

Questions	Answers
1 Is it possible to view a sample so one can ascertain how much pre-processing (de stabling etc) is required?	We are not sharing documents until Stage 2 of the Tender process. Please explain your standard procedure based on your experience using 'Section 3.2: PREPARATION' of Appendix 1. Tender Questionnaire. This is an unlimited field, give as much detail as you think necessary to explain your pricing.
2 What are the document and photograph types that need to be returned? Will these be clearly marked or sent in separate batches?	Documents for return will be of historic or cultural importance. Primarily photographs, these are interspersed throughout the files and will be clearly marked by PDNPA for return. To date, only one file of text documents & drawings has been identified for return to PDNPA.
3 Do you have an estimate of volume / percentage of documents that will need to be returned post-digitisation?	Estimated between 2% and 5%.
4 Can you tell me roughly what the percentage of photographs is from the estimated total number of documents?	The percentage of photographs is unknown. We understand photographs may incur a different cost to other document types and for this reason we have given an opportunity in the cost breakdown structure to quote photos separately, and for comments to be included.
5 Are you able to provide a breakdown of the A6 to A0 volume by size?	It is not possible to provide the requested breakdown. The files span more than 60 years and contain a large and random variation in document sizes. However, A4 is the predominant document size.
6 Are you able to provide a breakdown of the A3 to A0 volume by size? If not, what is the estimated percentage of A3 within this volume?	A3 is a small proportion. The bulk of Large Format Documents (LFDs) are A1, A2 and A0. For note, due to the age of the files, some LFDs may not conform with modern standard paper sizes.
7 Is each file made up of one document only or can files include multiple documents?	Please refer to 01 Section 1: Specification for Tender, part 4. Specification of documents for digitisation – File contents and description. Also see answer 8 below.
8 You state that there are up to 2 million documents sized A4 or less. Can you please confirm what the average number of pages there are in each file?	We have provided a range of total quantity breaks as the number of documents and type varies widely per file. <ul style="list-style-type: none"> - Files can contain one Planning Record up to 20+ Planning Records - The older Planning Records may consist of 5 x A4 sheets without photos and LFDs; the newer Planning Records contain a larger and varied number of documents.
9 Please can you confirm whether the documents are already boxed, indexed, and prepared, or if they are still in filing cabinets or loose.	Please refer to 01 Section1: Specification for Tender - Part 4 Specification of documents for digitisation.
10 Can you please confirm whether the tagging / logging / barcoding of the files will be completed by PDNPA staff or by the supplier?	By PDNPA.
11 Are we able to unbind all documents that are going for destruction post-digitisation?	Our expectation is for the files to be unbound for scanning, and to remain unbound prior to destruction. As requested in section 3. Service detail of the Tender Questionnaire, please provide as much information as is necessary to describe your process, including if your process does not require unbinding of the files for scanning.
12 Can you confirm if all documents require OCR? If not, which document types will require this service and what is the associated estimated volume?	Documents will be identified before shipping. Examples of document types that will require OCR scanning include; letters, file notes, application forms. Document types that will not require OCR scanning include; site plans, maps, photographs. At this stage an approximate ratio is 70% with OCR / 30% without, but this could change as the Project progresses.
13 The table format used does not lend itself for the provision of complete answers to a number of the questions. Are suppliers able to amend the response structure to make the responses more legible (either change layout to landscape to create more space or removing the table entirely)?	In order to make direct comparisons between bidders the table format needs to remain unchanged. However, we encourage accompanying information and explanation, changing to landscape is acceptable.
14 Could you confirm if providing copies of the certificates alone will be sufficient?	We advise to follow the instruction given in 01 SECTION 1: SPECIFICATION FOR TENDER, Stage 1 (Section7): "Submission of Tender Questionnaire, supporting evidence, policies, certifications and memberships" for inclusion with the bidder's Tender Return. Further evidence (if needed) will be required before the contract is completed.
15 Can you confirm what you mean by 'copy supplied' in response table 3.4	If a 'Confirmation of Receipt' is provided by the bidder - Y/N a copy is attached with the tender documents.
16 Please can you confirm if all of section 4.5 is pass/fail, or just the requirements BS EN15713 Secure Destruction of Confidential Material?	Only BS EN15713 Secure Destruction of Confidential Material is PASS/FAIL
17 Based on the information available at stage one, we will provide the most accurate cost estimate possible. However, if we progress to stage two and have the opportunity to sample the documents for scanning, would we be able to reassess our initial pricing, whether adjusting it up or down?	No. The Authority is not using a competitive negotiated procedure for this procurement.
18 We acknowledge the current payment terms stipulate that payment is due 30 days post-invoice submission, which occurs upon contract completion. We kindly request clarification on the feasibility of issuing invoices on a monthly basis in arrears for services rendered, thereby allowing for the corresponding payments to be processed accordingly.	Payment terms can be agreed with the successful contractor at a pre-start meeting. However, payment (frequency to be agreed) will only be in arrears.

19	In "SECTION 2: TENDER SUBMISSION REQUIREMENTS AND CONDITIONS OF TENDER", clause 11.9 states "The successful Tenderer will be required to enter into a form of contract incorporating the Terms and Conditions at Appendix 5. No derogations will be permitted.". Can you please confirm if this means that suppliers will be allowed to negotiate the final Terms or that these Terms are strictly non-negotiable?	Minor amends to terms and conditions will be accepted, however, the bidder's terms and conditions will not be accepted. A standard form contract will be populated following award which will include payment terms, the documents contained in the Invitation to Tender (including KPIs and terms and conditions) and the bidder's the Tender Return (including Price).
20	In Point 2 of Appendix 1 – Financial Information there is an Insurance Cover requirement for 'Data Protection Liability Cap £10m'. This has not been a requirement for any previous project as a separate item to the other insurances requested for which we are fully insured and above the required levels. Our Insurers are not aware of Data Protection Cover and have asked us to clarify?	This insurance is readily available. If you don't have this particular policy please evidence the events covered in your existing policies with the level of cover, including but not exclusively, <ul style="list-style-type: none"> • Data breach • Security failure • Illegal threat • Cyber attack
21	In light of industry norms where liability caps are typically set per box with an aggregate cap tied to annual expenditure, I wish to clarify whether you would consider an alternative liability cap structure based on a mutually agreeable calculation.	Section 2 of the Questionnaire states "If amount of cover is different to that given, please state below" – also see requirements stated in the T&C's, clause 7. Liability of the Contractor. Using the boxes in Section 2 in the Questionnaire state the level of cover available to enable direct comparison with the other submissions. These are free text boxes which allow for the inclusion of written detail.
22	Can you confirm whether the automatic upload of the digitised records to NEC Document Management is a mandatory requirement or optional?	Tender outcome: provide fit for purpose digital scan, indexed with a csv that will allow the records to be import into the PDNPA's DMS (which is NEC DM). The import itself is outside the scope of this tender.
23	The ITT refers to both a supplier hosted solution and PDNPA's existing NEC solution. Can you please confirm if you require the supplier to: a) provide a hosted DMS for PDNPA users to access b) provide the images and metadata to PDNPA for upload into the NEC DMS, or c) host the images and metadata but interface/integrate with the NEC DMS directly for PDNPA users to access them via the NEC solution?	Options a) and c) are not required. Therefore, option b) to provide a digital file and CSV for PDNPA to upload into NEC DM.
24	The CSV file contains mixed TIF and .PDF files. Please confirm which format is required?	Make your own recommendations for file types available and reasoning.
25	Do you have any expectations regarding file types e.g. pdf /tif/jpg or do we propose what we think is appropriate and you'll be comparing that across tenders?	Make your own recommendations for file types available and reasoning.
26	Can the supporting documents (to be returned by email) be combined as a zip file?	Yes, we do not block ZIP files. We would request that the total file size be lower than 30MB or it may be blocked.
27	Could I please just check with you that the budget amount for this project is £60000	The exact number of documents to be digitised is unknown, therefore as a guide for bidders we have only stated a <u>minimum</u> budget amount of £60,000.