



# INTERNATIONAL TELECOMMUNICATION UNION



## ***REQUEST FOR PROPOSAL***

**PROC-AB-0172-14-IS**

**for**

**the provision of Digitization Services**

Prospective suppliers should be aware that ITU has and enforces a zero-tolerance policy concerning proscribed practices, including corruption, fraud, coercion, collusion, unethical behavior and obstruction. ITU adheres to the UN Supplier Code of Conduct which may be consulted at [http://www.un.org/Depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/Depts/ptd/pdf/conduct_english.pdf). Prospective suppliers hereby understand and accept that any submission sent to ITU constitutes agreement to abide by, observe and fully cooperate with the application of said Code of Conduct.

*This Request for Proposal is published on United Nations Global Marketplace ([www.unqgm.org](http://www.unqgm.org)), the global portal to United Nations procurement. All further communication to potential suppliers, including the contract award will be published on this portal. Unsuccessful suppliers will not be informed individually that their proposal was not retained.*

**Geneva, 16 May 2014**

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## **I. Notice of Invitation**

The International Telecommunication Union (hereinafter referred to as the "ITU") issues the present Request for Proposal (hereinafter referred to as "RfP") for the Provision of Digitization Services (Scanning the ITU Journal and its supplements).

With this RfP ITU intends to engage, in accordance with its rules and procedures, a supplier to perform and provide all the requirements and deliverables specified in the Terms of Reference of the present RfP (**Part III** of this RfP).

### **1. Intention to submit a Proposal**

Suppliers are kindly requested to complete and return via e-mail the Acknowledgement Form (**Annex 1.1 to Part I**) by the deadline of **Wednesday, 28 May 2014 at 16h00 (Geneva Time)** to the following e-mail addresses:

E-mail: [aida.martinandres@itu.int](mailto:aida.martinandres@itu.int)

Copy: [PROC@itu.int](mailto:PROC@itu.int)

### **2. Technical Visit**

An optional Technical Visit will be organized in ITU's Headquarters (Geneva) on **Monday, 9 June 2014**. During the Technical Visit a presentation of the object of the present RfP and a visit of the ITU Library and Archives will be made. Any queries that could arise during the Technical Visit shall be submitted in writing during the "Queries" period, according to paragraph 3 below.

Suppliers interested in participating in the Technical Visit shall address their confirmation to the e-mail addresses provided in paragraph 1 no later than **Wednesday, 28 May 2014 at 16h:00 (Geneva Time)**.

Please note that all costs associated to the Technical Visit will be borne by the supplier.

### **3. Queries**

This RfP will be administered by the ITU Procurement Division. Therefore, suppliers requiring any clarification about the RfP documents, or the procurement process itself, shall submit their queries in writing by e-mail to the addresses referred in paragraph 1 by **Monday, 23 June 2014 at 16h00 (Geneva Time)**.

### **4. Deadline for submission of Proposals**

Deadline for submission of Proposals is **Friday, 25 July 2014 at 16h00 (Geneva Time)**.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Dietmar Plesse', is enclosed in a thin black rectangular box.

Dietmar Plesse  
Head, Procurement Division  
International Telecommunication Union  
Geneva, 16 May 2014

## **II. Instructions to Bidders**

### **1 Background Information**

- 1.1** The International Telecommunication Union (hereinafter ITU) is the leading United Nations agency for information and communication technology. As the global focal point for governments and private sector in developing telecommunication networks and services, ITU's role in helping the world communicate spans 3 core sectors: Radiocommunication, standardization and development of ICT worldwide. ITU also organizes TELECOM world and regional events, the leading ICT showcase, as well as workshops and symposia for the benefit of the global community. ITU allocates global radio spectrum and satellite orbits, develops the technical standards that ensure networks and technologies seamlessly interconnect, and strive to improve access to ICTs to underserved communities worldwide. ITU is based in Geneva, Switzerland, and its membership includes 193 Member States and more than 700 Sector Members and Associates.
- 1.2** ITU intends to appoint one company (hereinafter the “**Successful Bidder**”) with the responsibility of providing, as described in the Terms of Reference (see **Part III**), digitization services in order to scan the ITU Journal and its supplements.

### **2 Bidder Profile and Selection Process Criteria**

- 2.1** The Bidder shall ensure that it has the technical ability, experience, managerial capacity, resources and sufficient human resources and equipment for executing the tasks described in this RfP.
- 2.2** ITU's evaluation of the Proposals shall be based on the instructions, requirements, and other factors indicated in the present RfP, in order to identify the substantially compliant and lowest priced Proposal, based on the submitted documentary evidence that the Bidder is fully capable of performing the entire contract satisfactorily.

#### **2.3 Selection Process**

ITU will conduct a two-stage selection process. In the first stage, a technical and administrative evaluation will be carried out. Based on this evaluation, a list of shortlisted Bidders shall be prepared. Shortlisted Bidders will be required to conduct a production test on a sample of ITU materials.

Upon receipt of the test digital files, an evaluation of the image quality will be undertaken (Second stage). Only the shortlisted Proposals will be considered for commercial evaluation.

ITU's evaluation of the Proposals will be based on the following evaluation criteria, which shall all be of importance in selecting the Successful Bidder:

**First stage – Technical and Administrative evaluation (Short List)**

<b>First stage</b>	<b>100%</b>
<b>Technical Evaluation Criteria</b>	<b>85%</b>
<b>Overall completeness of response</b>	<b>10%</b>
<b>Technical capabilities and proposed methodology</b>	
Understanding of the scope of work and the requirements of the RfP	10%
Ability of the proposed equipment, software and procedures to deliver the proposed output	20%
Ability of the Bidder to handle exceptions, such as oversize materials or covers to be scanned in colour while the content is to be scanned in greyscale	10%
Satisfactory quality control procedures for ensuring that digitized content meets the specified requirements	10%
<b>Ability to execute the project</b>	
Viability of the proposed timeframe/schedule for the project	10%
Experience <sup>1</sup>	10%
Guarantee of work, and the nature and extent of vendor support	5%
<b>Administrative Evaluation Criteria</b>	<b>15%</b>
Acceptance of ITU General Conditions for Contracts (see <b>Annex 2.4 to Part II</b> )	10%
Financial stability and other various business issues as outlined in the RfP	5%

**Second stage – Final Technical evaluation (Production Test) and Commercial evaluation**

ITU will require those Bidders who are selected for the second stage (short listed) to participate in a production test of two (2) documents as part of the final selection process. All costs associated with the sample test will be borne by the Bidder.

On **Monday, 11 August 2014**, ITU will ship two (2) pieces, which represent a cross section of the materials, with accompanying instructions, to each short listed Bidder. The two pieces will be samples that are representative of the range of document attributes (text, line art, color, and photographic tonality) typical of the material to be scanned. Bidders will receive material of similar types.

Each Bidder will deliver the test digital files to ITU by **Thursday, 21 August 2014**. The original documents shall be returned to ITU no later than **Friday, 5 September 2014**.

This test will be used to evaluate the Bidder's capability to:

- Scan and generate high-quality and properly formatted TIFF master files.
- Maintain a proper correspondence between pieces in a multi-piece object, such as the pages – including inserts and/or fold-outs – in a monthly journal issue.

<sup>1</sup> ITU will evaluate work described in the client references for consistency with the size, scope and complexity of the proposed project. ITU may contact references to evaluate the client's satisfaction with the following elements:

- Quality of digitized content
- Bidder's effectiveness in managing the project
- Bidder's ability to meet schedules/timeframes
- Bidder's demonstration of reasonable and cooperative behaviour in dealing with clients

- Adhere to the directory structure; file naming, and Tiff header information as outlined in the RfP.

ITU will consider the Successful Bidder's test file as the minimum standard of quality required for the work to be performed in the Contract to be signed between ITU and the Successful Bidder.

<b>Second stage</b>	<b>100%</b>
<b>Technical Evaluation Criteria</b>	<b>60%</b>
<b>Imaging</b>	
Visual quality of sample image files submitted in the Production Test – greyscale <sup>1</sup>	10%
Visual quality of sample image files submitted in the Production Test – colour	10%
Visual quality of sample image files submitted in the Production Test – oversize (fold-out)	10%
Technical quality of sample image files submitted in the Production Test (300 dpi, single page uncompressed TIFF 6.0, TIFF header as specified)	10%
Accuracy of file naming	10%
Accuracy of page ordering within an issue	10%
<b>Commercial Evaluation Criteria</b>	<b>40%</b>
Price for performance of services requested. The lowest computed price Proposal will be awarded maximum value.	40%

- 2.4** ITU may seek clarifications from Bidders during the evaluation stage. Any change to the Proposal however will not be permitted.

### 3 Bidding Conditions

**Proposals shall meet the following requirements:**

- 3.1** The Bidder shall submit one (1) printed signed original, (1) one printed copy and (1) one electronic version of both Technical **and** Commercial Proposal.
- 3.2** The Proposal could be drafted in English or in French language.
- 3.3** To be taken into consideration, the **Technical Proposal** must include the following information and administrative documents:
- 3.3.1** A description of the proposed methodology for the provision of digitization services as established in **Part III "Terms of Reference"**. Description of how the Bidder will meet the goals and requirements as described therein. This description should demonstrate that the Bidder understands the scope of the work.
- 3.3.2** A proposed production schedule, indicating a possible start date as of 1<sup>st</sup> November 2014, the rate of scanning, and the overall duration of the project. Indicate a desired batch size (pages/monthly batch). Describe how rework will be scheduled.
- 3.3.3** The Bidder's approach to transporting the historic materials between ITU and the Bidder's facilities and return. Indicate where the scanning will take place. Bidders may also propose to scan the materials onsite at ITU.
- 3.3.4** The Bidder's facilities and equipment – describe the equipment and software available to meet the scanning requirements in this document (e.g., storage facilities, scanning

<sup>1</sup> Visual quality will be evaluated using the quality control criteria described in item 3.4.2 of the Terms of Reference (Part III).

equipment, lighting, book cradles, image processing software, etc.). Confirm that the equipment can scan all sizes of textual documents up to and including A3, and describe how documents larger than A3 will be handled.

- 3.3.5 The Bidder's ability to record the required information in the TIFF header.
- 3.3.6 The quality control procedures for ensuring that digitized content conforms to the specifications of this document.
- 3.3.7 The proposed method for delivering the digital content to ITU.
- 3.3.8 The Bidder's ability to designate a primary representative who speaks fluent English or French as project responsible for communication and coordination during the project implementation.
- 3.3.9 A minimum of three (3) client references including contact name, phone number, email address, Internet address and a detail description of work performed within the past five (5) years. These references should be for projects and services involving the digitization of original historic materials and of similar scope, size, and complexity as the project proposed in this RfP. ITU reserves the right to contact, as it sees fit, the clients mentioned. The bidder consents to such contacts by submitting its Proposal.
- 3.3.10 The duly completed Company Information Sheet (**Annex 2.2**).
- 3.3.11 A Formal Declaration (**Annex 2.3**), signed by the Bidder's legal representative and bearing the official Bidder's stamp, certifying that all the terms and conditions of the Proposal, including the overall and breakdown prices, will remain valid until a definitive contract is entered into with ITU. This contract will include, or refer to, the ITU General Conditions of Contract (**Annex 2.4**).
- 3.3.12 A statement of compliance or non-compliance in relation to each Article of the ITU General Conditions of Contract by completing **Annex 2.4**. The reasons for any non-compliance shall be clearly and precisely stated. If a Bidder does **not** include a statement of compliance or non-compliance in relation to each and every Article of **Annex 2.4** of this RfP, it will be understood that it is implicitly accepting all terms and conditions thereof in their entirety, and ITU shall have the right to demand the Bidder to fulfill its relevant duties and obligations accordingly if a contract is awarded to the latter.

**NO PRICES OR COMMERCIAL INFORMATION SHALL BE INCLUDED IN THE TECHNICAL PROPOSAL.**

3.4 In relation to the **Commercial Proposal**, the Bidder shall:

- 3.4.1 Submit its firm **fixed** (overall) price and detailed breakdown of prices proposed for all deliverables as described in **Part III** ("Terms of Reference") by completing **Annex 2.5** to **Part II** ("*Pricing Table*").

All prices must be quoted in **Swiss Francs (CHF)** only and must be exclusive of VAT. No price variations will be allowed. All fixed prices quoted must be fully inclusive of all administrative charges and overheads, including but not limited to, fees, transport costs, insurances, levies, etc, if and as applicable.

- 3.4.2 Specify its suggestions for the schedule and conditions of payment, it being understood that such suggestions are only of indicative nature.



- 3.5 Failure to include any one of the requested items of information and/or document(s) listed in **Article 3.3 and 3.4**, or failure to complete all of the above-mentioned forms and papers fully and correctly may, at the sole discretion of ITU, entail the automatic rejection of the Proposal as a whole.
- 3.6 In addition to the compulsory elements of the Proposal listed in **Article 3.3 and 3.4**, the Bidder may also append any document or data which it considers necessary. *Such additional documents or data must be clearly and specifically identified in the covering letter.*
- 3.7 The Successful Bidder shall be solely responsible for all costs and losses in relation to the hiring of subcontractors for the performance of the terms and conditions contained in this RfP.
- 3.8 All **Parts** and all **Annexes** herein shall form an integral part of this RfP.
- 3.9 ITU will treat as confidential the contents of the Proposals.
- 3.10 Any requests for further clarification of this RfP shall be made **in writing** by the deadline of **Monday, 23 June 2014 at 16h00 hours (Geneva Time)** to the following e-mail addresses:

E-mail: [aida.martinandres@itu.int](mailto:aida.martinandres@itu.int)

Copy: [PROC@itu.int](mailto:PROC@itu.int)

Subject: ***"RfP No. PROC-AB-0172-14-IS for the provision of Digitization Services – Clarifications"***

Only those queries received in writing, as well as ITU's relevant written replies, will be considered as an integral part of this RfP and will therefore be taken into consideration in the subsequent evaluation process. All queries duly received, as well as the related ITU responses, will be published in the UNGM website ([www.ungm.org](http://www.ungm.org)), without mention of the question's source.

## 4 Bidding Procedures

- 4.1 Proposals shall be sent directly to the ITU Headquarters in Geneva by hand during office hours or sent by registered mail to the following address, indicating the reference ***"RfP No. PROC-AB-0172-14-IS for the provision of Digitization Services"***:

International Telecommunication Union  
Communications Service  
Place des Nations  
CH-1211 Geneva 20  
Switzerland

- 4.2 Proposals shall be sent in a sealed outer envelope bearing the words ***"Request for Proposals No. PROC-AB-0172-14-IS for the provision of Digitization Services"***, which must itself contain two separated sealed envelopes, one containing and labeled the Technical Proposal and another one containing and labeled the Commercial Proposal. The labels appended to this RfP (**Annex 2.1**) must be affixed to each of these two inner envelopes.

This requirement is mandatory due to the fact that the Proposals shall be evaluated in two sequential phases:



- a) the technical evaluation and
- b) the commercial evaluation

- 4.3** Each page of the original Proposal shall be signed/visa'd (witnessed) by an official who is legally authorized to enter into a contract on behalf of the Bidder.
- 4.4** The Proposal must be received by the deadline of **Friday 25 July 2014 at 16h00 hours (Geneva time)**. ITU Communication Service will certify receipt of the Proposal by recording the date and time of receipt on the outside envelope or package. The official date and time of receipt will be those recorded by ITU Communication Service upon receipt of each Proposal and may under no circumstances be queried. It is understood that the Bidder is responsible for ensuring that the Proposal reaches the ITU Communication Service before the above mentioned expiry date. Any Proposal received after the above mentioned expiry date will be return unopened.

The Proposal received within the above time limit and submitted in the form prescribed will be reviewed and evaluated by ITU in a fair and impartial manner.

- 4.5** All Bidders should carefully note that in case of conflict, discrepancy and/or ambiguity between the hard copy of the Proposal submitted to ITU and any electronic copy, the hard copy of the Proposal shall in all circumstances be treated by ITU as the definitive Proposal.
- 4.6** The ITU reserves the right to reject all or part of the Proposals received in good and due form, without being bound in any way to communicate its reasons to the Bidders, who shall have no right of recourse against the final decision of ITU. The ITU reserves the right to invalidate any Proposal received from a Bidder who has previously failed to perform properly or complete contracts on time, or a Proposal received from a Bidder who, in the opinion of ITU, is not in a position to perform the contract.
- 4.7** No information concerning the examination, clarification or evaluation of Proposals and/or recommendations relating to the award shall be communicated to any Bidder or to any other person whomsoever.
- 4.8** ITU will make no payment whatsoever to any Bidder for the preparation and submission of its Proposal or for any costs incurred in that respect; in particular, ITU will not refund the costs incurred by unsuccessful Bidders.
- 4.9** By submitting a Proposal the Bidder certifies that ITU, for contracts resulting from this RfP, is not being charged more than other clients for similar services and within similar circumstances.
- 4.10** By submitting a Proposal, the Bidder thereby agrees to abide by all the terms and conditions set forth in these conditions and procedures.
- 4.11** The ITU requires that all Bidders observe the highest standard of ethics during procurement and execution of the work. Prospective Bidders should be aware that ITU has and enforces a zero-tolerance policy concerning proscribed practices, including corruption, fraud, coercion, collusion, unethical behavior and obstruction. ITU adheres to the UN Supplier Code of Conduct which may be consulted at [http://www.un.org/Depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/Depts/ptd/pdf/conduct_english.pdf). Prospective Bidders hereby understand and accept that any submission sent to ITU constitutes agreement to abide by, observe and fully cooperate with the application of said Code of Conduct. Accordingly, any company that is found to have undertaken unethical, unprofessional or fraudulent activities will be suspended or forbidden from continuing business relations with ITU.



- 4.12** No provision of this RfP shall in any way be regarded as a waiver, express or implied, of the privileges and immunities enjoyed by ITU under the international agreements or any national law applicable to it.

### **III. Terms of Reference**

#### **1. Introduction**

- 1.1 The ITU Library and Archives Service serves as the historic depository for ITU meeting documents and all versions of ITU publications. In order to promote ITU's history and to make unique ITU records widely available to researchers, ITU staff, and ITU delegates, the ITU Library and Archives Service has been working on a digitization program since 2007. The purpose of the program is to organize, catalogue, digitize and publish on the ITU website a selection of historical documents.
- 1.2 The Library and Archives Service has now prepared several sets of historic publications to be digitized by an external provider.
- 1.3 The purpose of this Request for Proposal is to select a company to provide digitization services in order to produce high quality master images of the selected ITU publications with associated metadata as specified herein.
- 1.4 It should be noted that the creation of derivative images (consultation PDFs with OCR) does not form part of this RfP.

#### **2. Publications to be digitized**

- 2.1 The Journal of ITU, 1869-2006 (details in [\*\*Annex 3.1\*\*](#))
- 2.2 The Indexes to the Journal, 1869-1994 (details in [\*\*Annex 3.2\*\*](#))
- 2.3 Table of artificial satellites launched, 1967-1993 (details in [\*\*Annex 3.3\*\*](#))
- 2.4 Report by the International Telecommunication Union on Telecommunication and the Peaceful Uses of Outer Space, 1962-1996 (details in [\*\*Annex 3.4\*\*](#))
- 2.5 Information publications about the ITU (booklet series), 1965-1996 (details in [\*\*Annex 3.5\*\*](#))

#### **3. ITU's responsibilities**

##### ***3.1 Preparing materials for scanning***

ITU has prepared each series for digitization. Items are organized in scanning order and stored in labeled boxes (see [\*\*Annex 3.6\*\*](#) for pictures and further details). Each box contains a sheet listing the box contents and the file naming convention for each item in the box (see [\*\*Annex 3.7\*\*](#)). All items and pages are in the correct order in the box. All fold-out and oversized pages, loose pages, and pages that need special treatment have been flagged by a red sheet.

##### ***3.2 Creating inventories of all publication sets***

ITU has prepared a detailed item-level inventory for each publication set. These inventories can be made available to the Contractor if desired.

##### ***3.3 Performing quality control of digitized images and metadata***

The Contractor will be required to perform rigorous quality control procedures (see item 4.6 below). In addition, ITU will inspect the digital files and media delivered by the Contractor. ITU's inspection will include the following activities:

###### **3.3.1 For all digital image files, ITU will check that:**

- 3.3.1.1 the files are readable;
- 3.3.1.2 the directory structure is complete;

- 3.3.1.3 the file names follow the specified naming convention.
- 3.3.2 On every tenth digital image file, ITU will check that the image quality corresponds to the agreed quality standard. See **Annex 3.8** for the Quality Control Checklist that ITU will use for this evaluation.
- 3.3.3 On a representative set<sup>1</sup> of digital image files, ITU will check that all scanned images correspond to the original. The following areas will be evaluated:
  - 3.3.3.1 Completeness: All pages, including covers, inserts, foldouts and blank pages must be scanned.
  - 3.3.3.2 Page order: The image files must appear in the same order as the original page ordering.
- 3.3.4 ITU will inform the Contractor of errors identified. The Contractor shall propose to ITU measures to remedy them, which shall be approved by ITU. These corrective measures will be done by the Contractor at no additional charge to ITU.

#### **4. Contractor's responsibilities. Deliverables**

The Contractor shall take all the necessary measures to ensure that the scanning specifications are met without damage to the original materials. This is a key requirement of services provision.

##### **4.1 Shipping materials to the digitization site**

The Contractor is responsible for shipping all original materials from ITU to the digitization site at the Contractor's cost. ITU has packed all materials in boxes. The storage area of the ITU Library and Archives Service is directly accessible from outside by freight elevator.

##### **4.2 Storing and handling of historic materials**

- 4.2.1 All materials must be stored in a secure, dry fireproof location at the Contractor's premises and great care should be taken in handling fragile originals. Preventing damage to original materials should be a primary concern during scanning. The equipment (including lights) used for all image capture must not damage original materials. Rough handling or the placement of stress on original items is unacceptable. Bound items shall not be removed from their bindings.
- 4.2.2 The Contractor's personnel is to perform all handling and scanning labor which includes removing items from storage containers one at a time, performing the scanning and replacing the items in their original containers. The scanning environment must be secured and clean. No pets/animals, food or drink are to be allowed near the historic materials.

##### **4.3 Scanning specifications**

- 4.3.1 All materials will be scanned according to the following specifications:

- 4.3.1.1 Resolution 300 dpi
- 4.3.1.2 Bit depth: 8 bit for grayscale; 24 bit for color.
- 4.3.1.3 File format : single page uncompressed TIFF 6.0
- 4.3.1.4 Post scanning image enhancements: deskewing, flattening, cropping.
- 4.3.1.5 Each physical page must correspond to one image.
- 4.3.1.6 The image quality must permit a high quality OCR.

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<sup>1</sup> A representative sample will correspond to a physical object such as a complete journal issue, a booklet, a report, etc.

#### 4.3.2 Special materials

##### 4.3.2.1 Foldouts

Foldouts should be scanned as one image without size reduction. If not possible, the Contractor should discuss possible solutions with ITU, which will decide on the solution to be adopted at no additional charge to ITU.

##### 4.3.2.2 Inserts

Red sheets inserted to flag fold-out and oversized pages, loose pages, and pages that need special treatment will NOT be scanned. All other inserts will be scanned recto and verso even when one side is blank.

##### 4.3.2.3 Folders with flaps / other peculiar formats

For folders with flaps and other peculiar formats, the Contractor will propose possible solutions to ITU, which will decide on the solution to be adopted at no additional charge to ITU.

#### 4.4 *Directory structure and file naming*

Each publication set will have its own directory structure and file naming conventions. See **Annex 3.9** for details.

#### 4.5 *Creating TIFF header*

Technical metadata must be inserted in the TIFF header of each image file according to **Annex 3.10**.

#### 4.6 *Performing quality control*

The Contractor is responsible for guaranteeing the quality of the images, technical metadata, directory structures and file naming. The Contractor will report to ITU any problem material that cannot be captured to meet specifications. The Contractor will propose possible solutions to ITU, which will decide on the solution to be adopted at no additional charge to ITU.

#### 4.7 *Delivering output media and returning original materials*

4.7.1 ITU requires completed work to be sent to ITU in monthly batches. ITU and the Contractor will establish the size of the batches in advance. **If the Bidder prefers another working method, it must describe its method in the Proposal.**

4.7.2 When the image files for a batch are completed, the original material and the corresponding digital files will be delivered to ITU.

4.7.3 The historic materials will be returned in their original condition, order and boxes.

4.7.4 In the Proposal, the Bidder must propose how the digital files will be delivered.

4.7.5 The Contractor will keep copies of all digital image files for the duration of the project and for six months following the last delivery of digital files to ITU.

## 5. Project management

### 5.1 *Communication*

The ITU Library and Archives Service and the Contractor will each designate a representative who will be responsible for communication and coordination during project implementation. The Contractor is invited to bring up questions, concerns, technical difficulties, etc., on an ongoing basis through the course of the project.

### 5.2 *Tracking system*



ITU and the Contractor will establish a tracking system to track shipments of historic materials as well as the delivery of image files and the acceptance or rejection of work by ITU.

**5.3 *Delivery schedule***

ITU requires completed work to be sent to ITU in monthly batches. ITU and the Contractor will establish a delivery schedule for the original materials and the digital images; they will also decide on the turnaround time for corrections.

**5.4 *Unsatisfactory service***

The Contractor shall correct any error, substandard image files or delivery media identified during either its or ITU's inspection process at no additional charge to ITU.