

## EXPRESSION OF INTEREST (EOI) - PRE-BID CLARIFICATIONS

Pre-bid meeting for the aforesaid Eoi was held at SIDBI Office Premises at 11 AM on January 4, 2017. Based on the queries received from the prospective bidders and discussions with the bidders during the meeting, following clarifications may please be noted.

### Responses to Pre-bid queries

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
1	Page No 25 , Section 5.2 Point No 20	Dynamic document assembly - a) Interactive content blocks - Create documents by assembling content from the repository based on business rules (e.g. assembly of loan contract based on terms and conditions of sanction)	Please specify the Use Case for this point.	Dynamic document assembly required to personalize a document. Also proposed DMS Solution need to be able to Combine documents, Combine page ranges and sections from a series of documents, Add a Cover page, Generate a Table of Contents including links to pages and corresponding bookmarks, Add watermarks, copyright information, headers or footers, Document Information and Metadata. Further the details are given at point 20 of section 5.2 of EOI (page 25)

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
2	<b>Page No 25 , Section 5.2 Point No 20</b>	Dynamic document assembly - a) Interactive content blocks - Create documents by assembling content from the repository based on business rules (e.g. assembly of loan contract based on terms and conditions of sanction) b) User friendly interfaces to define these business rules c) Creation of custom templates d) Customization of form with additional fields & e-signature / scanned signature e) Data / content merging from other applications like CRM, BI etc.	As per mentioned in the RFP document, SIDBI needs the capability of Inbuilt configurable rules engine as part. So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it: 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through "If else" statement or through "Decision Table". 5) Audit logging of changes/modifications done in the rules. Please confirm.	SIDBI has published Eol only, RfP will be published later stage.  One of the objectives of this Eol process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eol document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.  Respondent may accordingly submit the details of the proposed solution in its Eol Response.
3	<b>Page No 25 , Section 5.2 Point No 13</b>	Policy management	Please specify the Use Case for Policy Management	1) All policy related document & circulars need to be in a single location based on pre-defined categorization. 2) Provision need to be there for interlinking of such documents using hyperlink facility for the purpose of tracing the history of such documents.

## EXPRESSION OF INTEREST (EOI) – PRE-BID CLARIFICATIONS

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
4	Page No 25 , Section 5.2 Point No 12	Web publishing using template based web authoring environment	This is a requirement which is typically addressed by Portal Solutions and we understand that SIDBI is already using a portal solution. Is there still need of portal solution, If yes kindly highlight use cases for our understanding.	Currently configured portal (IBM WSP) is not configured with DMS Solution. Proposed DMS Solution needs to facilitate web publishing of DMS content on need basis. Based on the requirement, the content, approved through workflow mechanism, is required to be published at INTRANET portal of the Bank.
5	Page No 25 , Section 5.4.1	Re use & Integration of Legacy System Bank has implemented an internally developed Document & File Management System (DFMS) (developed in Oracle Forms 6i). The content of the same should be made use of in the proposed DMS Solution.	Is there an intention to keep two DMS parallel Is the DFMS integrated with what all applications. Scope of Legacy application integration And if migration to be done please mention the total storage size, no of documents to be migrated.	1) There is no plan to keep two parallel DMS Systems. 2) Proposed DMS solution need to re-use all the data (file & document details) from legacy DFMS Systems. Subsequently, DFMS would be discontinued. 3) SIDBI's other legacy applications need to be integrated with proposed DMS Solution
6	Page No 28, Section 5.4.3	Infrastructure production and Disaster Recovery	Do we need to just recommend the Hardware for the solution or should be need to factor Hardware for the Bid	Bidder is required to recommend infrastructure details for implementation of the proposed DMS solution as mentioned in section 5.4.3
7	Page No 29 Section 5.4.6	Licensing Policy of DMS Solution	As per RFP we understand that total of 1200 Users will be accessing the e-Governance Solution. However we need further clarity as to what is the concurrency expected and what is the Employee Growth rate envisaged in next 5 Years.	1) Requirement of licenses of DMS & workflow solution would be decided at the time of preparation of RfP based on responses received on license policy of different solutions proposed by the bidders as part of Eoi response vis-à-vis SIDBI's requirement. 2) Employee growth rate is envisaged at 10% YoY (approx.).

## EXPRESSION OF INTEREST (EOI) – PRE-BID CLARIFICATIONS

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
8	Page No 29 Section 5.4.7	Digitization of Old Documents	What are the volume of documents to be digitized, also is their an expectation that the DMS vendor should have an inbuilt capture tool.	1) Proposed DMS solution need to have inbuilt capture tool. 2) As mentioned in section 5.4.7 (2) of EoI, bidder has to suggest possible approaches to digitize the old documents of the Bank. 3) For volume of old documents, please refer serial no. 44 below.
9	Page No 24 Section 5.1	DMS in Multi Lingual form	As per the RFP requirement, our understanding is that the application should be unicode compliant, However can you specify which all languages are expected other than English and Hindi. Please confirm	Proposed DMS solution need to support Unicode. Solution must be enabled to be used in English and Hindi languages.  However, option for multiple other Indian languages may be required in future.
10	Page No 19 Section 3.4.1	Current Setup	Apart from production and DR any other instance to be envisaged	Bidder is required to propose infrastructure requirement (section 5.4.3) for UAT /Development environment in addition to Production and DR.  Also Bidder is required to propose Licensing policy of the DMS solution for DC & DR (section 5.4.6 - Licensing policy of the DMS solution)
11	Page No 25 Section 5.2 Point 22	Email Solution	What is the current email solution used by SIDBI	Currently Lotus Notes is used by SIDBI, but proposed DMS solution need to have the provision of integration with other standard email solutions using SMTP protocol.

## EXPRESSION OF INTEREST (EOI) – PRE-BID CLARIFICATIONS

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
12	Page No 26	5.3.1 Inward/Outward Management Facility 5.3.2 Office Noting, Approval, Sanction	<p>Based on our experience of working with various organizations of Government in India, we strongly feel that SIDBI has the requirements for File/DAK Management system as well in addition to Inward/Outward Management Facility and Office Noting, Approval, Sanction with below mentioned features:</p> <ul style="list-style-type: none"> <li>• File/DAK Management System should be based on Manual of office Procedure (MOP from DARPG-Department of Administrative Reforms And Public Grievances)</li> <li>• DAK/File Management with features like online DAK/File register etc</li> <li>• Whitehall based file movement (File view with all Documents are shown on one side and Green NoteSheet on other side)</li> <li>• Supports for Green Note sheet</li> <li>• Secure notes and annotations in inbuilt image viewer</li> <li>• Should be based on proposed Document Management System &amp; Workflow Management tool. Please confirm?</li> </ul>	<p>One of the objectives of this Eoi process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eoi document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.</p> <p>Respondent may accordingly submit the details of the proposed solution in its Eoi Response.</p>

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
13	Page No 26	5.3 Workflow Solution	<p>Based on our experience of working with various PSUs/PSBs/Govt organizations in India, Workflow processes for PSUs have certain complexities and require a robust and agile workflow management system with below functionalities :-</p> <ul style="list-style-type: none"> <li>- The Workflow Management System should compliant to various standards such as BPMN, BPEL, WFMC etc. and have the capabilities of graphically modelling the processes or workflows with programming, inbuilt Form designer, rule engine, configurable Business Activity Monitoring tool (Dashboards)</li> <li>- Facilitate re-engineering of processes and act as a platform for application / document routing mechanisms including Sequential routing, Parallel routing, rule Based routing and Ad-hoc routing. This enables the user to: <ul style="list-style-type: none"> <li>a. Design the process easily without any coding and can be defined by a domain expert without any technical back ground</li> <li>b. Any change in the workflow can be done dynamically without disturbing the existing setup.</li> </ul> </li> <li>3. The change deployment efforts are minimal.</li> <li>4. Process versions can be saved and hence it is easier to roll back to the particular process.</li> <li>5. If the BPM tool is BPEL and BPMN compliant it is easier to replace the BPM tool, and hence has less dependency.</li> </ul> <p>Please confirm our understanding?</p>	<p>One of the objectives of this Eol process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eol document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.</p> <p>Respondent may accordingly submit the details of the proposed solution in its Eol Response.</p>

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
14		Knowledge Management	Based on the requirement mentioned in RFP our understanding is that SIDBI requires a Knowledge management solution which categorize all knowledge items as per security norms and roles and users cans collaborately access those documents and content. The said functionality will be available through enterprise content management and document management. Please confirm our understanding?	1) Knowledge Management functionalities are expected to be provided under the proposed DMS & Workflow solution platform. 2) Access of the module need to be based on assigned role based privileges
15	Page No 26 Section No 5.4.5	Collabration Develop an employee collaboration capability by allowing employee to connect with enterprise applications even from outside of office using preconfigured devices.	Does this mean that the solution should be available over internet and intranet. Please confirm.	Solution need to be available over both intranet and internet. Proposed DMS Solution would be used by users authorised by SIDBI.
16	Page No 22 Section No 4.1	Presentation , Demo and Proof of Concept	Please provide the scope for POC What is the timeframe of the POC	Scope and timeline will be advised at the appropriate stage during evaluation of bids received from the prospective bidders.
17		Contract Period	Please mention the support period required by SIDBI	Initially it will be 5 Years. However same may be extended based on requirement of the Bank.
18	Page No 25, Section 5.2, point 6	Support of mulitple format for storing and viewing	Since the Document Management System will be storing critical documents of SIDBI which needs to be archived for long term, we recommend SIDBI should archive documents in PDF/A format with support for annotations (PDF/A is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects. The benefits of using PDF/A is that it is independent of application and hardware , supports better compression and linearized based faster web view)	One of the objectives of this Eol process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eol document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.  Respondent may accordingly submit the details of the proposed solution in its Eol

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
				Response.
19	Page No 25, Section 5.2, point 2	Scanning/Imaging Solution	As per mentioned requirement in the RFP document, our understanding is that SIDBI will still receive hard copy documents, therefore we recommend the proposed scanning software solution should provide for automatic correction of parameters like format/compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should also provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/compression, orientation etc. Also it should be natively integrated with Document Management System Please confirm?	SIDBI will receive hard copy documents from different sources. As mentioned in section 5.2(8) of EOI Document, proposed DMS solution needs to have the image enhancement & display feature. Detailed requirement will be published at RfP stage.



**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
20	Page No 25, Section 5.2, point 15	Document LifeCycle Management	<p>As per the RFP, the system needs to keep the Records, Files, Documents for the long term. Therefore, we understand that the SIDBI would require a Records Management System for long term archival of the documents without deteriorating the quality of the documents.</p> <p>So, with this understanding, request you to include following specifications of the Records Management System to ensure best of breed solution:</p> <p>a. Capability to define retention policy, disposition policy etc  b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc.  c. Capability to track Physical records movement  d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc.</p> <p>Please confirm our understanding.</p>	<p>1) SIDBI needs to keep track of records, files &amp; documents as per Bank's Housekeeping policy &amp; document retention/destruction policy without deteriorating the quality of the documents. Also proposed DMS Solution need to be able to keep track of documents/files along with physical locations &amp; movements also.</p> <p>2) One of the objectives of this Eol process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eol document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.</p> <p>Respondent may accordingly submit the details of the proposed solution in its Eol Response.</p>

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
21	Page no 24, Section 5.1	Horizontally Scalability	<p>As per our understanding, SIDBI wants to follow platform based approach in order to follow best practices for workflow development. Thus we recommend a workflow management system that shall support inbuilt Graphical Process Designer for modelling complex business processes using drag and drop functionalities.</p> <p>This enables the user to:</p> <ol style="list-style-type: none"> <li>a. Design the process easily without any coding and can be defined by a domain expert without any technical background</li> <li>b. Any change in the workflow can be done dynamically without disturbing the existing setup.</li> </ol> <p>3. The change deployment efforts are minimal. 4. Process versions can be saved and hence it is easier to roll back to the particular process. 5. If the BPM tool is BPEL and BPMN compliant it is easier to replace the BPM tool, and hence has less dependency.</p>	Proposed Workflow solution must be GUI based having user friendly design for modeling the workflow based on the business rule of Bank. Detailed features and functionalities will be mentioned at RfP stage.
22	Page 33, Section 6.3 Point 9	Experience of having supplied, installed, integrated and implemented at least 1 (one) DMS & Workflow solution, offered to SIDBI, in Banking or Financial services or Insurance (BFSI) sector in India in last 5 years (as on the last date of bid submission) with similar requirements as mentioned in the project scope of this document.	Experience of having supplied, installed, integrated and implemented at least 2 DMS and Workflow Solution , offered to SIDBI , in BFSI or Similar PSUs(Government Undertaking) in India in last 5 years with similar requirements as mentioned in the project scope of this document	No change

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
23			As per RFP requirements core application scope revolves around DMS and the Workflow hence we recommend DMS and Workflow Solution should be Pre and Natively integrated coming from the Same OEM.	Proposed DMS and Workflow solutions must be of same OEM, they need to be tightly integrated and are already in use by some other organisation in Banking or Financial services or Insurance (BFSI) sector in India.
24		General	Do Bank has planned to go with centralized location or hub and scope location for digitization	Digitization is expected to be carried out at respective location of SIDBI Offices.
25	page 25	High level functionalities of DMS, Data Loss Prevention	Please provide requirements in detail	One of the objectives of this Eoi process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eoi document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.  Respondent may accordingly submit the details of the proposed solution in its Eoi Response.
26	page 25	Integration with 3rd party content creation software, business applications of the bank	Please provide requirements in detail	Same will be provided at the RfP Stage
27	page 27	Staff Accountability	Please provide requirements in detail	It is workflow based solution, details will be provided at RfP stage.
28	page 28	Develop a Knowledge management capability by leveraging portal & document management system technologies	Please provide details of the Portal technology at SIDBI	SIDBI is using IBM Web sphere portal technology.
29	4.1.2 Eligibility Criteria, sub clause no. 3 Page No 20	The Bidder should have a minimum gross turnover of at least INR 50 crores per annum in at least 2 years out of last 3 financial years	We request to kindly relax this clause as " The Bidder should have a minimum gross turnover of at least INR 50 crores per annum in	No change

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
		as on the date of submission of Bid.	at least 1 year out of last 3 financial years as on the date of submission of Bid"	
30	5.1 Project Objective point 1 Page No 24	To build a robust, user friendly and secure electronic/digitized repository from the current paper based file systems & integrate the same with SIDBI's different applications/processes.	Kindly specify all different applications/ process to which integration requires and technical specifications like database, languages for the specific applications/ process	Please refer to Section 3.4.2 of EoI. Further details will be published at RfP stage.
31	5.1 Project Objective point 3 Page No 24	To ensure security of document by implementing a robust mechanism of multi-level access control and audit trail	Multi-level access control is covered in workflow kindly specify in special requirements for audit trail	Proposed DMS & Workflow Solution need to have audit trail.
32	5.1 Project Objective point 11 Page No 24	To enable usage of DMS in Multi-lingual form (English, Hindi & others).	Kindly specify all languages required	Please refer response at serial no. 9 above.
33	5.2 High level functionalities of DMS point 1 Page No 24	Document Capture and import	Document capture and upload is possible kindly describe meaning for import or kindly describe if you already scanned some files and you require to import in system(if so kindly specify file format and DPI)	DMS need to have the capability to import/upload single/multiple documents (bulk upload) of different standard format.
34	5.2 High level functionalities of DMS point 2 Page No 24	Scanning/Imaging Solution with high level of efficiency	Kindly specify resolution requirements for scanning if any	Proposed solution need to be flexible enough to support various type of resolution and it need to support scanning in a reasonable timeframe
35	5.2 High level functionalities of DMS point 6 Page No 25	Support of multiple formats for storing and viewing – pdf, doc, image, multimedia etc. It should not have requirement of additional licenses of native software for viewing or working on the documents.	For Doc requires doc or docx format, for image requires jpg png formats like wise for all PDF, DOC, IMAGE, Multimedia kindly describe formats in detail(licenses is depend on that).	Please refer response at serial no. 18 above.
36	5.2 High level functionalities of DMS point 19 Page No 25	Template based content authoring	Kindly describe in detail	This feature will be required to publish content of various applications / Intranet using customized templates.

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
37	5.2 High level functionalities of DMS point 20 (e) Page No 25	Data / content merging from other applications like CRM, BI etc.	Kindly specify all different applications like CRM, BI etc. from which merging requires and technical specifications like database, languages for the specific applications	One of the objectives of this Eoi process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eoi document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.  Respondent may accordingly submit the details of the proposed solution in its Eoi Response.
38	5.2 High level functionalities of DMS point 21 Page No 25	Integration with 3rd party content creation software, business applications of the bank	Kindly specify all different applications to which integration requires with DMS module and technical specifications like database, languages for the specific applications	Same will be provided at the RfP Stage
39	5.2 High level functionalities of DMS point 23 Page No 25	Access of DMS through mobile devices	Kindly specify if you require android application or DMS website with mobile friendly design	Proposed DMS Solution need to facilitate access / updation of content through mobile devices.
40	5.2 High level functionalities of DMS point 29 Page No 26	Integration of workflows with bank's business applications	Kindly specify all different application sto which integration requires with workflow module and technical specifications like database, languages for the specific applications	Same will be provided at the RfP Stage
41	5.3 workflow Solution point 3 Page No 26	Creation of committees & Meetings, adding users to respective committees & Meetings, Scheduling the Board Meetings and sending email reminders to all the attendees & prepare MOM	Kindly specify is system generated MOM creation or generation requires	Proposed DMS Solution need to have the ability for creation of meeting, agenda, add users for meeting, communications, MOM creation and reminder for action items etc.  Detailed specification of the solution will be published at RfP Stage.

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
42	5.3 workflow Solution point 6, 7, 8, 9, 10, 11 Page No 26, 27	Kindly refer document	Requires facilitated in workflow module or separate module can be generated which can link with workflow and DMS modules	Proposed DMS and Workflow solutions must be of same OEM and they need to be tightly integrated and are already in use by some other organisation in Banking or Financial services or Insurance (BFSI) sector in India.
43	5.4.3 Infrastructure - Production & Disaster Recovery point 1 Page No 28	Bidder is required to propose complete infrastructure architecture with appropriate end-to-end solution for implementation of the proposed DMS solution with latest technology which will cater the requirement at least for 5-6 years. Components should include hardware, RDBMS, application server, web server etc.	1)Is the Application Envisaged to be in Cluster Mode ? If Yes what kind of Cluster Mode (Active Passive) or (Active Active).	One of the objectives of this Eol process is to gather related information. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage. Bidder is required to propose infrastructure details for implementation of the proposed DMS solution as mentioned in section 5.4.3.  Respondent may accordingly submit the details of the proposed solution in its Eol Response.
			2)Does the bank have any preference for Operating System and Application Server ?	Bank does not have any preference for operating Systems and Application Server
			3)Do you have any license arrangement for the same as existing with Oracle? Or Do you require opensource database?	Bank does not have any license arrangement with Oracle and Bank would like to avoid open source database.
			4) Do you require DR setup or only DC setup?	Please also refer to the response given at serial no. 10 above.
			5)Do you require LAN connectivity or will you used existing?	Bank will use existing LAN connectivity.
			6)Please clarify whether we need to provide the required IT infrastructure for providing these services ?	Bidder is required to propose infrastructure details for implementation of the proposed DMS solution as mentioned in section

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
				5.4.3.
			7) Do we need to provide the Helpdesk solution or Bank will include the DMS application into the existing Helpdesk facility	Currently there is no such requirement for integration with Helpdesk.
			8) Are the Racks , KVM Switch, LAN cabling, cooling, hosting and network switches are part of scope of this RFP , or bank will provide the necessary racks , hosting, KVM Switch, cooling and cables	Bidder is required to propose infrastructure details for implementation of the proposed DMS solution as mentioned in section 5.4.3.
			9) It is assumed , the power, cooling and space will be provided by Bank both in DC and DRC ?	Bank will provide power, cooling and space at DC & DR.
			10) Please confirm that Bank will provide all necessary hardware infrastructures including Network switch, Load balancer, router, WAN bandwidth, security components like HIPS, firewall /IPS?	Bidder is required to propose infrastructure details for implementation of the proposed DMS solution as mentioned in section 5.4.3.
44	5.4.3 Infrastructure - Production & Disaster Recovery point 3 Page No 28	Bidder is requested to mention an indicative requirement of infrastructure as follows	1)Vendor would like to know the current size of documents. Is migration also part of current scope?	As per the rough estimate, the current size of the document would be approx. 1.50 crore pages as on December 31, 2016.  The above estimation is an approximate assessment and the actual requirement may vary. However, there will be no contractual obligation about any minimum commitment on number of pages. The payment will be made on the basis of actual digitization work carried out by the Vendor and involving other activities like digital and physical storage of the digitized document.



**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
45	5.4.7 Digitization of old documents point 1 Page No 29	SIDBI had already initiated scanning of existing documents across its offices and stored the documents in file system without using any formal DMS solution. Bidder is to suggest how these scanned documents can be re-used as part of the proposed solution.	How many scanned pages / images are available (total volume of scanned pages/images) and what is size of data of such scanned pages /images?	As per the rough estimate, the total volume of the scanned pages / images would be approx. 1.50 crore pages as on December 31, 2016. The file format is mostly *.pdf files.  The above estimation is an approximate assessment and the actual requirement may vary. However, there will be no contractual obligation about any minimum commitment on number of pages. The payment will be made on the basis of actual digitization work carried out by the Vendor and involving other activities like digital and physical storage of the digitized document.
46	5.4.7 Digitization of old documents point2 Page No 29	Bidder is to suggest possible approaches to digitize the old documents of the bank.	Kindly provide details of the old documents available for scanning and digitization. Also confirm whether scanning of old documents would also be a part of this procurement.	As indicated at S.No.45. Regarding decision on scanning of old documents to be part of this procurement, the same would be decided at RfP stage.
47		General	Kindly clarify different size of documents (e.g. A4, A3, etc) to be scanned.	As mentioned in section 5.4.7 (1 & 2) of EoI, bidder is required to respond accordingly.
48	Clause 4.1.2- Eligibility Clause Sl. No 9 Page 21	Experience of having supplied, installed, integrated and implemented at least 1 DMS solution, offered to SIDBI, in banking or financial services or insurance (BFSI) sector in India in Last 5 years (as on the last date of Bid submission) with similar requirements as mentioned in the project scope of this document.	Please amend the clause as Experience of having supplied, installed, integrated and implemented at least 1 DMS solution, offered to SIDBI, in banking or financial services or insurance (BFSI) sector/Any government department / Corporation in India in Last 5 years (as on the last date of Bid submission) with similar requirements as mentioned in the project scope of this document. Please consider the ongoing projects also where bidders need to	No change



**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
			submit work order copies.	
49	Clause 4.1.2-Eligibility Clause Sl. No 11 Page 21	The bidder must have valid ISO 9001:2008 (or equivalent) certification for quality management, ISO 27001-2013 (or equivalent) certification for IT related services and ISO -10244 related to DMS.	Kindly amend the clause asThe bidder must have valid ISO 9001:2008 (or equivalent) certification for quality management, ISO 27001-2013 (or equivalent) certification for IT related services. Please allow to submit the the ISO-10244 certificate from DMS OEM.	The bidder must have valid ISO-9001-2008 (or equivalent) certification for quality management and ISO-27001-2013 (or equivalent) certification for IT related services.
50	Clause 4.1.2-Eligibility Clause Sl. No 5 Page 21	The Bidder must be an entity operating in thefield of content management / documentmanagement for at least 5 years as on the lastdate of submission of bid.	Please allow submission of relevant Work Order older than 5 years as sufficient proof under this clause.	No change
51	5.1 Project Objective Page 24	To integrate the DMS with the existing software/solutions like Loan Management Systems, Loan Originating System , HR Solutions, Treasury Operation Solutions etc.	It is assumed that existing software/solution will do necessary development to get integrated with DMS. DMS aplication will provide necessary API/web services.	All SIDBI applications need to be integrated with proposed DMS Solution.  One of the objectives of this Eoi process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eoi document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.  Respondent may accordingly submit the details of the proposed

**EXPRESSION OF INTEREST (EOI) –  
PRE-BID CLARIFICATIONS**

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
				solution in its Eol Response.
52	5.1 Project Objective Page 24	To enable usage of DMS in Multi-lingual form (English, Hindi & others).	Please specify what are the other languages (other than English & Hindi), to be supported.	Please refer to point no. 9 above.
53	5.2 High level functionalities of DMS Page 25	Data / content merging from other applications like CRM, BI etc	It is assumed required API/service will be provided by CRM/BI application.	<p>All SIDBI applications need to be integrated with proposed DMS Solution.</p> <p>One of the objectives of this Eol process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eol document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.</p> <p>Respondent may accordingly submit the details of the proposed solution in its Eol Response.</p>

## EXPRESSION OF INTEREST (EOI) – PRE-BID CLARIFICATIONS

Sr No	Page / Section Number in RfP	Tender Clause	Query / Suggestion by Bidder	SIDBI Response
54	5.2 High level functionalities of DMS Page 25	Integration with 3rd party content creation software, business applications of the bank.	It is assumed required API/service will be provided by 3rd party content creation software, business applications of the bank.	<p>All SIDBI applications need to be integrated with proposed DMS Solution.</p> <p>One of the objectives of this Eoi process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eoi document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.</p> <p>Respondent may accordingly submit the details of the proposed solution in its Eoi Response.</p>
55	5.2 High level functionalities of DMS Page 25	Access of DMS through mobile devices	Does it required via mobile browser or mobile app? If it's mobile app, please specify the platforms viz. Android, iOS etc. to be supported.	<p>One of the objectives of this Eoi process is to gather the information of various features of prospective DMS Solutions. SIDBI has only mentioned the broad level requirement in Chapter 5 of the Eoi document. Based on the analysis of the responses received and SIDBI's requirement, detailed technical specification of the solution will be published at RfP Stage.</p> <p>Respondent may accordingly submit the details of the proposed solution in its Eoi Response.</p>
56	5.2 High level functionalities of DMS Page 25	Digital signature integration	It is assumed digital signature will be provided by client.	Yes

\* \* \* \* \*