Kyndryl Consult

Sr. No.	Page No.	Clause No.	Description Query	Suggested Change	NAI Response
1	12	Maintain and support the existing Abhilekh Patal portal hosted on AWS	Please share the current technology stack and infrastructure details of the portal. These are required to estimate the effort, kind of manpower required for maintenance. This is also required to assess whether the additional features can be developed on existing stack		Linux, Java, Apache Tomcat, PostgreSQL, Angular, NodeJS, DSpace Application 8.x(OSS,BSD Licence) Additional feature will be developments in existing stacks.
2	12	Develop and integrate additional features of Abhilekh Patal	Please share detailed requirements as it is not feasible to assess efforts without detailed requirements. As this is a fixed price contract assessment of efforts is critical	In case the requirements are not finalised, the fixed price model may be changed to Time and Material	Requirements of all modules have been clearly defined in the tender document. However, reports, forms, UI and dashboard may be changed whenever required.
3	12	Mobile App - optimisation	Please clarify if there is an existing mobile app and on which platforms		Android app is developed and IOS app is under development. The technologies used in app is Flutter, .Net API. New version may be developed using Flutter or React Native.
4	13	Any other features not mentioned above that may be required to be developed by the department during the tenure of the contract	As this is a fixed price contract, it would not be feasible to invest additional efforts without associated cost.	Suggested that a provision for Change request along with cost be incorporated	As per Tender Document. Core applications will be same. At Frontend and minor application modifications and customizations may be required accroding to requirements from time to time or technological requirements.

5	13	Digitize on Demand service	The RFP requires deployment of minimum 3 people and has SLA to deliver digitized output in 1 week. Please share the daily/weekly volume so that efforts can be planned. Also,what is the provision in case the volume exceeds the planned levels. Will the team be augmented at additional cost or will the delivery timelines be adjusted and SLAs relaxed		The demand is on the basis of real time requirements of records placed by the user. Average request is 10 documents per day(As per existing data on Abhilekh Patal)
6	13	Upload legacy data and newly acquired data from NAI and other repositories in various parts of India	Please share some volumetrics along with frequency for better understanding and estimation		80 to 90 lakh pages from old legacy systems to be migrated to Abhilekh Patal.
7	14	Onboarding external repositories	Please share some volumetrics for better understanding and estimation	It is suggested to incorporate a commercial model allowing vendor to bill basis the volume of repositories to be onboarded. It will help the department as well as the bidders will not have to provision in advance and bundle this cost regardless of the actual number of repositories onboarded	As per Tender Document. These repositories will be part of Abhilekh Patal and may be integrated using AI or onboarded directly on Abhilekh Patal. No separate billing.
8	14	Intelligent document viewer with Instant translation	Please clarify the languages in which translation is required		Multilingual(English, Hindi, Arabic, Percian, Tamil, Telgu, French, Marathi, Gujarati and other simmilar languages)
9	14	AI Model development and Maintenance: Multilingual support for natural language queries...	Please clarify the languages in which the search needs to be enabled. Further, it is understood that output content would be shown in the language available other than documents where translation may be used.		Multilingual(English, Hindi, Arabic, Persian, Tamil, Telgu, French, Marathi, Gujarati and other similar languages)
10	14	Provision GPU hardware infrastructure....	It is understood that bidder can provision infrastructure from any provider including AWS. Please confirm		GPU Infrastucture within India.
11	15	Response time for queries <= 48 working hours	Please clarify what kind of queries are being referred to		Downtime, any support and error of the portal and assistance required by the user.

2

Sr. No.	Page No.	Clause No.	Description Query	Suggested Change	NAI Response
12	15	Penalty	No capping provided on penalties. Please cap the penalties to 5% of amount payable		As per tender document.
13	15	Half-yearly payment upon successful execution of work	Please change to quarterly		Half-yearly payment only.
14	15	Limitation of Liability	There is no mention on limitation of liability of the vendor. Please cap this to 1x of the contract value		As per Tender Document
15	4	Pre-bid Meeting	Request to conduct pre-bid meeting virtually/in hybrid mode		

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Sr. No.	Page No.	Clause No.	Description Query	Suggested Change	NAI Response
1	13	Digitize on Demand (DOD) Service	If the scope of the service includes co-ordination of user orders with the repository and the Digitization vendor, the Digitization vendor will scan and provide the PDF and the Abhilekh Patal vendor has to only upload the PDF on the portal then that would be fine. However in case of a scenario where the Digitization vendor has completed the project and moved out, and there is a need to scan, process and upload the pages by the Abhilekh Patal vendor, can the NAI define an appropriate rate /page at which this activity will have to be done by the Abhilekh Patal vendor.		DOD records to be undertaken by current digitization Vendor. Later on separate policy may be adopted with approval of Competent Authority.

Sr. No.	Page No.	Clause No.	Description Query	Suggested Change	NAI Response
2	14	AI Model Development and Maintenance	GPU infrastructure for model inferencing is dependent on the number of concurrent users accessing the AI inferencing on the portal at a given time. Can the department please confirm that will the cost of the GPU for inferencing will be borne by the department? The vendor can manage the GPU infra on behalf of NAI. AI mission, under MeitY provides the GPU at the lowest cost in the world to the Government entities and ensures the data remains within India. If the vendor has to procure GPU and bundle it in the tender bid cost, it will inflate the overall project cost. The number of concurrent users in this case has to be defined by NAI and the vendor will provide a cost with this concurrent user capping. In this case, NAI to also advise on the cost /user that will be paid by the department to the vendor when the number of concurrent users increase and more GPU infrastructure needs to be added		Open source AI Model on NAI data. GPU Infrastucture within India to be provisioned by the vendor.

CBSL

Sr. No.	Page No.	Clause No.	Description Query	Suggested Change	NAI Response
1	5	Criteria Sr. no. 2 Pre-Qualification Eligibility Criteria	The bidder should have experience in executing large projects of supply, installation, testing, commissioning, operation and maintenance for project including digital repository software application building for any central/state Govt/Private Institute/PSU or Government body/ institution in India during last three financial years i.e., FY2022-23, FY2023-24, FY2024-25.	we presumed the Experience of handling the public portal(DMS) for image retrials would be considered as experience in this regards.	Submitting a project details along with techincal details for taking decision by technical evaluation committee.

2	5	Criteria No. 4	The respondent should have, ISO 9001 and valid CMMI Level 3 (or higher certificate).	This is a project where all kind of IT security systems need to be in place. Therefore, we request that the bidder should also have the following Additional ISO certification to be eligible under the RFP ISO20000-1:2011 for IT Service Management System & ISO 27701 for Privacy Information Management System.	As per tender document
3	6	Clause No. Notes **: Sr no. 1	Consortium Members can jointly satisfy the Pre-qualification criteria, provided the appropriate documents of the respective consortium members are provided. More than 03 members in the proposed consortium are not allowed.	Considering software development project, a consortium of up to 3 members is permitted in the RFP for this kind of work such consortium is not required. We have never seen consortium that too with 3 Parties in such kind of tender. Therefore, we suggest that consortium should not be allowed in the bid. That will help NAI to have the work completed successfully and smoothly.	If bidder has all capabilities required in tender, they may bid.
4	7	7.1 Technical Bid Evaluation & Page No. 7 & Sr. no. 1	Experience in providing a large-scale digital repository software solution with a public faced interface for access by online users for any central/state Govt/Private Institute/PSU or Government body/ institution in India, during the last 3 years.	If companies having ongoing project, they should get full marks. request you to consider it.	As per tender clause only.

5	7	7.1 Technical Bid Evaluation & Page No. 7 & Sr. no. 2	Experience in providing an AI-enabled solution: (i) Conversational Information retrieval (ii) Document Summarization (iii) Multilingual (iv) Multisite search (Federated)] for .any central/state Govt/Private Institute/PSU or Government body/ institution in India, during the last 3 years.	The experience criteria given at sr no. 1 of the Technical qualification criteria so there is no need of additional experience criteria in the same tender. and if it is necessarily then please increase the per project mark from 2.5 to 10 because you have mentioned that you will consider maximum two project only.	As per tender clause only.
6	7	7.1 Technical Bid Evaluation & Page No. 8 & Sr. no. 3	Experience in providing a Digitization or a Digital Transformation project for any central/state Govt/Private Institute/PSU or Government body/ institution in India, during the last 3 years.	We request to change the existing clause as per below: - Experience in providing a Single Digitization project with the value of not less than 20Cr. for any central/state Govt/PSU or Government body in India, during the last 3 years.	Digitization may be one item of experience apart from Digital Transformation project for any central/state Govt/Private Institute/PSU or Government body/ institution in India, during the last 3 years.
7	12	SECTION II: SCOPE OFWORK, Core Responsibilities	Develop and integrate additional features of Abhilekh Patal: • Innovative Scholar Section • Interactive Tips & Tutorials (Video, Text and Podcast), User Manual, Systems Manual	Need more clarity on it	Explained requirements as mentioned in tender document on Innovative Scholar Section, Interactive Tips & Tutorials (Video, Text and Podcast), User Manual, Systems Manual. These are integral part of any DMS portal or user requirements.
8	13	SECTION II: SCOPE OFWORK, Digitize on Demand (DOD) Service	Maintain and enhance the DOD module with order management, multiple epayment integration, and user rating features. Deploy manpower (minimum 3 personnel) at NAI, HO New Delhi premises during office hours (Monday-Friday) for management of DoD services. Process and deliver digitized records within 1 week of order receipt	Need more clarity on it As per my understanding it is different from the software.	It is a part of DoD, Research on Demand and Abhilekh Patal support system. It is regular requirement of NAI from researchers. Deployment of manpower is essential to address the qureies and solve day-to-day issues.

Sr. No.	Page No.	Clause No.	Description Query	Suggested Change	NAI Response
9	13	3. Data Upload	Provide data through API for long term digital preservation on LTO and Archival Cold Cloud Storage and other dashboards of NAI.	We need to understand the source of the data from which API will consume & Update for LTO.	Source will be Abhilekh Patal and API may be required for displaying data on different dashboards of NAI or any other Government portal.
10	14	5. AI Model Development and Maintenance	Fine-tune an open-source AI model using NAI's digitized data to enhance search, translation, and content analysis.	We request you to kindly clarify on the existing technologies are being used for the current Abhilekh Patal and AI.	Linux, Java, Apache Tomcat, PostgreSQL, Angular, NodeJS, DSpace Application 8.x(OSS,BSD Licence) Additional feature will be developments in existing stacks. AI based retrival has to developed.
11	14	5. AI Model Development and Maintenance	AI-Powered Chat Bot	Need clarity on AI Powered chat Bot.	AI powered chatbot on Abhilekh Patal Home page with fixed queries or based on Collections.

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Sr. No.	Page No.	Clause No.	Description Query	Suggested Change	NAI Response
1		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• User Preference-based Dynamic Explore and Home Page	• What kind of user preferences do you want the portal to track (e.g., search history, category interest, access frequency)?	General user preferences for logged in users on portal to track search history, subject interest, content alert, bookmark, access priviledges, Mypage, My favourite, Edit profile, Save/edit search results, share results, feedback, report error, Notification receive, etc.
2		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Innovative Scholar Section	• What functionalities should the scholar section include (e.g., Advanced search tools with filters, saved citations)? • Who do you define as a "scholar"? Will there be any special login or access mechanism for them? (Access to restricted resources via institutional login)	Advance search tools with filters, saved citations, MyPage, share, Convas for writing, copy/paste text and images and save to my folder(s). Scholars are the registered users.

3		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	•Virtual Exhibition Module	• What kind of virtual exhibitions do you plan to host (theme-based, time-limited, interactive)? • Should it support multimedia like audio/video, or only images and text? • Will exhibitions be curated manually by NAI staff or automatically from metadata?	Exhibitions on different topics of interest, occasions, personalities, photo gallery, video gallery. Curated by NAI.
4		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Interactive Tips & Tutorials (Video, Text and Podcast), User Manual, Systems Manual	• Will these be public or restricted to logged-in/admin users?	Public and logged-in users.
5		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Plan a Visit to NAI (Seat Reservation System)	• How many reading room seats are available for booking? • Should users log in to book a seat, or can guests book too?	Only Registered Users
6		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Institutional Membership for Universities, Academic/Research Institutions, Libraries and Archives	• What kind of institutions are eligible (only Indian universities, or global)? • Do you require tiered access or reporting for each institution? • Annual or monthly subscriptions?	Global. Collection based access. Annual or monthly.
7		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Search Engine Optimization (SEO)	• What is your main goal for SEO: to increase visibility, attract researchers, or improve discoverability?	Increase visibility, attract researchers

8		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• State Archives as Sub-Chapter of Abhilekh Patal (Customized Metered Billing, Analytics, Reporting)	• What kind of autonomy will state archives have over their subdomain? Can they upload, manage content, or run reports independently? • What is meant by "customized metered billing"? Do you expect us to integrate a billing/payment module? • What kind of analytics/reporting should be available for state archives?	Look and feel will be different for state archives with different payment gateways with separate sub-domains.
9		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Content Monetization	• What type of content will be monetized (e.g., rare documents, high-resolution scans)? • What payment methods do you want to support (UPI, cards, net banking)? • Should users have free preview access before purchasing?	AI Response on curated collections or rare documents may be monitized
10		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Mobile App — Optimization	• Do you want a native app (Android/iOS), or just a mobile-optimized website? • Will all features of the web portal be available in the mobile version?	All features for registered users.
11		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Social Media Integration	• Which platforms should be integrated (Facebook, Twitter, Instagram, WhatsApp, LinkedIn)?	Shared the link of references only on social media. For full text sign-in will be required.

12		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Dashboard for Usage Report	• What metrics are most important (visits, document views, downloads, user demographics)? • Should the dashboard support filters (date range, content type, user type)? • Who should have access to the dashboard — admin only or all institutional users?	Metrics for visits, document views, downloads, user demographics, devices, etc. Detailed metrics for Admin but selected usages statistics for public also.
13		SECTION II: SCOPE OF WORK 1. Core Responsibilities - Develop and integrate additional features ofAbhilekh Patal:	• Flipbook Option with Icon for Documents View		Flipbook Option with Icon for Documents View

14		5. AI Model Development and Maintenance	1. Fine-tune an open-source AI model using NAI's digitized data to enhance search, translation, and content analysis. 2. AI-Powered Chat Bot 3. Intelligent Document Viewer with Instant Translation 4. Speech commands/Icon for Search. Display the Icon or make a provision for typing text based on speech. 5. Unified Search of Multiple Archives/Repositories Websitesincluding Abhilekh Patal using Generative AI Tools. 6. Multilingual support for natural language queries for search, retrieval, transliteration, translation and Intelligent document viewer 7. Provision GPU hardware infrastructure within NIC/Meity empanelled Data Center in India for training and inferencing. 8. Perform ongoing optimization to improve AI accuracy and performance.	2. AI-Powered Chatbot • What types of questions do you expect users to ask the chatbot? • Should the chatbot only guide users to documents, or also explain historical context? • Do you want this chatbot on every page or just the homepage? • Should the chatbot support multiple languages or only English? • Will it handle public queries or also support internal/admin-level tasks? 3. Intelligent Document Viewer with Instant Translation • What level of translation quality do you expect in the viewer ? • Should the viewer allow switching between original and translated content instantly? 5. Unified Search Across Multiple Archives Using Generative AI • What other archives or websites should be included in this unified search?	AI chatbot only for home page for defined public queries in English Language. Two panels view for original and translated contents instantly.

18/6/25
(P. K. UPADHYAY)

18/6/25

18/6/25