



QUESTIONS AND ANSWERS

Bidder's questions	ITU's answers
1. <i>"Whether companies from Outside Switzerland can apply for this ?? (From India or Canada)"</i>	1. Companies worldwide can submit a Proposal.
2. <i>"Whether we need to come over there for meetings??"</i>	2. The Terms of Reference (Part III) foresee [under 5. Project management 5.1 Communication] that ITU and the Contractor will each designate a representative who will be responsible for communication and coordination during project implementation. The appropriate methods for communication (by phone, by email, in person-to-person meetings) will be discussed and decided during the contract negotiation between ITU and the Successful Bidder.
3. <i>"Can we perform the tasks (related to RFP) outside Switzerland ?? (From India or Canada)"</i>	3. In principle, scanning can take place anywhere in the world.
4. <i>"Can we submit our proposals via email ?"</i>	4. Please refer to item 4 <i>"Bidding Procedures"</i> to Part II of the Request for Proposal document.
5.1 <i>"Pouvez-vous tout d'abord nous envoyer comme proposé les inventaires détaillés évoqués en page de votre rfp ?"</i> 5.2. <i>"As stated in the tender, we would like to see the inventories before."</i>	5. The item-level inventories have been published on the UNGM website.
6. <i>"Quelle valeur / importance dans la notation donnez-vous à la réalisation de votre projet sur le territoire Suisse? Sachant que nous pouvons réaliser la prestation in situ ou bien dans les locaux de notre partenaire en suisse ou bien dans nos locaux en France"</i>	6. There are no extra points awarded for performing the scanning in Switzerland. On the other hand, transportation costs and arrangements are part of the evaluation as well as the Bidder's ability to ensure necessary communication and coordination during the project implementation. In the event that the technical and commercial evaluation of two or more bids are equal, the bid proposing the place of



	work closest to ITU Headquarters will be preferred.
<p>7.1 <i>“Pouvons-nous vous faire 2 propositions commerciales (une in situ et une autre avec numérisation hors de vos locaux)?”</i></p> <p>7.2 <i>Is it possible to propose different cost estimates based on whether the scanning is done off-site or on-site? How should this be presented?</i></p>	<p>7. Bidders wishing to propose both off-site and on-site options must submit two separate technical and commercial Proposals – that is, <u>one complete Proposal (technical and commercial) for each option</u>.</p> <p>As set forth in item 3 <i>“Bidding Conditions”</i> to Part II (Instructions to Bidders) of the Request for Proposal document, a complete Proposal shall contain:</p> <ul style="list-style-type: none"> - <u>Three (3) copies of the technical Proposal</u>; one printed original, one printed copy and one electronic version (i.e CD or USB). - <u>Three (3) copies of the commercial Proposal</u>; one printed original, one printed copy and one electronic version (i.e CD or USB).
8. <i>“Quelle est la qualité de conservation de vos documents (très bonne, bonne, fragile, dégradée...)”</i>	8. Overall, the originals are in good condition with a few specific exceptions where there are loose bindings or faded print.
9. <i>“Vos documents s’ouvrent-ils à 180 ou 120° ?”</i>	9. About 90% of the originals open at 180°. Items in the publication set ITU005, <i>Information booklets</i> , should ideally only be opened to 120°.
10. <i>“Les documents sont-ils en papier glacé? L’image du Journal des Télécommunications nous semble montrer un document en papier glacé. Est-ce juste la couverture ou bien tout le journal?”</i>	10. Only the <i>Journal</i> issues from 2001-2006 have glossy covers. The content pages for these issues are lightly coated.
11. <i>“For pages that are glossy, what is the acceptable amount of reflection allowed?”</i>	11. In all cases, all information on a page must be clearly and comfortably legible. Reflection from glossy pages must not interfere with the legibility of the text and images on the page.
12. <i>“To eliminate reflection, can images be edited using Photoshop or similar software?”</i>	12. Image processing is acceptable if needed to meet the requirements of legibility described in Question n.11.



<p>13. <i>"Pouvez-vous nous donner l'épaisseur maximale des reliures et l'épaisseur moyenne pour des «bound volume»"</i></p> <p><i>What is the size of the largest volume to be scanned?</i></p>	<p>13. Volumes bound with soft paper cover measure between 1.5 and 2.0 cm.</p> <p>Volumes bound with hard cover measure as follows:</p> <ul style="list-style-type: none"> • 1 volume = 2.0 cm • 1 volume = 2.5 cm • 2 volumes = 3.5 cm • 1 volume = 7 cm
<p>14. <i>"How many bound volumes are there?"</i></p>	<p>14. There are about 34 volumes bound with a soft paper cover and about 5 volumes bound with a hard cover.</p>
<p>15. <i>"For the bound volumes, do the covers need to be scanned?"</i></p>	<p>15. Covers of bound volumes will not be scanned.</p>
<p>16.1 <i>"Could you confirm that for each book we don't have to create the administrative, management and descriptive metadata(up to international standards)? it is not part of the contract?"</i></p> <p>16.2 <i>"Does metadata need to be stored or inserted in any other location besides the TIFF header?"</i></p>	<p>16. See Annex 3.10 <i>"TIFF File Header Specifications"</i> to Part III of the Request for Proposal document for the metadata to be created for each image file. Since this contract is exclusively for creating page image files, there is no requirement for creating administrative, management and descriptive metadata at aggregate levels.</p>
<p>17. <i>"Do you want us to applicate a watermark? or the copyright metadata in tiff files is enough?"</i></p>	<p>17. No watermarks should be applied.</p>
<p>18. <i>"You will ship the test the 14th of August, with express courier? When you speak of return date, for electronic files the 21 August, you mean a physical shipment of electronic files or a virtual one?"</i></p>	<p>18. We will ship the test pieces by express courier on Monday, 11 August 2014 . The test digital files must be returned to ITU by Thursday, 21 August 2014. The digital files may be delivered on a physical medium or via a digital transfer method.</p>
<p>19. <i>"About the prices, they are fixed but up to changing conversion of the day of proposal? in case of big change?"</i></p>	<p>19. All prices must be quoted in Swiss Francs (CHF) only.</p>
<p>20. <i>"About red sheets signals; paragraph 3.1 of the</i></p>	<p>20. The red sheets are meant to warn the</p>



<p><i>request for proposal - terms of references says</i></p> <p><i>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.</i></p> <p><i>On the contrary paragraph 4.3.2.2</i></p> <p><i>Red sheets inserted to flag fold-out and oversized pages, loose pages, and pages that need special treatment will NOT be scanned.</i></p> <p><i>Could you explain? to be scanned or not?"</i></p>	<p>scanning operator that a page is loose or oversize.</p> <p>The red sheets are only bookmarks and will not be scanned. The flagged pages themselves (loose or oversize) need to be scanned.</p>
<p>21. "What you mean/expect as extend to vendor support"</p>	<p>21. The first phase of the Technical Evaluation includes evaluation of the Bidder's ability to execute the project. The criteria item "<i>Guarantee of work, and the nature and extent of vendor support</i>" refers to the ability of the vendor to designate a primary representative who speaks fluent English or French as project responsible for communication and coordination during the project implementation; the availability of this representative; the vendor's demonstration of reasonable and cooperative behavior in dealing with clients; and the ability and willingness of the vendor to negotiate solutions to problems in a timely manner.</p>
<p>22. "Is the vendor required to keep copies of the digital files?"</p>	<p>22. As specified in item 4.7.5 to Part III to the Request for Proposal, 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.</p>
<p>23.1 "About batch sizes, could be accepted if we ask to receive all the material to be scanned in an unique way/time?"</p> <p>23.2 Does the entire collection need to be shipped at the same time or is it possible to ship the</p>	<p>23. It is the vendor's responsibility to organize the shipping of all original materials from ITU to the digitization site. This can be done in one shipment or in batches, according to the vendor's preference.</p>



collection in batches?	
24. <i>"Can we send the entire digitized collection (all digital files) back at one time or do the digital files need to be sent in batches?"</i>	24. As specified in item 4.7, <i>"Delivering output media and returning original materials"</i> to Part III to the Request for Proposal document, ITU requires completed work (image files and original historic materials) to be sent to ITU in monthly batches.
25. <i>"Will the box contents document be provided in digital format in addition to the print-out included in each box?"</i>	25. The sheets listing the box contents and file naming conventions can be provided in a digital format to the Successful Bidder.
26. <i>"Do blank pages need to be scanned?"</i>	26. The blank faces of inserts and fold-outs must not be scanned. All other blank pages must be scanned. Exceptions are clearly marked.
27. <i>"Who is responsible for determining how fold-outs need to be scanned?"</i>	27. Precise instructions for each fold-out will be provided by ITU. In case of questions, the Contractor is expected to contact ITU.
28. <i>"Do the image files need to show the page borders?"</i>	28. All page images should fill the frame of the image to the largest extent possible. Text pages should be cropped to just within the page border, post-deskewing. All "black borders" where the image captures beyond the page itself should be eliminated from the final digital product.
29. <i>"Do we have to create PDFs?"</i>	29. As specified in item 1.4 to Part III to the Request for Proposal document, the creation of derivative images (consultation PDFs with OCR) does not form part of this RfP. The creation of PDFs with OCR will be done in a separate project. The quality of the TIFF images must therefore permit a high quality OCR.
30. <i>"How do the folders in the publication set ITU003, Table of Artificial Satellites Launched, need to be scanned?"</i>	30. ITU will provide clear instructions on how each folder should be scanned. In case of questions, the Contractor is expected to contact ITU.
31. <i>"If staples are removed for scanning, do they</i>	31. Staples can ONLY be removed from items in



<i>need to be replaced before we return the originals?"</i>	publication set ITU004, <i>Peaceful Uses of Outer Space</i> . Items must be re-stapled before their return to ITU.
<p>32. <i>"What is the deadline for completion of the project?"</i></p> <p><i>"Do you have a specification for the processing duration?"</i></p>	32. As specified in item 3.3.2 of Part II to the Request for Proposal document, the Bidder must submit a proposed production schedule indicating the rate of scanning and the overall duration of the project. ITU wishes to have the scanning completed in 2015.
33. <i>"Can we use multiple/different types of scanning equipment to complete the project?"</i>	33. The Contractor is expected to use all equipment necessary to meet the scanning requirements.
34. <i>"How should we scan tables that spread across two pages?"</i>	34. All pages must be scanned as separate images, except for marked fold-outs for which specific instructions will be supplied.
35. <i>"Does the number in the file name need to correspond to the page number? For example, would file ITU001-1990-03-en-027 need to be the image of page 27 in the original?"</i>	35. The file name reflects the sequence of the images and does not necessarily correspond to the page number.
36. <i>"Have you noted the maximum size of the foldout pages?"</i>	36. All foldout pages larger than A3 are flagged in the item-level inventory but have not been measured.
37. <i>"When the text margins are close to the binding, is it possible to flatten the volume using a glass plate or other method?"</i>	37. Scanning must be done a way that does not damage the original materials, including their binding.
38. <i>"Do the original materials need to be returned to ITU at the same time as the digital image files?"</i>	38. Completed digital image files and original historic materials must be sent to ITU at the same time.
39. <i>"How should the digital files be delivered?"</i>	39. As specified in item 4.7.4 of Part III of the Request for Proposal document, Bidders must propose how the digital files will be delivered to ITU.



<p>40. <i>"Is it possible to work with a subcontractor?"</i></p>	<p>40. Joint Proposals may be submitted.</p> <p>The Bidder shall submit the detailed list of the work which the Bidder intends to subcontract, together with precise identification of the subcontractor(s). A duly completed Company Information Sheet (<u>Annex 2.2</u>) shall be submitted for each subcontractor.</p> <p>The Successful Bidder shall be solely responsible, financially and otherwise, for all costs and losses in relation to the hiring of subcontractors for the performance of the terms and conditions contained in the Request for Proposal document.</p> <p>In case the Successful Bidder submitted a joint Proposal with another supplier(s), in the contract with ITU, ITU will treat the Successful Bidder (Contractor) jointly and severally with the other supplier (s) as applicable.</p> <p>Upon signature of the respective contract, the Contractor shall not assign, transfer, pledge or make any other disposition of any of its rights or obligations without the prior written approval of ITU.</p>
<p>41. <i>"If the scanning is done on-site at ITU, where will it be done? Is a dark room available?"</i></p>	<p>41. ITU can provide a working space but it is the Contractor's responsibility to adapt the space to its working needs.</p>
<p>42. <i>"For the two UN contracts we have won, we had to submit two sets of proposals (original and copy) to them, they also requested a soft copy set which we put on a CD, do you need this soft copy set too?"</i></p>	<p>42. As set forth in the Request for Proposal document (item 3 "<i>Bidding Conditions</i>") the following should be submitted to the ITU;</p> <ul style="list-style-type: none"> - <u>Three (3) copies of the technical Proposal</u>; one printed original, one printed copy and one electronic version (i.e CD or USB). - <u>Three (3) copies of the commercial Proposal</u>; one printed original, one printed copy and one electronic version (i.e CD or USB).



43. <i>"So far how many vendors have expressed their interest in the project?"</i>	43. Fifteen (15) suppliers expressed their intention to submit a Proposal.
44. <i>"How many potential vendors had attended the Technical visit held by ITU on Monday, June 9, 2014?"</i>	44. Six (6) suppliers participated in the Technical Visit on Tuesday, 10 June 2014.
45. <i>"Will our employees be considered as ITU staff during the project implementation?"</i>	45. No. Any workers who are engaged by the Contractor and perform or provide any services will be for all purposes employees of the Contractor, and not of ITU.
46. <i>"Which law will govern during the provision of services in respect of our employees?"</i>	46. The fact of being an ITU supplier does not affect the governing law with respect to the Contractor's employees.
47. <i>"What kind of tender is? is there a budget limit?"</i>	47. ITU's committed budget for the project will not be disclosed.
48. <i>"In the case of winning, will we receive an exclusion VAT letter valid for Germany?"</i>	48. No. EU Directive 2006/112, EC will apply.
49. <i>"In page 6 of 14, note 1 is written that the visual quality will be evaluated using the quality control criteria described in item 3.4.2 of Terms of reference PART III- is there a mistake in the numbers?"</i>	49. Note 1 on page 6 of 14 should refer to item 3.3.2 of Terms of Reference Part III.
50. <i>"The commercial offer has to be sent during first phase?"</i>	50. Please refer to item 4 <i>"Bidding Procedures"</i> to Part II to the Request for Proposal document.
51. <i>"What will be the software / visualization you'll use to check the quality? what monitor?"</i>	51. As indicated in Annex 3.8 to Part III of the Request for Proposal document, visual evaluation of the images will be conducted while viewing the images at 100% magnification on a standard PC monitor. The images will be viewed using Photoshop CS5.
52. <i>"Vous souhaitez démarrer le 1er novembre la prestation. Avez-vous une date de fin souhaitée de</i>	52. Please refer to question n.32.



<p><i>vosre projet de numérisation (sous 3 mois...) ? En fonction de vos attentes, nous mettrions en place 1 ou plusieurs machines et opérateurs de numérisation.”</i></p>	
<p>53. <i>“When ist he planned process start?”</i></p>	<p>53. The project is scheduled to start in October 2014.</p>
<p>54. <i>“Regarding the RFP (PROC-AB-0172-14-IS) for the “Provision of Digitization Services”, please let us know if the Bidder can make use of the technical capabilities of a subcontractor or of a third party in order to fulfill the bidding conditions (technical/ financial)”.</i></p>	<p>54. Please refer to question n. 40.</p>
<p>55. <i>“Quels sont les horaires d’accès / de travail à vos locaux dans le cas d’une prestation in situ?”</i></p>	<p>55. Regular working hours (Monday – Friday / 8:00 – 18:00 hours).</p>
<p>56. <i>“Pouvons-nous vous proposer une offre commerciale tout en couleurs (pour obtenir une meilleur productivité) ou bien vous souhaitez vraiment du niveau de gris pour des raisons de poids d’image et de capacité de vos serveurs?”</i></p>	<p>56. As indicated in Annexes 3.1, 3.2, 3.3, 3.4 and 3.5 to Part III of the Request for Bids document, items in black and white shall be scanned in greyscale and only those items with content in colour shall be scanned in colour. This is in part to keep file sizes easy to manage for storage and processing. Furthermore, there is no added value to scanning black and white items in colour.</p>
<p>IMPORTANT NOTICE: Proposals shall be submitted by the deadline of <u>Friday, 25 July 2014 at 16:00 hours (Geneva time).</u></p>	