

Queries received from Interested vendors and IPOs reply

Sr. No.	Query received from	Reference to RFP	Query	IPO Reply
1	Yashvir Pratap Singh, EBSCO	R(Point 8, iii): To secure access to the index, in which the CSP conducts a search for the purpose of retrieving the relevant articles for local hosting in the server of the IPO. This should enable the IPO to conduct a search in the index via the IPATS without the necessity of visiting the website of the publisher or logging into the website of the publisher	a. Whether the index of CSP will be locally hosted and if yes how it will be done?	The index will hosted locally in IPO server
			b. The subscribed resources must be IP authenticated and hence it will not ask for further authentication – is it correct?	Yes
			c. EDS would like to know the list of all subscribed resources of IPO which need to be integrated for seamless searching.	None
		Point 9 (ii)(f): Searching by International Patent Classification number	Would the user like to search for articles / information based on IPC number / symbol like A01B or something else. Please elaborate with an example of the searching / keyword.	Yes. For more information, please visit the website of WIPO and study the 'International Patent Classification'.
		Point 10 (i) Proposals are invited only form applicants who are publishers / aggregators / authorized agents / a document delivery service provider, who can provide access to documents through legal means. Incase of a single bid from joint Applicants, the lead partner will act as the representative.	EBSCO is an aggregator so our product / service “EBSCO Discovery Service” will fall in Aggregator Category – is it correct?	It may also fall within 'document delivery service' as it appears from your queries that you deliver articles for which request has been placed by a user.
		Point 12 Note C. The Financial proposal should be submitted for a period of 3 years and no hike in the charges will be allowed.	We need to submit pricing for all 3 years separately or The pricing decided for the 1st year will be valid for next years as well?	One price which will be valid for 3 years needs to be submitted.
		Point 16. Technical Proposal (iii): The online Management system should have the capability to manage all ordering processes and all the administrative tasks example standard and personalized reporting regarding usage.	What is the meaning of personalized reporting of usage? Would you like to have usage per user basis like User 1 (XXX) with name of the user?	Yes that can be one method of personalised reporting regarding usage. If you have any other method, please also explain the same in the RFP.

		Point 18. (ii): The prices in the financial proposal may be submitted in INR only. Bidder may refer the daily representative exchange rates published by the Reserve Bank of India for the applicable currency conversation rate, however the rate once quoted shall be fixed and cannot be changed later on.	a. As per my understanding RBI publishes the rate for interbank transactions not the TT Selling or Buying Rate. We may quote any nationalized bank TT selling exchange rate. Is it okay?	Reference rates of the foreign currency of the Reserve Bank of India shall be used. (Pls refer to the Corrigendum II)
			b. Is the rate fixed for all 3 years or the exchange rate would be considered on the date of invoicing or payment?	For the purpose of evaluation, the rate on the date on date of opening of Financial Proposal will be considered. Later on, payments will be made as per the rules of Government of India. We do not have a say in payment matters.
		Annexure-III Sr. No. 10: Name of the patent offices where services are being provided by the applicant	I understand that it is not limited to India only – is it correct?	The language is 'other patent offices'. So we are interested in knowing if you are also providing services to any Patent Office other than the Indian Patent Office.
		Annexure-III Sr. No. 14: Index for in-house storage	Kindly elaborate on in-house storage. What would be stored? How it would be stored?	The index will Stored/hosted locally in IPO server
2	Anamika Chourasia, Clarivate Analytics	1 NPL content coverage and searching	a. A thorough prior art search requires checks against a wide collection of NPL. The RFP only specifies NPL included in the PCT Minimum Documentation which is only a small subset of the vast NPL universe. What is the score assigned to coverage of other journals in the search platform? Can that be added to the evaluation criteria specified in clause 15?	Evaluation criteria table revised and amended clause added after the table (pls refer to Corrigendum II)
			b. As Per Clause 9(ii), searching by IPC is also listed but IPC is applicable for patent documents and not NPL. Kindly clarify.	Some publishers provide searching by IPC as well.
			c. While searching for NPL (articles), is the full text search mandatory or will the search in Title, Abstract, Keywords from the article and other bibliographic items suffice?	Searching can be in full-text/bib items.
			2. What is the approximate volume of the full text article ordered in the past on a yearly basis?	Depending upon the search conducted by the examiners
			3. What is expected to be included in the “index”, as in, what are the mandatory fields?	From our side, there are no mandatory fields. You may submit your proposal as per the terms of RFP.
			4. What is an acceptable format for the index? Are SOLR or XML acceptable formats for the delivery of the index?	You can submit your proposal as you may like.

			5. Evaluation criteria for all three components of Clause 15 (the CSP, Index, coverage/number of periodicals) are the same. So, currently there are no points assigned to the metrics typically used to evaluate a CSP (Quality and Quantity of total journals covered beyond PCT min. Documentation, Options to Search by various fields, Query building capacity, Ability to track usage, Ease of use, Performance etc.). How will these critical attributes be considered and evaluated?	Evaluation criteria table revised and amended clause added after the table (pls refer to Corrigendum II). You may submit your proposal in accordance with the Same.
		6. Integration with “application software of IPO” mentioned on Page 4 of RFP	d. Is it mandatory for the index to be integrated into IPO application software?	Not mandatory
			e. Please provide the technical specifications of the “application software of IPO” mentioned on Page 4 of RFP	You may submit your proposal in accordance with information provided in the RFP.
			7. Is it acceptable to have a separate interface for ordering the full text of the NPL separate from the CSP?	You may submit your proposal in accordance with information provided in the RFP.
			8. With reference to Clause 4 Note, is it acceptable for the ordering interface (or website) to be stand alone – not integrated with “application software of IPO?”	You may submit your proposal in accordance with information provided in the RFP.
			9. The turnaround time for delivering requested full text articles is described as “within a reasonable period of time” in clauses 25(i), 27, Annexure III 12 (ii) and other places. Will two weeks be acceptable as reasonable? What is the maximum permissible time period for delivery?	You may submit your proposal in accordance with information provided in the RFP and you should quote the maximum time for your product.
		10. Commencement of service post contract	a. Will delivery in phases acceptable where integration, if any, with “application software of IPO” is completed at a later stage?	You may submit your proposal in accordance with information provided in the RFP.
			11. What is the format for the “Data Security Certificate” specified in Clause 31?	You may submit your proposal in accordance with information provided in the RFP. No format has been prescribed.
		12. With regards to the EMD as specified in Clause 2 –	As a matter of policy, we do not issue performance bonds. Is there an option for this requirement to be waived if certain financial criteria or reference criteria be met (for example, a turnover of INR 4000 crores or more).	Not relaxable.

			13. Where a bidder has a local contracting entity and a global parent organization, should proof of financial standing (Annexure III, item 5) be submitted at the contracting or at the parent level? Please note: items at the contracting level would not contain complete information with regards to tax and operational costs as these are calculated at the parent level.	Both at contracting and parent level should be submitted.
			14. Typically, our pricing model is arranged by an annual management fee with low transaction costs. However, this is not the structure requested in the pricing response sheet: please can you advise if we are able to alter the structure of the response sheet? If not, how should the management fee be broken out to meet your requirements?	We will not pay an upfront charge. We will only pay the charges for services utilised, after the services have been utilised.
3	Roshan Agarwal, SIDDHAST®		1. Objective of the patent office highlights the need to search through all the journals in PCT as per WIPO	-
			a. What is the Schema of the Index that is being sought.	You may submit your proposal in accordance with information provided in the RFP. No format has been prescribed.
			b. What are the objectives of the search engine.	You may submit your proposal in accordance with information provided in the RFP.
			c. How will the search engine deliver accuracy for the keyword.	You may submit your proposal in accordance with information provided in the RFP.
			d. How patent office searching non patent literature currently. i.e which tool patent office is using to search non patent literature. what is the schema of current Index of non patent literature.	You may submit your proposal in accordance with information provided in the RFP.
			2. What is the significance of the Evaluation criteria for Index if it is not mandatory as per Eligibility criteria on Annexure II sub point iii.	You may submit your proposal in accordance with information provided in the RFP.
			3. As per RFP Point 7. Search engine is critical for accurate searching and timely information retrieval across subject areas. How will this be achieved without a comprehensive Index? Detail not provided for features of search engine/ searching criteria and Index schema	You may submit your proposal in accordance with information provided in the RFP.

		4. More weightage has been assigned only to coverage vs retrieval of information through the search engine. Does this not work against the objective of the search engine?	You may submit your proposal in accordance with information provided in the RFP.
		5. In evaluation criteria 150 marks is given for coverage , 100 for coverage on CSP and 50 on Coverage on Index. It is not clear which coverage 150 marks are for i.e is it for document delivery	For coverage / number of periodicals, marks will be decided on the basis of %age of journals covered in the list of minimum documentation under PCT (Annexure-I). For CSP, marks will be decided on the basis of %age of journals covered in single CSP from the list of minimum documentation under PCT (Annexure-I)
4	Yogesh Chander, GIST	1. Objective of the patent office highlights the need to search through all the journals in PCT as per WIPO	-
		a. What is the Schema of the Index that is being sought.	Please refer to the reply in para 3 (1) (a) above
		b. What are the objectives of the search engine.	Please refer to the reply in para 3 (1) (b) above
		c. How will the search engine deliver accuracy for the keyword.	Please refer to the reply in para 3 (1) (c) above
		2. What is the significance of the Evaluation criteria for Index if it is not mandatory as per Eligibility criteria on Annexure II sub point iii.	Please refer to the reply in para 3 (2) above
		3. As per RFP Point 7. Search engine is critical for accurate searching and timely information retrieval across subject areas. How will this be achieved without a comprehensive Index?	Please refer to the reply in para 3 (3) above
		4. More weightage has been assigned only to coverage vs retrieval of information through the search engine. Does this not work against the objective of the search engine?	Please refer to the reply in para 3 (4) above
		5. What are the Patent offices across the world using? WIPO, USPTO, EU, UK, Australian Patent office, China Patent office all refer to Indexes?	You may submit your proposal in accordance with information provided in the RFP.
		6. What are analytical functions desired by the Search Engine?	You may submit your proposal in accordance with information provided in the RFP.
		7. How important is it to be able to search through multiple sources using Controlled index to be able to cover multiple publishers journals databases as well as open access articles those not listed in WIPO.	You may submit your proposal in accordance with information provided in the RFP.

			8. What about searching through Numerical indexes and chemical index.	You may submit your proposal in accordance with information provided in the RFP.
			9. How important is it to be able to get frequent Direct data service in case of data feed?	You may submit your proposal in accordance with information provided in the RFP.
			10. Why is Index not mandatory for the tender?	You may submit your proposal in accordance with information provided in the RFP.
5	Arindam Patra, EBSCO	Clause 5 C: supply of articles in electronic form	it will be an IP(static public ISP IP/s) based access through the IEEE Xplore portal	You have explained the technical aspects of your services and we do not have anything to comment in this regard.
		Clause 8 I	Access shall be provided for 3 years with a per annum charge from the second year of subscription	One price which will be valid for 3 years needs to be submitted.
		Clause 11 ii	access will be provided within 15 days upon receipt of 100% advance payment as a pre-requisite from IEEE	We will not pay an upfront charge. We will only pay the charges for services utilised, after the services have been utilised.
		Clause 16 iii	login credentials will be provided to download usage statistics	You have explained the technical aspects of your services and we do not have anything to comment in this regard.
		Clause 18 ii	we will charge the TT selling rate from a nationalized bank, not RBI rate	Reference rates of the foreign currency of the Reserve Bank of India shall be used. (Pls refer to the Corrigendum II)
		Clause 18 viii	quarterly payment term not acceptable, 100% advance payment required as a pre-requisite from IEEE	We will not pay an upfront charge. We will only pay the charges for services utilised, after the services have been utilised.
		Clause 19	Access for 3 years with a per annum charge from the second year of subscription	One price which will be valid for 3 years needs to be submitted.
		Annexure 3 Point No. 10	can we provide EBSCO experience globally ?	You can provide this experience at the relevant place in your proposal, in accordance with the RFP.