	Penalties and Rework	Will the penalty for rejections be cumulative if delays happen due to High Court infrastructure/coordination issues (e.g., server downtime, power issues)?	No
79	Penalties		Is there a cap on maximum penalty that can be levied per month or per project?	No
80	Penalties		Can a grace period for corrections (say 48 hours) be allowed before financial penalties apply?	Defined in tender document as per Turn Around Time (TAT).
81	Generic	Force Majeure / Delays	What is the policy if the project faces delays due to court holidays, strikes, or political disturbances?	In such instances vendor ask for document in advance.
82	Generic		Will timeline extensions be granted in such cases without penalties?	No
83	Generic	Hardware and Infrastructure	Will High Court provide internet connectivity, LAN access, server storage, or is the vendor expected to arrange?	As per tender, and all LAN work installation along with active and passive componen



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				ts is to be arranged by the bidder/vendor. The server storage will be arranged by the High Court.
84	Generic		Who will bear the cost of shifting equipment across locations if required (e.g., from Jabalpur to Indore or Gwalior)	By the Vendor
85	Generic		What floor space area will be made available for our work at each of these court premises?	Sufficient work space will be provided.
86	Generic	Taxation and Cost Escalation	If there is a future introduction of new levies/taxes (besides GST), will those be reimbursed separate	As per Government norms.
87	Generic		In case of GST rate changes during the contract, how will the adjustment be processed?	As per Government norms.
88	Generic	Contractual Terms	Will there be a provision for early exit if project conditions materially change or if court operations are disrupted for prolonged periods?	No
89	Generic		What is the mechanism for dispute resolution? (e.g., local arbitration in	As per tender



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			Jabalpur?)	
90	<p>3.5 General Scope of Services:</p> <p>3.5.4.1 Fresh Case Files and Loose Documents:</p> <p>Page-32-33</p>	<p>Quality Checking Work:</p> <p>Once the indexing is completed by vendor, the file is available for Final Quality Check. Vendor shall do the Quality check at his level and shall make an entry in CMIS/ERP for this. During Quality checking the Vendor team shall check the Image Clarity, whether the scanned total pages are same in original file, proper Image Resolution, blank pages should not be there, proper image orientation also ensure proper indexing of documents etc.</p> <p>Further High Court deputed team shall also do the Quality checking work for the scanned, cleaned and indexed records by vendor. High Court deputed team shall also enter the result of verification. While checking the quality at this stage the High Court deputed team shall also reject the scanned, cleaned and indexed record by the vendor if not found appropriate. The rejections will be made in CIS/High Court Electronic Document Processing Software and Vendor has to cure it on same day. If rejection is not cure on same day penalty shall be imposed as per the penalty clause.</p>	<p>For rejection cases, same day rework and insertion or cure is to be done. Kindly confirm the cut off time for receiving rejection from court officials to cure or insert corrected data.</p>	<p>Within 24 hours and immediate in case of urgency.</p> <p>On same day and immediate in case of urgency.</p>
91	Generic		Kindly confirm if we can have a step-by-step guide of the DMS and CMS defining	If required, end-to-



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			the end-to-end workflow.	end workflow of digitization process will be shared.
92	2.45.2 Page-19	<p>All the sealed envelopes should again be placed in a sealed cover super scribed as “Electronic Document Processing of the High Court Records on Turnkey Basis” from: M/s -----”</p> <p>“NOT TO BE OPENED BEFORE 11:00 A.M. on 09th May, 2025 which will be received and time mentioned in the Schedule of Events of this document.</p> <p>The Bid is to be submitted to the Registrar General, High Court of Madhya Pradesh, Jabalpur.</p>	<p>As per the clause 7 and 8 of Section -I Notice Inviting Tender the dates are</p> <p>7 Last Date / Time of tender submission in hardcopy (mandatory) : 19TH May, 2025 before 05:00 P.M.</p> <p>8 Date and Time of Opening of Technical Bid (online / hardcopy) : 20TH May, 2025 at 11:00 A.M.</p> <p>Need clarification on the dates.</p>	As per tender, and Date Extension Corrigendum.
92 (a)	6.8.2 Page-62	<p>Termination on account of Force Majeure: Registrar General, High Court of Madhya Pradesh shall have the right to terminate the Contract on account of Force Majeure.</p>	No period is specified with respect to the Force Majeure period if the Force Majeure continues for more than 15 days or 30 days.	On mutual conversation, it will be decided by the High Court.
93	6.9 Page-63	<p>In the event of any dispute or difference arising out or touching upon any of the terms and conditions of this contract and / or in relation to the implementation or interpretation hereof, the</p>	Can the sole arbitrator be appointed mutually by the parties	As per tender



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		<p>same shall be resolved initially by mutual discussion and conciliation but in the event of failure thereof, the same shall be referred to the sole arbitrator appointed by Hon'ble the Chief Justice, High Court of Madhya Pradesh. The arbitration shall be in Jabalpur and the Arbitrator shall give his award in accordance with "The Arbitration and Conciliation Act, 1996". The decision of the arbitrator shall be final and binding upon the parties.</p>		
94	<p>point 1 of C E R T I F I C A T E S (PQ-5)</p> <p>Page-78</p>	<p>We will not LEAK / DISCLOSE any information of the High Court of Madhya Pradesh to any other institutions/organizations, bodies and also in the market on the rates less than the prices quoted by us to the High Court.</p>	<p>Need clarity on the highlighted point.</p> <p>1.Does the clause state that price coated in the RFP floated by High Court of Madhya Pradesh should not be disclosed and is confidential or</p> <p>2.The price coated in the RFP floated by High Court of Madhya Pradesh should be the lowest price coated by bidder in the market and not be disclosed and is confidential.</p> <p>if the understanding is what is mentioned in 2 point, we propose bench marking clause as below</p> <p>BENCHMARKING. Each year at Customer's request, the Parties will meet to review Iron Mountain's Services and the pricing to ensure they remain competitive with comparable service offerings and the</p>	As per Tender



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			<p>pricing then available in the marketplace for similar services and under similar terms and profiles. Such reviews may include competitive benchmarking, the use of comparative information available from independent third parties (such as consultants and industry publications), and other market based information the Parties deem reasonably reliable and accurate. If the review shows that pricing for a Service offered by Iron Mountain under this Agreement is less favorable than the price or service level for comparable products or services available in the marketplace under similar terms and profiles, the Parties will mutually agree in writing on pricing adjustments, which adjustments will be made only on a going forward basis.</p>	
6. M/s Career Pankh Services				
95	Page no. 56	1. Relevant Experience of the Vendor a) Executed at least 5 projects of records digitization of more than 05 crore pages (Marks-10) (each project 02 numbers)	We have executed digitization of more than 05 crore pages under a single project/order. Kindly confirm whether this qualifies us to obtain the full 10 marks under the criteria "Executed at least 5 projects of records digitization of more than 05 crore pages."	No, as per tender.



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7. M/s Newrise Technosys Pvt. Ltd.				
96	Page-24 SECTION – III (SCOPE OF WORK) Section – III (A)	To deploy Hardware (Computers, High Speed Commercial Scanner, Flatbed Scanners, Cameras, Book Scanners (normal and overhead both, MAP Scanners) with the required Operating System/System Software/Software for Digitization/Electronic Document Processing (Scanning, Cleaning and Quality Check) in a compatible manner with the Document Management Software/Digitization Software/ Electronic Document Processing Software of Court's (High Court) Judicial and Administrative Records in secured manner	Apart from the scanning/digitization services, High Court of Madhya Pradesh is also looking for a new robust enterprise class Document Management System (DMS) to be installed for storing/archiving of the digitized documents. Please confirm if our understanding is correct.	No, The High Court has its own DMS. Vendor has to deploy the required Hardware with compatibi lity.
97	Page-26 3.2 Objectives of Electronic Document Processing	Accessibility and Availability- The DARIMS/Electronic Document Processing Software would make the High Court of Madhya Pradesh holdings more accessible to end users, both within the High Court of Madhya Pradesh premises as well as those who cannot personally visit the High Court of Madhya Pradesh	Please confirm who all be the end users for the required Document Management System (DMS) and also confirm: a) Total number of DMS users b) Expected users concurrency for DMS software	The High Court has its own DMS and User Managem ent System.



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98	Page-44 3.8 Technical Specifications and Requirements	The Vendor has to ensure the availability of resources for collection / movement of documents as per requirement from record room / court room. The hand over take over, Activity of Handover of Case files/ documents should be handled by High Court authorized person.	Please confirm apart from DMS software, there is a requirement for Record Management System (RMS) to manage end to end lifecycle of physical & digital records with provisions/features like a) Tracking of Physical Movement of Records among courts b) Manage Locations like inactive inhouse, active inhouse or external storage c) Records classification using Class, File and File Parts and Specify Vital records/Legal Holds on documents/records d) Apply Retention and Disposition rules If there is requirement of RMS, please confirm the total number of record manager users who will perform the mentioned admin activities	This tender is only for digitization. Not of RMS.
99	Page-8 SECTION - II	n) SAT comprises of Product Acceptance Tests with respect to Technical Specifications and Process as specified in this tender, checking the installation, commissioning and integration of sub-component	Please confirm the total number of 3rd party applications/sub-components needs to be integrated with DMS/RMS for upload/view the documents. Also confirm what should be the peak load for document access/upload form these 3rd party applications.	As per the requirement of the High Court. Please refer page 86 for better understanding
100	Page-103	8. The solution must be a	a) DC: Please confirm the	As per



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	3.8 Technical Specifications and Requirements	network-based (TCP/IP) appliance, capable of working in a cluster configuration for high availability and redundancy.	required DMS/RMS software will be deployed as Active-Active clustering (High Availability) at DC/Production Environment b) DR: Please confirm is DR is required, if yes please confirm DR should be 50% or 100% replica of DC c) Non-Production Environments: Development & Test in Standalone mode will suffice the requirement ?	Tender.
101	TERMS AND CONDITIONS FOR E-TENDERING	1.13) The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per the tender requirement.	1.13) The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees as well as EMD both.	No Change.
102	Form: PQ-2 BIDDER'S ANNUAL TURNOVER	Note: - The minimum average turnover of the vendor to be Rs. 10 Crores.	Note: - The minimum average turnover of either bidder (OEM authorized partner) or OEM to be Rs.10 Crores.	No change.
103	Page -56,4.1 Evaluation of Technical Bids	Relevant Experience of the Vendor :(a) Executed at least 5 project of records digitization of more than 05 crore pages. (b) At least three Digitization Projects with each project money value more than Rs.2 Crore. (c) Overall experience and	Relevant Experience of either bidder (OEM authorized partner) or OEM :(a) Executed at least 5 project of records digitization of more than 05 crore pages. (b) At least three Digitization Projects with each project money	As per tender, Relevant Experience of bidder/ vendor.



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		Credential of the firm	value more than Rs.2 Crore. (c) Overall experience and Credential of the firm	
104	Page -56,4.1 Approach & Methodology	(a) Clear understanding of scope of services and approach Methodology (Marks-10)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalifi cation and technical specificati ons of bidder/ vendor.
		(b)Knowledge of Local Conditions - Letter of Understanding (Form T5) of prevailing Digitization System in M.P.High Court at Jabalpur and its Benches at Indore and Gwalior by Judicial and Technical authority as mentioned in point number 2.48.3 of this Tender. (Marks-10)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalifi cation and technical specificati ons of bidder/ vendor.
		(c)Team organization and scheduling for entire project : Team and its Optimization work plan to meet an efficient activity scheduling (Marks 5)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalifi cation and technical specificati ons of bidder/ vendor.
		(d)Timelines for completing the work of Digitization of Partial Scanned Disposed Cases and After Hearing Pending Cases	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized	As per tender, Relevant prequalifi cation and



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		(Marks-10)	OEM partner) or OEM	technical specifications of bidder/vendor.
105	Page-56,4.1 Quality Management & Solution Proposed	(a) Quality Standards (Marks-20)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalification and technical specifications of bidder/vendor.
		(1) ISO 9001:2008 or equivalent Certification (yes=5, No=0)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalification and technical specifications of bidder/vendor.
		ii)ISO 27001:2005 or equivalent Certification (yes=5, No=0)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalification and technical specifications of bidder/vendor.
		(iii)ISO 20000 for quality Certification for IT Services (Yes=5, No=0)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalification and technical specifications of bidder/vendor.



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				ons of bidder/ vendor.
		(iv)CMMI Lever III or Higher (if Yes=5, if No=0)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalifi cation and technical specificati ons of bidder/ vendor.
106	Page-56,4.1 Key Personnel and Infrastructure	(a)Key Personal and infrastructure (Marks-15)	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalifi cation and technical specificati ons of bidder/ vendor.
		(i)Competence and hands-on experience of the Team Leader/Project Manager in execution and coordination of similar digitization projects. Profile of the Team Leader >=10 years digitization experience=5, <10 years and >5Years Exp=3, for <5year and >1 Year exp.= 1)- Maximum marks 05	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalifi cation and technical specificati ons of bidder/ vendor.
		(ii)The bidder who have all format scanners like 100 ADF, 50 Flatbed and 10 over Head book scanner =Maximum Marks: 10 ; >=100 ADF, 50 Flatbed and 05 Over Head Scanners=7; >=100 ADF, 50 Flatbed=5	Note-1. All the prequalification and technical specifications conditions are to be fulfilled by either bidder(Authorized OEM partner) or OEM	As per tender, Relevant prequalifi cation and technical specificati ons of



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		<100 ADF=4		bidder/ vendor.
8. M/s Stock Holding DMS				
107	-	-	<p>(1) Please confirm current users for sizing of hardware ?</p> <p>(2) Server storage will be provide by high court or Bidder ? please confirm</p> <p>(3) High court will provide network switches and connectivity up to servers? please confirm</p> <p>(4) For DMS application virtualization environment require or physical? please confirm</p> <p>(5)Is their any DC, DR location ?if yes then want is the Network connectivity and speed.</p> <p>(6) Can bidder use open source software?</p>	<p>1. As per vendor understatin g.</p> <p>2. Server storage will be provided by the High Court.</p> <p>3.The High will provide only one uplink for connectivit y in work station.</p> <p>4. DMS is a part of High Court, as per need it will be decided by the High Court.</p> <p>5. Sufficient connectivit y and speed.</p> <p>6. Yes, but as per High Court requiremen</p>



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				t.
9. M/s CloudMojo Tech Pvt. Ltd.				
108	Page-6	The digitization work of the District Court will be assigned after the refusal from the existing vendor working in the District Court in writing or the period of contract is over.	How many pages has the district court digitized? Will rest of the pages be included in this project or will they be over and above this project?	<p>The project is for High Court. The pages for District Court is over and above (as per tender.)</p> <p>Disposed cases have been earlier digitized by some other vendor and it is almost complete. The remaining Disposed Cases and mainly Fresh Cases, Loose documents and pending cases are being digitized at District Court by some other vendor.</p>
109	Page-6	This tender is subject to availability of Budget / Funds with the High Court of	Has the budget been sanctioned for this project?	Time to Time budget



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		Madhya Pradesh.		sanctioned.
110	Page-7 1.13	The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per the tender requirement.	Companies registered as MSME under Udyam Registration portal are exempted from paying EMD in government tenders as per amendment to the rule 170(i) of General Financial Rules (GFR), 2017.	No Change.
111	Page-9 2.1.w	“The Site” shall mean all identified locations within the High Court of Madhya, Principal Seat Jabalpur and its Benches at Indore and Gwalior and District/Tehsil Courts where the Service Provider carries out any installation of Goods or is required to provide any Services under the tender.	Can we move the documents to a centralized location for digitization or will the scanning setup have to be installed at each and every location.	The scanning setup has to be installed at each and every three locations.
112	-	Storage	How many copies of the scanned data is required? Any storage specifications? Will the storage be provided by the department or will the vendor be responsible for it?	Storage will be provided by the High Court.
113	-	Marking system (QCBS)	Technical marking system should be altered in respect to the MSME/Startup	No change.
10. M/s Writer Business Services Pvt. Ltd.				
114	Section : 3.5.4.5 & Page no. 41	High Court at Jabalpur and its Benches at Indore and Gwalior Indexing will be done as per the document types available in High Courts	Existing DMS Details: Could the High Court provide the name, version, and a high-level architectural overview of the existing DMS/ERP/EDP application to understand its	The necessary details will be provided by the High



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		DMS/ERP/EDP software.	capabilities and constraints for customization and integration?	Court for any customization and integration of software / API's developed by the vendor.
115	Section : ANNEXURE "G1" & Page no. 102	Solution should integrate with application so that all documents which are moving in application can be digitally signed within the application without any manual effort	DMS Integration Methods: What specific APIs or integration methods (e.g., web services, database access) does the existing DMS expose to facilitate the required integrations, particularly for the language translation and speech-to-text software?	The necessary details will be provided by the High Court for any customization and integration of software / API's developed by the vendor.
116	Section : 3.6 & Page no. 42	Required tiff files and metadata are to be created with the help of High Courts DMS/EDP/Digitization Software in light of Technical Specifications and agreed metadata standards as per Tender document/ ISO 14721 Open Archival Information System (OAIS Reference Model).	DMS Customization Limits: To what extent can the existing DMS be customized in terms of data model changes, workflow modifications, and user interface adjustments, and are there any restrictions on such customizations?	DMS is owned by MP High Court and raised point is self explanatory
117	Section : 9 &	DMS shall of High	Data Migration Option:	No



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	Page no. 86	Court's its own. Through this Vendor has to execute all the relevant Electronic Document Processing process like scanning, cleaning and quality checking at their part.	Would the High Court consider an alternative approach where the digitized data is managed within the bidder's own DMS, provided it meets all functional and performance requirements? If so, what are the key data migration considerations?	
118	Section : 3.8 & Page no. 44	However, the metadata shall be automatically fetched from the database of CIS/ Electronic Document Processing Software of the High Court.	Essential DMS Features: What are the essential, non-negotiable features and workflows of the existing DMS that must be replicated or supported if an alternative DMS is proposed?	Alternative DMS not allowed. As per Tender
119	Section : 3.7 & Page no. 43	The 'Speech-to-Text' software to be provided by the vendor which will be integrated with ERP software of the High Court and District Court.	Speech-to-Text Application: For the speech-to-text software (Section 3.8, Annexure G1), what are the permissible deployment options (cloud-based or on-premise)? If cloud-based, specify the essential security and privacy constraints?	As per tender
120	Annexure G1 & Page no. 102	Solution should integrate with application so that all documents which are moving in application can be digitally signed within the application without any manual effort	e-Sign Solution: For the e-Sign solution, what is the estimated monthly/annual volume of documents/pages to be signed?	As per tender (Minimum-10,000 Signature per month)
121	Section : 3.7 & Page no. 43	HSMs will be used for key generation, encryption, decryption, and digital signature creation in a highly secure environment.	HSM Integration Details: What are the precise requirements and specifications for integrating the Hardware Security Module (HSM) with the existing applications, including key management	As per tender



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			and security protocols?	
112	Section : 3.5.3 & Page no. 29	For successful and smooth execution of the project sufficient numbers of ADF scanners, Flatbed scanners, book eye scanners, computers etc. will be required to capture images of the documents.	Infrastructure Details: Could the High Court provide more detailed information about the existing IT infrastructure, including network capacity, storage availability, and server specifications, to ensure compatibility?	As per tender
123	Section : 2.54 & Page no. 22	It is the express intent of the parties that Page 22 of 103 all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.	Data Security Requirements: What are the High Court's specific data security and access control requirements, including encryption, user authentication, and authorization protocols, that the proposed solutions must adhere to?	As per Tender
124	Section : 3.8 & Page no. 43	Technical Specifications and Requirements	Support and Maintenance: What are the High Court's expectations for ongoing support and maintenance of the implemented solutions, including response times, service levels, and knowledge transfer requirements?	As per Tender
125	Section : 3.5.4 & Page no. 38	Also there may be enough disposed cases which were earlier partly scanned and some part (mostly order sheets) needs to be digitized. These type of Disposed Cases is called Partial Scanned Disposed Cases.	Size of Scanned Data: Regarding existing digitized data, could the High Court please provide an estimate of the total volume of data already digitized?	Vendor is to focus on remaining work. The quantity is already defined in tender document i.e. 20 crore.



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126	SECTION - I NOTICE INVITING TENDER Pg No. 3	4)Online Cost of Tender Document (in Rs.) : 10,000/-	We request you to check and rectify the e-procurement portal for correct tender fee payable online.	Online tender fees managed by e-procurement portal for further query visit www.mptenders.gov.in
127	SECTION - I NOTICE INVITING TENDER Pg No. 3	3. Online EMD (in Rs.) : 40 Lakh	Request for EMD Bank Guarantee Format We kindly request you to provide the format for submitting the Earnest Money Deposit (EMD) in the form of a Bank Guarantee. This will enable us to prepare and submit the EMD as per the required format.	Online EMD should be paid through e-procurement portal.
128	2.48 Local Condition. Pg. No 20	2.48.3Before submission of Proposal, Bidder's representatives shall visit the M.P. High Court at Jabalpur and its Benches at Indore and Gwalior and Jabalpur District Court and Patan Tehsil understand the prevailing Digitization Project. Bidder's core representative from Commercial, Management and Technical part shall jointly visit the above mentioned locations. They will understand the document segregation work, Scanning work, cleaning work, Indexing and Quality	Request for Nodal Officer Details and Bid Submission Date Extension 1. We kindly request your office to provide the nodal officer's details to facilitate coordination and understanding of the project's scope. 2. Considering the project's complexity, we estimate a minimum of 2 weeks to thoroughly understand the project requirements, prepare submissions, and address queries. In light of	Co-ordinate in the High Court of M.P., Jabalpur for understanding of the project's scope. Date Extension Corrigend



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		checking work thoroughly and then they will submit a written Note in relation to their understanding of the prevent Digitization process M.P. High Court at Jabalpur and its Benches at Indore and Gwalior and Jabalpur District Court and Patan Tehsil. There will be marking of this letter in Technical Bid. Bidder should submit the letter as per the template given in Form T5 of this Tender.	this, we recommend extending the bid submission date from May 17, 2025, by 15 days.	um has been published. Visit the website.
129	3.2 Estimate of Volumes:- Pg No 27	Artefacts/ Items to be digitized * * Approximate no. of pages Judicial Records and other Miscellaneous Records 15-20 Crore Note:- The Number of pages to be digitized may increase /decrease depending on final completion/ requirement.	Request you to provide the location wise number of pages for digitization.	The quantity is already defined in tender document i.e. 20 crore.
130	3.5.3.3. Physical Infrastructure :- Pg No 29	Furniture and Stationary: The successful bidder will have to install the required furniture of reputed make from their own resources. Racks for keeping the records shall be provided by Vendor. Threads, Punching machines, Flags for Document Segregation, Cutters and all other required stationary shall be provided by Vendor.	Request for Clarification on Rack Quantity and Ownership Post-Digitization We kindly request clarification on the following: 1. Quantity of racks required for storing records. 2. Post-digitization, will the High Court acquire ownership of the racks or will they be returned to the vendor? Your clarification will help us better understand the requirements.	Sufficient numbers of racks are required for storing records. Post-digitization ownership of the racks return to vendor.



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131	Form F - 1 Financial Proposal Table- A:- Pg No 84	Administrative / Judicial Photocopy of all records (including pages, envelopes & other stationeries)	Please give the clarity on no of Photocopy machine, pages, Size, envelopes per location.	Sufficient number of stationary articles should be available with the vendor. Approx. 2-3, it may be increased or decreased depending on the requireme nt.
132	3.2.1.1. IT Infrastructure Pg no 29	3.5.3.1.IT Infrastructure For successful and smooth execution of the project sufficient numbers of ADF scanners, Flatbed scanners, book eye scanners, computers etc. will be required to capture images of the documents. Scanning to be done in both Flatbed and ADF mode as all pages may not be in good conditions. Inappropriate scanners may lead to unacceptable image quality, leading to penalty and rework, thus the vendor should show quality of images captured using various devices and seek approval prior to actual work. Successful bidder should be ready to deploy scanners and other IT equipments [computers, servers, UPS etc. at the High Court and District	Clarification on Scanner Requirements and Ownership We seek clarification on: 1. The necessity of brand new scanners for the project. 2. Post-digitization, will the High Court acquire ownership of these scanners? Our approach involves deploying scanners in good working condition, procuring or renting them based on availability and requirements. We recommend flexibility on brand new scanner requirements and ownership to ensure project progress.	As per tender, Scanners should be in good working condition. Post- digitatio n ownership of the scanners return to vendor.



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		<p>Court of Madhya Pradesh, as per the volume of work to carry out Electronic Document Processing work. Successful Bidder should increase the number of image capturing devices, computers and other peripherals based on the requirement, to complete the project in the stipulated timeframe.</p> <p>Note: - Bidder should submit an undertaking that all the scanners proposed to be used for this project will be brand new and successful bidder will be required to submit proof of purchase of these scanners before commencement of project execution.</p>		
133		Setting up the scanning centers	Do we have to set up scanning centers at all 228 locations in addition to Jabalpur, Indore, and Gwalior?	At Jabalpur, Indore, and Gwalior.
134		Application related	Is there any existing application for scanning and data entry?	Yes
135		Application related	When should the application be deployed to enable integration with the court software from the beginning of the project?	If the software is ready as per the requirement of the High Court then it should be integrated with ERP/CMI



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				S software.
136		Metadata, Indexing, and Tagging Parameters	How many metadata fields are required?	More than Fifteen Fields.
137		For ongoing cases	Do we need to cross-check both the soft copy and hard copy before proceeding with scanning?	Yes segregation work will be performance by vendor.
138		IT Hardware	Are we required to set up servers at each of the locations?	No
139	-	-	<p>Regarding the Request for Proposal (RFP) clause 2.48, specifically sub-clause 2.48.3 concerning Local Conditions, we acknowledge the requirement for bidder representatives from the Commercial, Management, and Technical teams to jointly visit the M.P. High Court at Jabalpur and its Benches at Indore and Gwalior, as well as the Jabalpur District Court and Patan Tehsil.</p> <p>As stipulated, our representatives will visit these locations to thoroughly understand the current Digitization Project, including document segregation, scanning, cleaning, indexing, and quality checking processes.</p>	<p>Co-ordinate in the High Court of M.P., for understanding of the project's scope.</p> <p>Vendor has to visit the mentioned locations as per Tender. For Nodal officer information I.T.Cell</p>



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			<p>Following these visits, we will submit a written note detailing our understanding of the existing digitization process at these locations, as per the template provided in Form T5 of the Tender. We understand that this letter will be marked as part of our Technical Bid.</p> <p>In order to proceed with the site visits and the preparation of a comprehensive proposal, we have two requests:</p> <p>1. We kindly request the details of the nodal officer who can facilitate our visits and provide necessary information to ensure a clear understanding of the project's scope.</p> <p>2. Given the detailed assessment required across multiple locations and the subsequent preparation of our technical and commercial proposals, we anticipate needing additional time.</p> <p>Therefore, we request an extension of the bid submission date by 15 days from the current deadline of May 19, 2025.</p>	<p>High Court of M.P., at Jabalpur may be contacted.</p> <p>Date Extension Corrigendum was published. Visit the website.</p>
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			This extension would allow us to thoroughly understand the project requirements and prepare a well-considered submission.	
11. M/s Capital Business Systems Pvt. Ltd.				
140	I 12 6	The Digitization work of the District Court will be assigned only after the refusal from the existing vendor working in the District Court in writing or the period of contract is over.	We understand that the work in the district court is running and once the other vendor backout or the contract is over then only the project will assign to the successful bidder. Please clarify the position and as to whether work will be awarded or not if the existing vendor does not refuse.	The Digitization work of the District Court will be assigned only after the refusal from the existing vendor working in the District Court in writing or the period of contract is over.
141	II 2.2 9	The proposal should be submitted along with online application fee of Rs.10,000/- (Rupees Ten Thousand only) and online Earnest Money Deposit (EMD) of Rs.40,00,000/- (Rupees Fourty Lakh only) in the form of online mode through e-procurement tender portal www.mptenders.gov.in in favour of "Registrar General,	We request you to kindly allow Bank Guarantee for EMD payment issued by a Nationalized / Scheduled Bank in India and also request to provide the format for BG.	No change.



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		High Court of Madhya Pradesh, Jabalpur” valid for the period of 6 months.		
142	II 2.34 17	The digitization activity can be done 24X7 for 365 days and in multiple shifts except Gazette Holidays.	Under page no 64, Point no 6.11, Itsis mentioned that "Working in two shifts in the court premises is permissible." Kindly confirm the Shift/Timing to complete the digitization activity.	As per convenien ce of the vendor after approval for the High Court. Working in shift is now needed for further implemen tation of Project. Hence Shift work will be allowed after approval for the High Court.
143	III (A) 3.4 27	Judicial Records and other Miscellaneous Records: 15-20 Crore	As mentioned in the RFP there are different sizes of pages available for digitizing. Kindly provide the approx number of pages available under different sizes. It will help us in calculating the financial rates.	As per tender.



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144	III (A) 3.4 29	Bidder should submit an undertaking that all the scanners proposed to be used for this project will be brand new and successful bidder will be required to submit proof of purchase of these scanners before commencement of project execution.	Kindly clarify the word "Brand New" as we are one of the vintages company serving the different organizations/Banks/Private sector with digitization works. The scanners used are always updated and in perfect condition and stock of scanners keeps on getting replenished basis wear out of old scanners. Therefore, this clause needs to be removed.	Scanner should be in good working conditions . So that High Court holdings does not damage.
145	III (A) 3.5.4.1 32	Document Indexing Work: There are different types of documents in a case file. Document classification is the process which requires identifying and tagging document types in a file. Indexing is a process to give a name to scanned and cleaned documents with the relevant indexing parameter already made available in High Court Electronic Document Processing Software.	Kindly provide the Indexing parameters which already available in the High Court Electronics Document Processing Software to better understand the indexing counts for final calculation of rate.	Please refer Annexure -XI-B
146	III (A) 3.5.4.1 30	Meta Data Entry: e-filing of cases has been made mandatory in M.P. High Court at Jabalpur and its Benches at Indore and Gwalior.	What are the parameters under metadata entry ?	More than Fifteen Fields.
147	IV 4.1 56	Evaluation of Technical Bid	This needs to be rationalized considering the kind of project and over dependence on presentation scoring should be reduced	As per tender
148	IV 4.1	3. Quality Management & Solution Proposed	We request you to kindly add the ISO/IEC 27701:2019 for privacy information management	No change



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	56		System	
149	2.16 Presentations 12	The Presentation should not exceed 30 minutes for M.P. High Court at Jabalpur and its Benches at Indore and Gwalior and should not exceed 20 minutes for District and Tehsil Court in front of the Committee of the High Court of Madhya Pradesh.	We just wanted to clarify whether there will be two separate presentations at two different locations. Could you please confirm?	At Principal Seat Jabalpur.
150	2.34 Area of Work 17	The post digitization work may be carried out outside the premises on the discretion of the High Court of M.P. if they feel there is sufficient ground to allow post digitization work outside the High Court of M.P. premises.	We understand that the space for post-digitization work will be provided by the court only. Kindly confirm the understanding.	Yes
151	2.34 Area of Work 17	1. For transportation of files / documents, helpers will be arranged / provided by the vendor.	We understand that, in consideration of document security, the vendor will receive the files only at the court-provided center/space designated for scanning. Kindly confirm if our understanding is correct.	The transportation of files / documents will be arranged by the vendor from Court/Sections/Record Room to scanning centre and vice versa.
152	(SCOPE OF WORK) Section – III	1. To deploy Hardware (Computers, High Speed Commercial Scanner, Flatbed Scanners,	We understand that all applications required for scanning and digitization including Document	Yes



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	<p>(A)</p> <p>Scope of Work M.P. High Court at Jabalpur and its Benches at Indore and Gwalior</p> <p>24</p>	<p>Cameras, Book Scanners (normal and overhead both, MAP Scanners) with the required Operating System/System Software/Software for Digitization/Electronic Document Processing (Scanning, Cleaning and Quality Check) in a compatible manner with the Document Management Software/Digitization Software/ Electronic Document Processing Software of Court's (High Court) Judicial and Administrative Records in secured manner.</p>	<p>Management Software will be provided by the court.</p>	
153	<p>3.5.3.1. IT Infrastructure</p> <p>29</p>	<p>Note: - Bidder should submit an undertaking that all the scanners proposed to be used for this project will be brand new and successful bidder will be required to submit proof of purchase of these scanners before commencement of project execution.</p>	<p>We understand that it is the responsibility of the bidder to ensure quality output. Even if the scanners provided are older, we believe that with proper maintenance—including the use of fresh consumables when required and support through AMC—the bidder can ensure the required quality standards.</p> <p>Requiring the purchase of new scanners may lead to an undue financial burden on the bidder. In light of this, we kindly request that the clause mandating the procurement of new scanners be reconsidered and removed.</p>	<p>Scanner should be in good working conditions . so that High Court holdings does not damaged.</p>



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154	3.5.3.3 Physical Infrastructure 29	Furniture and Stationary: The successful bidder will have to install the required furniture of reputed make from their own resources. Racks for keeping the records shall be provided by Vendor.	Considering the temporary nature of the setup we request the court to provide Furniture which includes tables, chairs and Racks.	No Change.
155	3.7 Software & Hardware Installation/ Licensing / Development 42	a) Installation: Since the work of Scanning, Cleaning, Indexing and Internal quality checking will be done by Vendor through the use of Digitization/Electronic Document processing Software of High Court, It shall be duty of Vendor to install all the software's required for Computers, Scanner and other hardware for ensuring the working of it through High Courts Electronic Document Processing software.	1. We understand that all application software—including Inventory Management, Scanning, Data Entry, and Document Management System (DMS)—along with the necessary database licenses, will be provided by the court. No application software will be required to be arranged by the vendor. Kindly confirm if our understanding is correct. 2. We also request you to please confirm the minimum required configuration of the computer systems and servers needed to install and run the applications provided by the court.	1. The completed digitization software solution will be provided by the High Court. 2. Minimum Intel i3 processor 12 th Gen with minimum 8 GB RAM and SSD.
156	3.7 Software & Hardware Installation/ Licensing / Development 42	b) Licensing: Vendor must ensure that all the required software's along with the antivirus must have valid license throughout the project. Any Software without License is not permissible.	We understand that all applications required for scanning and digitization will be provided by the court. In this regard, we kindly request clarification on whether there is any specific software licenses that the vendor is required to procure.	No, The completed digitization software solution will be provided by the High Court. But Vendor



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				hardware (PC's should be Windows based, Scanners and other hardware and its associate software must run with our DMS.
157	c) Development/D evelopment: 43	c) Development/Deployment: 1. The language translation Software (English to Hindi or Hindi to English or Phonetic Translation) to be provided by the vendor which will be integrated with ERP software of the High Court and District Court. 2. The 'Speech-to-Text' software to be provided by the vendor which will be integrated with ERP software of the High Court and District Court. 3. Hardware Security Module (HSM) will be provided by the vendor which will used to manage and safeguard digital keys for strong authentication and encryption for 5000. HSMs will be used for key generation, encryption, decryption, and digital signature creation in a highly secure environment	We request you to please share the more detailed scope of these software applications to be provided by the vendor.	As per tender



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158	<p>Annexure X1</p> <p>List of locations were the Digitization Software/Electronic Document Processing Software/DMS Electronic Document Processing project to be executed</p> <p style="text-align: center;">87</p>	<p>List of locations were the Digitization Software/Electronic Document Processing project to be executed</p>	<p>For effective planning and accurate cost estimation, we kindly request you to share the approximate number of documents/pages to be digitized for each of the three court complexes, across all case types.</p> <p>This information will greatly assist in resource planning and budgeting.</p>	<p>The work will be commenced simultaneously in all three locations. The quantity is already defined in tender document i.e. 20 crore.</p>
159	<p>SECTION - X</p> <p>Annexure X2</p> <p>List of District and Tehsil Court locations were the Digitization Software/Electronic Document Processing Software/DMS Electronic Document Processing project may be executed</p> <p style="text-align: center;">88</p>	<p>List of District and Tehsil Court locations were the Digitization Software/Electronic Document Processing Software/DMS Electronic Document Processing project may be executed</p>	<p>1. For effective planning and accurate cost estimation, we kindly request you to share the approximate number of documents/pages to be digitized for each of the 228 court complexes, across all case types.</p> <p>This information will greatly assist in resource planning and budgeting.</p> <p>2. Please confirm if the work at Tehsil levels would be done in phase-wise only.</p>	<p>The tender is for High Court only. (Refer Page No.6)</p>



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160	Deliverable Deliverable General	Deliverable	<p>1. Please confirm if the final deliverables—i.e., metadata/indexed data and PDF files—are to be uploaded only to the court's DMS/ERP system, and whether the vendor is not required to maintain any separate backup (if so then for how much period?).</p> <p>2. We understand that all necessary storage for the digitized data will be provided by the court. Kindly confirm.</p> <p>3. We also understand that the required deliverables will consist only of finalized PDF files, and no additional file formats will be needed. Please confirm this as well.</p>	<p>1 & 2 point: - The complete digitization process will be done on High Court Storage Server.</p> <p>3. As per Tender</p>
12. M/s Enhira Software Export Limited				
S.No.	Section/Page No.	Existing Clause	Request for Clarification	
161	Terms 1.13 Page-7	The vendor to be registered with both NSIC And MSME for claiming exemption of tender fees	Can Tender Fee be exempted for the companies Registered only with MSME	No change.
162	SectionII Page-9	2.2 Earnest Money Deposit(EMD)	Can BG be submitted for EMD for Rs.40 Lakh	No Change.
163	Manpower Page-10	2.12.2 The persons that may be deputed at High Court of MadhyaPradesh,Principals eat Jabalpur and its Benches at Indore and Gwalior in capacity of Project Manager should	These are at 3 locations, please confirm which districts in addition to the 3 locations we have to provide capacity of project managers	The tender is for High Court only. (Refer Page



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		Have experience of minimum 5years in the Electronic Document Processing Project of similar nature.”		No.6)
	Page-29	Also “legal expert shall be deputed in High Court of Madhya Pradesh, Principal Seat Jabalpur and its Benches at Indore and Gwalior	Please confirm the qualification of legal experts	Legal Experts must be minimum LLB graduate.
164	Area of work Page-17	2.34 Area of work digitizingactivitycanbedon e24x7,365 days	Please confirm availability of court servers, including Tehsil and district.	24x7
165	-	-	Do we have to provide manpower and equipment at all 228 locations	The tender is for High Court only. (Refer Page No.6)
166	Tech Specifications Page-44	After Scanning,Cleaning, Indexing and Splitting (OCR will be done on the split and index PDFs) each document of file and the data will be stored by way of images in Portable Document Format PDF/A-2a with adequate resolutions with free text search facility and ensure the readability and ease in retrieval including cleaning and spot reduction	Please clarify: Does splitting of each document mean creation of a subfolder Any Metadata entry is to be done by the Vendor if not available in CIS	No, Splitting does not contain any metadata entry.
167	SectionVII Page-65	The equipment is to be new and in good working condition And to be properly maintained by the bidder/service provider.	Do we require to attach proof of purchase	Scanners should be in good working condition.



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168	7.4 Page-66	CONSIGNEE AND SECURITY OF EQUIPMENTS: Security of all equipment that will be installed by Vendor in the section where the Digitization work is under progress shall be the responsibility of Service Provider and he shall arrange to guard the same from theft/pilferage/vandalism	Do we need to deploy security guard at each scanning center	No
169	General Submission Page-73	General Submission of forms - Average Turnover not - Less than 10 - crores - Experience	Considering the volumes and value of the project, criteria of turnover may be modified to a Cumulative turnover for three years of a minimum of 100 crores from scanning and digitization operations and Minimum 2 Court prior experience with 10 crore pages in High Court and District Courts	No change quote as per tender
170	Section VIII Page-68 Page-76	Submission Forms :- -6 Performance Guarantee Form PQ-4	We understand that PBG is required to be submitted by only Successful bidder as mentioned in page 78 under point 6.2.1 Do we require to submit PBG as a tender document(PQ4)	Yes PBG submitted by only by Successful bidder.
171	Form T5 Page-83	Letter of understanding the prevalent Digitization procedures in M.P.High Court at Jabalpur and its Benches at Indore and Gwalior and Jabalpur	Please provide the date for visiting high court and its benches to understand prevailing digitization project.	As per convenience of the vendor they can visit the



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		District Court and Patan Tehsil Court		High Court and District Court, as defined in the tender document	
172	Form F1 Page-84	Administrative records, Books, Library Documents, ILR documents etc	We understand library Books would require Book scanners. Are there pages bigger than A3 size kindly clarify	No	
173	Price bid Page-84,85 Table-A and Table-B	We understand that in price bid Table A 1,2,3 and Table B Item 3 is per unit price whereas Table B items 1)and 2) are lump sum-based pricing	We assume the lump sum pricing includes support and upgrades for the full duration of the project. Please clarify	Yes	
174	Page-85	Speech-to-Text Software to be integrated with ERP Software	Please clarify whether this can be cloud-based or it has to work on premises.	Cloud based.	
175	Page-85	Language translation Software (English to Hindi or Hindi to English or Phonetic Translation) to be integrated with ERP Software	Please clarify whether this can be cloud-based or it has to work on premises.	Cloud based.	
13. M/s Medhaj Techno Concept Pvt. Ltd.					
176	Section-IV/Clause4.1/ Evaluation of Technical Bids/ SI. No. – 1 Page No.56 of 103	Para meter	Evaluation Criteria	Eval uati on Crit eria	No Change.
			<p>We would like to respectfully highlight that the current experience criteria, which focus majorly on project value and number of pages, may not effectively reflect the overall capability and experience of potential bidders. High-value projects can sometimes result from elevated unit rates rather than the actual scope or complexity of work, thereby limiting the evaluation framework for identifying the most suitable agencies.</p> <p>In light of this, we recommend that the number of relevant projects executed be duly considered in the evaluation criteria. Firms with a higher number of successfully delivered projects, even of moderate</p>		



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					value, demonstrate consistent experience and reliability, and should also be considered under the experience qualification parameters. To support wider participation from competent bidders firms with demonstrable experience in respective field, we suggest revising the eligibility criteria as follows:			
	Relevant Experience of the Vendor	a)	Executed at least 5 project of records digitization of more Than 05 crore pages(Marks- 10) (each project 02 numbers)	30				No Change.
		b)	At least three Digitization Projects with each project money value more than Rs.2 Crore. (Marks-15)					
			(Note -: For one project the number will be 03, for two project number will be 10andfor threeproject number willbe15)					
		c)	Overall experience and Credential of the firm.: (Marks-05)		Parameter	EvaluationCriteria	EvaluationCriteria	
					Relevant Experience of the Vendor	a)	Executed at least 5 projects of records digitization of cumulative more than 20 Lakhs pages(Ma	30



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		<p>who, on the date of submission of the Bidder's Proposal:</p> <p>2.13.1 Is currently employed under a contract or agreement of employment with the Bidder;</p> <p>and</p> <p>2.13.2 Has been employed by the Bidder for the 12 consecutive months immediately preceding the date of submission of the Proposal; and</p>	<p>submission, with the understanding that, prior to the agreement or during the execution phase, these experts may be transitioned to on-roll employees of the selected agency.</p> <p>This approach offers several advantages:</p> <p>1. Access to Specialized Expertise: External experts with specialized knowledge and experience can contribute significantly to the project's success during the bidding phase, ensuring that the best skills and expertise are brought in from the outset.</p> <p>2. Flexibility in Resource Allocation: By initially engaging external consultants or experts, the agency can remain flexible and adjust the team as needed. This ensures that the most suitable professionals are assigned to the project at every stage, including execution.</p> <p>3. Alignment with Project Requirements: While the experts may not be on-roll employees at the time of the bid submission, we propose that they can be brought on-roll prior to signing the agreement or during</p>	
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			<p>the project execution. This ensures compliance with the requirement for on-roll employees while allowing the agency to engage the most qualified individuals from the start.</p> <p>4. Streamlined Transition: The transition of external experts to on-roll employees can be managed efficiently, ensuring that the continuity of expertise is maintained throughout the project's life cycle. This flexibility also ensures that the agency can maintain a competitive and skilled workforce throughout the contract.</p> <p>We request that the tendering process be flexible enough to allow the inclusion of outside experts also, given their ability to meet the necessary qualifications and contribute significantly other success of the project. We trust that this approach will be considered reasonable and in line with the project's goals</p> <p>Kindly consider and confirm.</p>	
179	SECTION - II 2. INSTRUCTIONS TO BIDDERS:/	Sub-contracting The Bidder shall not be permitted to subcontract any part of its obligations under the contract, except	We respectfully request consideration for a relaxation of this clause. While we are fully	No Change



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	<p>Clause No. 2.10 Page No. 10 of 103</p>	<p>with the prior written permission of the Registrar General, High Court of Madhya Pradesh. No sub-contracting is permitted. Subcontracting any part or component of this contract to any individual, firm or entity, without prior permission shall be treated as sufficient grounds for automatic cancellation of the Contract / Agreement.</p>	<p>capable of managing the core digitization process in-house, partnering with a trusted and accredited service provider for specific aspects (e.g., high-volume scanning or specialized document handling) would allow us to ensure efficiency, maintain quality standards, and meet project timelines more effectively.</p> <p>We are committed to full transparency and will ensure that any sub-contracted work remains under our direct oversight, with adherence to all data protection and quality assurance protocols outlined in the project requirements.</p> <p>We would be grateful for your consideration and are open to discussing any conditions you may wish to impose to ensure your confidence in our proposed approach.</p>	
180	<p>Section- I/NIT/Point6& 7 PageNo.3of10 3</p>	<p>Last Date / Time of online tender Submission (mandatory):17TH May,2025 before 06:00P.M.</p> <p>7LastDate/Time of tender submission nin hardcopy(mandatory):19THMay,2025before05:00P.M.</p>	<p>Since, this tender requires lot of information to be gathered to prepare a quality proposal and involved submission in online and offline mode. Thus, we requesting your good self to extend the due date of submission by at least three weeks after issuance of pre bid clarifications which will give the bidders" quality</p>	<p>Corrigendum for Date Extension published.</p>



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			time to prepare and submit a competitive proposal. This will surely increase a healthy competition among competent bidders.	
14. M/s Telecommunication Consultants India Ltd.				
181	-	-	<p>Telecommunications Consultants India Limited (TCIL), is a Government of India owned Central Public Sector Enterprise under Ministry of Communications &IT, Government of India, requests relaxation in certain eligibility criteria for the bid titled <i>“Electronic Document Processing of the High Court, District and Tehsil Courts Records on Turnkey Basis.”</i></p> <p>1. Subcontracting Clause:</p> <p>Request a relaxation or conditional permission for subcontracting specific activities, Subject to prior approval by the tendering authority.</p> <p>2. Experience Requirement – a:</p> <p>Request relaxation in the clause requiring five</p>	No Change



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			<p>digitization projects of over 5 crore pages. Suggest reducing the number of executed project and award marks based on project value.</p> <p>3. Experience Requirement – b:</p> <p>Request to replace the requirement of three projects over ₹2 crore with a marking system based on project value.</p> <p>We request your kind consideration to incorporate these relaxations or provisions for Government entities/PSUs in the tender eligibility criteria. This will encourage participation from capable and compliant public sector institutions, thereby enhancing the quality of bids received.</p>	
15. M/s SG Informatics (I) Pvt. Ltd.				
182	7	<p>Online EMD (in Rs.) 40 Lakh The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per</p>	<p>Kindly also allow the exemption of EMD for MSME organizations</p>	<p>No Change (The vendor to be registered with both NSIC and MSME</p>



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		the tender requirement.		for claiming exemption of tender fees)
183	27	3.4 Estimate of Volumes *Approximate no. of pages 15-20 Crore	There is a big gap between 15 -20crore so please share accurate number of volume	Approx 20 crore.
184	56	4.1 Evaluation of Technical Bids :Relevant Experience of the Vendor" a) Executed at least 5 project of records digitization of more than 05 crore pages (Marks-10) (each project 02 numbers)"	Kindly mention "at least 5 project of records digitization / related work of more than 05 crore pages	No Change

Note:-

1. The High Court of Madhya Pradesh shall have full rights to accept or reject any bid or all bids, without assigning any reason thereof.
2. All future correspondence/ clarifications/ addendum/ corrigendum shall be available on the website of the High Court of Madhya Pradesh i.e. www.mphc.gov.in and Government e-procurement portal www.mptenders.gov.in
3. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officers of the company / vendor.
4. All prospective bidders are requested to submit the bid with all relevant documents in sequenced manner, without fail.
5. The decision of the High Court in selection/ finalization of successful Firm/Vendor shall be final and no objection in this regard shall be entertained.

Sd/-
REGISTRAR GENERAL