

**Request for Proposal for Implementation of Document Management System (DMS)**  
**RfP No. 400/2018/1278/BYO/PRSIG November 02, 2017**  
**Pre-Bid Clarification**

Pre-bid meeting in connection with the RfP hosted for Implementation of DMS was held at SIDBI Office, Mumbai on November 14, 2017 11 AM. Based on discussions with the prospective bidders during the meeting and queries sent by the bidders, following clarifications may please be noted for submission of bids.

- A. Minor modifications have been made in the **Annexures of RfP and the revised Annexure (SIDBI\_DMS\_RfP – Annexure\_Revised.docx)** have been uploaded on SIDBI website [www.sidbi.in](http://www.sidbi.in) & CPP Portal. Bidders are requested to download and use the revised formats given in the revised Annexure for submission of bid. Bid submitted by the bidders must be in the format defined by SIDBI, failing which bids shall be liable to be rejected.
- B. Point no. **12 in Section 6 of RfP (Eligibility Criteria)** stands modified and should be read as follows :

S.N	Criteria	Proof to be Submitted
Page No. 52 Section 6 Point No. 12	To handle post-implementation support services, the Bidder should be providing support services directly from its office in Mumbai Metropolitan Region or through its Partner / Dealer / Resident Engineer for the proposed DMS solution to its customer in Mumbai Metropolitan Region, since last 1 year as on the last date of submission of bid.	Certificate from its customer towards availing of support services in Mumbai Metropolitan Region for the implemented DMS solution mentioning name of DMS solution and period of services being availed.

- C. **Point no. 11(v) in Section 6 of RfP (Eligibility Criteria)** stands modified in line with the definition of mailing system given in section 4.3.3 of RfP and should be read as follows :

S.N	Criteria	Proof to be Submitted
Page No. 51 Section 6 Point No. 11(v)	Integration with Mailing System a) The solution should have capability of seamless integration with both IBM Notes and MS Outlook Mailing Systems for storage of mail contents including its attachments. b) It should also have the capability of enabling fetching of documents from DMS storage for attachment directly from Mailing Interface of both IBM Notes and MS Outlook.	Self declaration by authorized signatory of the Bidder on Bidder's Letterhead.  (All these points will be verified at the stage of Proof Of Concept. In case of non-compliance of any point, bid will be rejected.)

- D. Point no. **6 in Section 6 of RfP (Eligibility Criteria)** stands modified and should be read as follows :

S.N	Criteria	Proof to be Submitted
Page No. 50 Section 6 Point No. 6	<p>The Bidder has to submit proof of its own three experiences in India for supply, installation and commissioning of the DMS Solution, offered to SIDBI. Reference of all such experiences, where implementation was done in line with the model (On-site / Off-site) being offered to SIDBI and the implementation activity is complete as on the last date of submission of bids, will only be considered. Also, the customers for all the three references must have presence in multi-states locations in India.</p> <p><b>Note :</b></p> <p>1) <i>Experience of only record management or digitization service will not be considered for this purpose.</i></p>	Copy of work order along with completion certificate for completed projects. Completion certificate issued by the customer must indicate the name of the license components of the solution and date of implementation sign-off of the solution.

- E. Following **Point no. 5 in Section 4.2.3 in Page 28 in the RfP** stands removed.

“The bidder will ensure that for On-site implementation, licenses factored above shall not be used for view only users, who will access the DMS repository through Bank’s web portal. “

- F. Please refer **Section 4.2.2 & 4.2.3 in RfP** for the details of Licensing. Irrespective of nature of solution mentioned in section 4.1.1 of RfP, ‘configure’ or ‘factor’ of licenses/software/tools means that the bidder has to include prices of these software licenses in the commercial bid and successful bidder has to deliver/supply as per scope of RfP .
- G. In response to queries of bidders, it is clarified that proposed solution should have **full-fledged OCR capability** and must have capabilities of **extraction from structured, semi-structured and unstructured documents**. Solution is required to auto recognize structured documents / forms and extract data from it.
- H. Please refer to Srl No. 2 in the table given in **Section 7.5.3..3 (1) of RfP** regarding ‘Complete Cycle of Digitization’. Bidder will be required to demonstrate extraction capability from structured, semi-structured and unstructured documents, as mentioned in point G above, during **Proof of Concept (POC)**.

- I. It will be the responsibility of the bidder to make necessary arrangement to configure entire **POC** environment on its own. Bank will extend necessary support wherever feasible but same should be intimated to the Bank at least 2 working days in advance after it is invited for POC. Failure to demonstrate any feature as mentioned in the RfP will be treated as non-compliance.
- J. Any open source component not owned and maintained by any organization/OEM or any Freeware will not be considered as part of the proposed DMS solution. The bids consisting of such open source components or Freeware will be disqualified.
- K. For subscription based software licenses, wherever applicable, terminologies like **ATS / Warranty period/services/cost/value** used across the RfP should be read as **Subscription period/services/cost/value**.
- L. **Volume of documents** – Bidder is requested to note that total volume of documents will be around 1.7 Crore (approx.) pages in the Bank. Additionally, incremental growth of volume may be considered at the rate of 10% year-on-year. A period of 10 years may be considered as retention period of documents.
- M. The queries as received from different bidders and SIDBI's clarification to those queries are tabulated below :

### List of Queries and Clarifications

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
1	52	6	12	The Bidder should have an office in Mumbai Metropolitan Region since last 1 year as on the last date of submission of bid, to handle post-implementation support services during contract period.	The Bidder/ Consortium should have an office in Mumbai Metropolitan Region since last 1 year as on the last date of submission of bid, to handle post-implementation support services during contract period.	Point No. 12 stands modified as given in Point B above
2	23	4	3	To monitor history of changes in the document and track use of the documents.	DMS will have different version if there is any change in document and/or metadata. We hope user will compare and identify the changes please confirm.	Documents in DMS will have different version if there is any change in document and/or metadata.
3	23	4	9	To enable usage of DMS in bilingual form (English, Hindi).	We hope you would need indexing field labeling in Hindi/English (Name/ नाम) and not Indexing too. Please Confirm.	Labeling, Data Entry & indexing are expected to be bilingual form.
4	26	4.2	1	Creation of environment: Bidder would primarily create 3 environments for implementation of the solution: 1) Production environment at Data Centre (DC), Mumbai, 2) Development & UAT environment at DC, Mumbai and 3) Disaster Recovery (DR) environment at DR site, Chennai.	Who will have to purchase development tool's licenses? And whose name those licenses should be?	Bidder has to provide the license of all softwares required for implementation of the solution as mentioned in RfP. Licenses should be in the name of SIDBI.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
5	26	4.2	3	The Bidder should supply all necessary softwares for hosting the proposed solution and also to support all the software as part of the scope. The Bidder will also be required to submit required hardware specifications (wherever applicable) in its bid response for implementation of the solution in all the environments.	We hope you are discussing about OCR and other third-party software which are parts of DMS. And not about Windows Server Operating System, Database Application which are required for DMS Application. Please confirm.	Except Operating System, Bidder is required to provision of licenses for all other required software components. Please refer to Section 4.2.4(2) & Section 4.2.2(3) of RfP for details.
6	26	4.2.2	2	All necessary softwares of the solution need to be supplied, installed, configured and maintained by the bidder. The bidder must factor and deliver all required software components in line with the requirement specified in this document. This may include Middleware, Application Server, Web Server, OCR module, Scanning Solution, Reporting etc. in addition to main components of the solution, as applicable.	We hope you are discussing about OCR and other third-party software which are parts of DMS. And not about supplying and maintenance, upgrade, Updates of Windows Server Operating System, Database Application which are required for DMS Application. Please confirm.	Bidder is required to provision licenses for all software components which are parts of DMS. Similarly maintenance, upgrade, Updates of all these components supplied by the Bidder will be the responsibility of the Bidder during Contract Period. Please refer to Section 4.2.4(2) & Section 4.2.2(3) of RfP for details.
7	26	4.2.2	3	In case of requirement of any other software (e.g. different database, middleware or any other tool) to store and manage the documents and media, Bidder has to configure necessary licenses of the software components and implement the same.	We assume that licenses and upgrade/updates will be procured by the SIDBI. Bidder will only have to configure necessary licenses of the software components and implement for the first time. Please confirm.	Same as Sr. No. 5 & 6 of this document.
8	27	4.2.2	10	The software should have bi-lingual (English & Hindi) support.	Please explain what all features are required in bi-lingual (English & Hindi).	Bi-lingual is required for Labeling, Indexing, OCR, Data Entry, Search, Reporting, Workflow etc.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
9	27	4.2.3	B	It will be responsibility of the bidder to size the software licenses as per requirement mentioned in this RfP. In case, it is found inadequate or violating licensing policy of the respective OEM during contract period, it will be responsibility of the bidder to supply additional licenses at no extra cost to SIDBI.	We assume that you have required Windows Server User and Windows SQL User Licenses for the users who are going to use this DMS solution. Please confirm.	Same as Sr. No. 5 & 6 of this document.
10	28	4.2.3	2	Scanning / capturing, OCR, indexing, storage, retrieval, workflow etc. as per scope of this RfP must be all-inclusive integrated components of the proposed DMS Solution.	Here is OCR for full Text Search? OR for Capturing metadata data from standard form or only barcode while scanning? If it is for capturing data from standard form then would data be in English and Hindi or only English?	Proposed solution should have full-fledged OCR capability and must have capabilities of extraction from structured, semi-structured and unstructured documents. Solution is required to auto recognize structured documents / forms and extract data from it.
11	28	4.2.3	5	The bidder will ensure that for On-site implementation, licenses factored above shall not be used for view only users, who will access the DMS repository through Bank's web portal.	We hope users who are going to access DMS repository through Bank's web portal are part of 300 concurrent users. Please confirm.	Point no. 5 in Section 4.2.3 in Page 28 in the RfP stands removed
12	31	4.3.3	2	Biometric Authentication (BAS)	If we do Microsoft Active Directory and Single Sign-On (SSO) integration after that would you need Biometric Authentication (BAS)? Or few users will come through SSO and other users will access through BAS. Please explain more on this integration.	Integration is required for Microsoft Active Directory, Single Sign-On (SSO) and Biometric Authentication (BAS). However, the exact mode of authentication would be decided at the time of final implementation.

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13	31	4.3.3	4	IBM Notes 9 (At present)	<p>We have MS Outlook plugin integration. Do you really want IBM Notes 9 as you are in the process of Procurement of Microsoft (MS) Office 365 Cloud Service Subscription?</p> <p>We have send document by Lotus Notes feature however we do not have plugin for Lotus notes. Should we bid?</p>	Integration with both MS Outlook & IBM Notes are required.
14	32	4.3.4	3	The data will be captured using OCR or by data entry, as per requirement.	Do you need on the fly OCR feature for indexing or OCR based auto indexing from Standard Form?	Same as Sr. No. 10 of this document.
15	33	4.3.8	4	The system should have a facility for cross referencing documents between the solution and other applications of the Bank.	Please explain this with example.	<p>Documents generated in any legacy system in Bank should be able to refer any other document in DMS and vice-versa. Further any document in DMS should be able to refer any other related document in DMS, if required.</p> <p>For example, solution should be in a position to link different versions of circulars on same / different subject in a predefined hierarchy to establish the cross reference.</p>
16	33	4.3.9	7	Facility to encrypt and store the documents should be available in the system	Section 6 Eligibility Criteria point 11 States that the solution should be able to store documents in open formats. So do you need this feature configurable for a specific document type or for entire system? Will you implement this during document type configuration the system or after some period of implementation?	The solution should be in a position to store documents open format for both document type & entire repository. Same has to be configured during implementation.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
					please clarify.	
17	41	4.5.3		Other Workflows Bank shall be utilizing services of on-site administrator-cum-developer for building additional workflows as and when required.	Will these be document based workflows or Form based workflow. Please clarify.	This will be decided as and when required by Bank.
18	50	6	5	The Bidder should have a minimum number of 15 full time professional staff engaged in related services	Do you mean all engaged only in DMS development / implementation / Support? We are distributor in India and OEM takes care of product development so we recommend count 15 or over 15 should be Bidders as well as OEM's full time professional staff.	The Bidder should have a minimum number of 15 full time professional staff engaged in related services
19	27	4.2.3	1	Bidder will be required to deliver additional 230 licenses (1200 – 970) of SharePoint Online licenses (Plan 2) with same features to meet the requirement as mentioned in this RfP. Subscription cost of these additional SharePoint Online licenses for 3 years (Project period) will be configured by the bidder and same will be taken into account for commercial evaluation.	SharePoint Online Licenses needs to be procured by the successful bidder of Office 365 and Bidder won't be able to procure the same. Price of SharePoint Online has been discovered as part of RFP & Request Bank to consider this. SharePoint Server licenses will have to be procured by LAR finalized by SIDBI for Office 365 RFP. Current bidders might not be able to provide Microsoft licenses.	Scope of current RfP is separate than that of any other RfP, issued by the Bank. In case bidder chooses to position the solution as per 'Off-Site SharePoint based DMS Solution' option mentioned in section 4.1.1 of RfP, it has to factor the prices of additional SharePoint online licenses for the period of 3 years (project period) in the commercial bid of this RfP for commercial evaluation and same have to be supplied by successful bidder as per scope of the project. As mentioned in the RfP, Bidder will be required to deliver additional licenses at the quoted unit rate in case of requirement by the



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						Bank anytime during the contract period.
20	24	4.1.1	1.b	Storage of the DMS will be on-premise. Hardware viz. Servers & Storage will be provided by the Bank. However the Bidder will be required to configure required licenses for Database & SharePoint Server as mentioned in Section 4.2.2.	As part of Office 365, SIDBI will have around 1.485 TB on SharePoint Online. Wouldn't Bank like to leverage the available free storage space for DMS solution? Is SIDBI planning for SharePoint On-premise deployment as the storage will be on-premise?	Storage of data & content of the DMS solution will be on-premise at SIDBI Location.
21	24	4.1.1	1.c	Licenses of Digitization Software (Scanning, OCR etc.) and other software components, as per requirement mentioned in this RfP, need to be configured and implemented at On-site DC & DR of the Bank	Does SIDBI have any specific Digitization software to be used, also please provide existing Scanners are capable for digitization.	No specific digitisation software is preferred. Proposed solution should have full-fledged OCR capability and must have capabilities of extraction from structured, semi-structured and unstructured documents. Solution is required to auto recognize structured documents / forms and extract data from it.  As mentioned in 4.1.1 of RfP, proposed solution should be a readily built product having end to end DMS capabilities as per requirement mentioned in the RfP and already operational in other organizations.

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22	26	4.2.1	1	Creation of environment : Bidder would primarily create 3 environments for implementation of the solution: 1) Production environment at Data Centre (DC), Mumbai, 2) Development & UAT environment at DC, Mumbai and 3) Disaster Recovery (DR) environment at DR site, Chennai.	SIDBI need to share the scalability of the data based on which it would be a 2Tier or 3Tier FARM Architecture	SIDBI envisages the implementation to be in multitier architecture to meet the scope of RfP.
23	26	4.2.2	3	In case of both SharePoint based Implementation & On-site Standalone Implementation of DMS, existing Oracle RDBMS setup may be used for use of metadata, indexing etc. of the DMS Solution by creating one separate instance of Oracle RDBMS in existing server of the Bank	SharePoint licenses specified in the RFP will require SQL Database for storage. Please note SharePoint doesn't store data natively in Oracle Database. Hence solution won't be able to store data in Oracle RDBMS. Request Bank to consider the same and accordingly modify requirements	<p>In case of both SharePoint based Implementation &amp; On-site Standalone Implementation of DMS, existing Oracle RDBMS setup may be used only for use of storing of metadata, indexing etc. of the DMS Solution by creating one separate instance of Oracle RDBMS in existing server of the Bank. If the solution is not capable to store metadata, indexing etc. in Oracle Database, bidder has to configure separate database licenses, as required, factor the same in commercial and same has to be delivered by successful bidder.</p> <p>Additionally, as mentioned in RfP, Bidder will be anyway required to configure database / middleware / any other software component, if required to store contents like</p>

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						documents, media files etc. in line with the architecture of the proposed solution.
24	26	4.2.2	4	In case of Off-site SharePoint based Implementation of DMS, SharePoint Server Licenses are also required to be configured, as applicable, by the Bidder.	As part of Office 365, SIDBI will have around 1.485 TB on SharePoint Online. Wouldn't Bank like to leverage the available free storage space for DMS solution? SharePoint Server licenses will have to be procured by LAR finalized by SIDBI for Office 365 RFP. Current bidders might not be able to provide Microsoft licenses.	1.485 TB free space may be used by Bank for other purpose also as and when required. Storage of data & content of the DMS solution will be on-premise at SIDBI Location irrespective of nature of the solution as mentioned section 4.1.1 of RfP.
25	30	4.3.2	1	Bidder has to arrange its own scanners & other hardware for scanning for digitization at pilot offices.	Please confirm if Bank has any preferred hardware specification	No such preferred hardware specification. However, it should be in line with the requirement mentioned in the RfP.
26	51	6	9	The OEM of DMS solution should authorize the bidder to quote their products in the present tender of SIDBI	Please find attached MAF format which was submitted as part of Office 365 RFP, request you to kindly consider same for this RFP also.	Scope of this RfP is different from Office 365 RfP. No change.
27	34	4.3.12	1. h.	Generation of various reports on files & documents as required by Business	Could you please provide tentative number of reports to be developed for DMS?	Will be decided at the time of requirement analysis & finalization during implementation.
28	35	4.3.14	5	Integration with legacy application of the Bank should be well documented and submitted.	How many integration touch point for integration. Please confirm?	Currently Integration requirements are identified in Section 4.3.3(4). However, refer to Section 4.3.3(5 & 6) The bidder will ensure integration of the applications with DMS Solution for DC, DR & UAT/Development environments and synchronization among them,

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
						wherever applicable. Further details will be available during requirement study by the selected bidder during implementation.
29	39	4.5.1		Workflow	Could you please help quantify scope by providing number of workflows required for DMS?	Current scope : Please refer to Section 4.5.1 (Inward Outward Management workflow) and Section 4.5.2 (Office Notes Creation and Approval workflow).  Please refer to Section 4.5.3, Bank shall be utilizing services of on-site administrator-cum-developer for building additional workflows after implementation of DMS Solution as and when required.
30	40	4.5.1		Workflow	Is there requirement of customizable workflow, where power users can themselves change workflows. Please clarify?	Please refer the requirement given in Section 4.5 in RfP and Annexure V - FUNCTIONAL & TECHNICAL SPECIFICATIONS of RfP towards required capability of Workflow. Also refer to Section 4.2.3 (1) for licensing requirement in this regard.
31			General	3 years warranty	Warranty support for DMS is Onsite/Offsite. Please confirm?	Onsite at SIDBI Premises.
32	36		4.4.2. Training	Training, Documentation and Manuals	Please provide location for class room training. In case of multiple locations, please share number of users to be trained per location.	Please refer Section 4.4.2 & Annexure VI(Commercial Bid) in RfP for the details of Training. Number of participants in a

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
						batch will be around 25 nos.
33			General	Implementation Location	Implementation of DMS system is Onsite/Offsite. Please confirm?	Onsite at SIDBI Premises.
34	24	4.1		Bidder has to ensure to take care all possible security issues in the solution and arrange for successful VAPT before deployment in Production.	Please confirm that VPAT from Cert-In empanelled vendor will be provisioned by SIDBI and vendor responsibility is to enable, support and address findings (if any).	Bidder has to arrange for VAPT of the implemented solution by Cert-In empanelled vendor. Cost of the same is required to be factored by the bidder in commercial bid. Further it will be bidder's responsibility to enable, support and address all findings recorded in VAPT reports.
35	24	4.1		Storage of the DMS will be on premise.	In case of SharePoint Online solution, can we leverage cloud storage or it's required that storage must be on premise only.	Storage of data & content of the DMS solution will be on premise at SIDBI Location only, irrespective of solution proposed.
36	26	4.1		In case of both SharePoint based Implementation & On-site Standalone Implementation of DMS, existing Oracle RDBMS setup may be used for use of metadata, indexing etc. of the DMS Solution by creating one separate instance of Oracle RDBMS in existing server of the Bank.	SharePoint has dependency on SQL server to store its meta-data and indexing details. SharePoint can work as cloud alone and also in hybrid mode (cloud + on premise). Can we propose complete cloud based SharePoint solution, without on premise component? This will be quite cost effective and eliminate need of DR.	Storage of data & content of the DMS solution will be on-premise at SIDBI Location only, irrespective of solution proposed. In case of any dependency on database, irrespective of purpose, bidder will be required to configure necessary licenses. Please refer Section 4.2.2 of RfP in this regard.

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37	30	4.3.2	4.3.2. Digitization - Scanning, Indexing, Metadata Creation and Quality Control	Bidder will be required to take up digitization at 2 offices viz. Mumbai and Indore on Pilot basis during implementation phase.	Could you please share volume of documents (in pages) to be digitized at each office?	Please refer to Section 8.2 & Annexure VI (Commercial Bid) of RfP.
38	34	4.3.12	4.3.12. Migration from Document & File Management System (DFMS)	Bank has already implemented an in-house developed Document & File Management System (DFMS) software	Could you please volume of documents available in the system?	Volumetric estimation will be shared at the time requirement finalization.
39	50	6	6. Eligibility Criteria	6. Eligibility Criteria	Kindly add qualification criteria: The vendor should be certified at minimum SEI CMM Level 5.	No change
40	50	6	6. Eligibility Criteria	6. Eligibility Criteria	Kindly add qualification criteria: The vendor should have a turnover of Rs.1 00 Crore or more from Software development and maintenance business during each of last three completed financial years. i.e. FY 2012-13,2013-14 and 2014-15.	No change
41	58	7.5.3..4.	Reference Site Visit and Client's Feedback	The bidder will arrange for site visit at any one of its reference sites mentioned against point # 6 in the eligibility criteria (Section 6).	Most of our customer large organizations, which would agree for reference but might not allow site visit due security and compliance concerns. Kindly remove site visit requirement.	The purpose of site visit is to meet & discuss with the customer on its bidder's capability, customer's experience with the bidder and services extended by the bidder. SIDBI team will be required to understand the customer's experience on the proposed DMS solution, implementation and after-sales services provided by the bidder at the

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
						reference site. Please refer to Section 7.5.3..4 of the RfP for details.
42	31		4.3.3	5. The bidder must provide the following for integration with other applications : a) API for integration b) API documentation c) Sample code of API d) Hands-on training and support for integration	Hands-on training and support for integration.... This training is for whom? For bidder's team or for SIDBI team?	Training is for SIDBI Team
43	37		4.4.2	3. Training program should not restrict the number of participants in a batch. Bank will decide on the participants and they will attend the same either being present in person or through Video Conferencing from remote locations.	Without restricting the batch size it is difficult to identify the total no. of batches and challenges on training quality due to more no. of participants in single batch. So kindly share the batch size for each type of training.	Please refer Section 4.4.2 & Annexure VI(Commercial Bid) in RfP for the details of Training. Number of participants in a batch will be around 25 nos.
44	37		4.4.2	Refer the Table for Different Training types given on the RFP	Need following details to work on proper training matrix and to arrive the training plan followed by the commercials.  1. No. of participants for each type of training with batch size or No. of batches to be trained on each training category with batch size  2. Required Training duration / No. of training days for each batch - Types of training category wise	Please refer Section 4.4.2 & Annexure VI(Commercial Bid) in RfP for the details of Training, Number of participants in a batch will be around 25 nos.

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45	30		4.3.2.	Digitization - Scanning, Indexing, Metadata Creation and Quality Control	How many scanning licenses are required, we understand that there would be 2 Pilot locations. Apart from these two locations are there any other locations? If so please share the total no. of users availing scanning facility	<p>As mentioned in section 4 of RfP, the bidder is required to provide end to end DMS with services including digitization, indexing, metadata entry, DMS, digital storage etc.</p> <p>Refer to RfP Section 4.2.3(1), Bidder would be required to factor use of the solution by 1200 users (with option of scaling upto 1500 users in next 3 years) with a concurrency of 300 users at any point of time. and refer to RfP Section 4.2.3(3), DMS Solution license must not restrict the licensed user to use of the solution or any of its features in terms of volume or numbers (scanned volume, scanning station, number of workflows etc.).</p> <p>Please refer to RfP Section 4.4.1, subsequent to successful digitization at Pilot offices(2 locations), digitization of other documents at all the offices will be taken up separately by the Bank through separate outsourcing process after the implementation of DMS Solution.</p>



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46	32	4.3.4.		Optical Character Recognition (OCR)	Are you looking for only Printed format extraction? Or even Hand writing format is also part of the scope?	Printed format extraction is the requirement.
47	34	4.3.12.		Migration from Document & File Management System (DFMS)	Does the existing system complies CMIS standards? What is the format used to store the content (Both Documents & Meta Data)? Is it bidder's responsibility to extract the content from existing system? Or can SIDBI provide the extracted content in a Folder to upload into proposing system? How much volume is there in existing system? How many users are accessing the existing system? Are there workflows defined in existing system?	<p>It does not complies CMIS standard. Metadata are stored in Oracle database. Documents are in stored in file server.</p> <p>During System Requirement Study, the bidder will explore the use of data available in DFMS and reuse those data, wherever possible, from existing DFMS.</p> <p>Currently all users are accessing this system.</p> <p>Inward-Outward Workflow is defined in existing system.</p>
48	38	4.5.		Workflow Solutions	How many workflows will be there apart from Inward/Outward management & Office Notes management? What is the complexity of the workflows? How many users will be accessing the workflow application? What would be the concurrency? Is there any third party application/ system integration is required in Workflows? If so, please explain the business case? How many integration touch points will be there with each application/ System?	<p>Please refer to section 4.5 for scope of Workflow, and refer to Section 4.2.3(1) for license requirement and refer to Section 4.3.3 for integration.</p> <p>For integration please refer to srl no. 28 above.</p>

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
49	33	4.3.10	4.3.10	Mobility Solution	Do you already have any existing mobile app which needs to be integrated with proposing DMS system? Or Proposing system should have its own Mobile app to access the documents? How many users are going to use the mobile app/ access the documents through mobile?	Bank does not have any mobile app at present for integration with DMS.  Please refer to RfP Section 4.3.10 for mobility solution. Please refer to RfP Section 4.2.3 for license requirement.
50			General	On-site Standalone DMS	In ongoing activities, how many documents will be uploaded/added into DMS on a daily/monthly/yearly basis? How many users will be accessing the DMS system UI alone? And what would be the max. concurrency of DMS usage ? Is the proposing system to be mounted on HA system? with Load balancer? Is the proposing system requires DR?	Please refer to Section 4.2.4, total volume is 1.7 Crore (approx.) pages in the Bank. Additionally, an incremental growth of 10% year-on-year in volume may be considered.  Please refer to Section 4.2.3(1) for license requirement and section 4.2.6 for DR.
51	General		General	On-site Standalone DMS	What is the expected project timelines? What is the support model expecting? Onsite or Offshore or Mixed? Do you require Records Management System also?	1) Refer RfP Section 4.1.3 for Delivery Schedule and Project Plan. 2) Support model - refer to RfP Section 8.7, Onsite administrator-cum-developer is required. 3) Record Management System (Physical Record Management) is not in current scope.
52	22	3.4.3		Presently, DC / DR infrastructure management and AMC / Facility Management Services (FMS) are outsourced	Is bidder required to provide Infrastructure management support post implementation	Please refer to section 8.5 & 8.6 of RfP.
53	30	4.3.2		Digitization	How many total number of pages to be scanned per year	Please refer to SI No 50 above of this document.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
54	30	4.3.2		Digitization	How many scanning stations are required	Please refer to SI No 45 above of this document.
55	30	4.3.2		Digitization	How many users need access to scanning solution	Please refer to SI No. 45 above of this document.
56	30	4.3.2		Digitization	Do you need barcode reader	No
57	30	4.3.2		Digitization	Do you need auto classification in scanning solution	Please refer to section 4.3.5 of RfP.
58	30	4.3.2		Digitization	Do you need high availability in scanning solution	Please refer to SI No 45 above of this document.
59	36	4.4.2		Training	How many end users are to be trained on the application per location?	Please refer to SI No 44 above of this document.
60	36	4.4.2		Training	What is the batch size for the trainings?	Please refer to SI No 44 above of this document.
61	36	4.4.2		Training	How many days of training to be provided per batch	Please refer to SI No 44 above of this document.
62	36	4.4.2		Training	Is the training to be delivered in any other language/s other than English? Please specify the language/s	English & Hindi
63	36	4.4.2		Training	Is Change management (Awareness) session part of scope?	Please refer to SI No 44 above of this document.
64	36	4.4.2		Training	Is a user manual to be provided to all users in a hard format?	No
65	36	4.4.2		Training	Is the user manual required in English or any other regional language? Or both?	English
66	36	4.4.2		Training	Is CBT with Audio visuals to be created for Self training and future reference post rollout.	No
67		6	12	Eligibility Criteria : Point 12	Can the bidder provide an undertaking of establishing an office in Mumbai within ONE month of signing the contract. Is it feasible to alter Point 12 to "The bidder must have an office in Mumbai, or should furnish an undertaking that the same would be established within One month of signing the contract"	Clause 12 stands modified as given in Point B above

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
68		5.17.4			Can the individually sealed bids for Eligibility, Technical and Commercial be submitted within another outer envelope or should these individual bids be submitted without an outer envelope.	Individually sealed bids for Eligibility, Technical and Commercial are to be submitted within another outer envelope.
69			Annexure V	Functional Specification	<p>Functional Point 3: System should support categorization of scanned images as different documents like Inward/Outward, Office file document, Circulars, Supporting documents, Report etc.</p> <p>Functional Point: 122: System should have ability of defining document classification &amp; security levels of documents e.g. 1. Classified, 2. Confidential etc</p> <p>What is the difference / similarities between Functional Point 3 and Functional Point 122 ?. Please provide additional information.</p>	Functional Point 3 and Functional Point 122 indicate two different types of classifications. Both of the classifications will be required for same document and system should have provision to handle both for any document.
70			Annexure V	Functional Specification	<p>Functional Point 19: Halftones and intrusive background colors</p> <p>Functional Point 20: Fix lines and shapes in scanned images</p> <p>Functional Point 21: Carry out cropping and cleaning of images like removing overall noises around the text, removing punch hole mark etc.</p> <p>The above functional points seem to be in the nature of activities that need to be carried out as part of the digitization/scanning services process. Is our understanding correct ?. Please clarify.</p>	Proposed DMS Solution is expected to have these functional capabilities.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
71			Annexure V	Functional Specification	<p>Functional Point 49: "Every document version must be able to have its own individual access control rights and metadata values that can be changed without affecting other versions of the same document"</p> <p>A document version/revision is incremented due to a change on the document and/or its properties; this functional point conveys that a change can be made onto any of the existing versions of the document. In the process if a change is made onto the previous version of the document then what parameters will be used to determine which is the latest version of the document?. Please clarify further.</p> <p>Alternatively, will a feature to promote an earlier version as the current version be acceptable?.</p>	Whenever a change is made onto any of the existing versions of the document, it becomes a new version which will be considered as latest as of then. However, users should be able to access the latest document based on access control rights.
72			Annexure V	Functional Specification	<p>Functional Point 85: The workflow solution should support linking of documents across DMS / workflow solutions</p> <p>Please provide more clarity / additional information on the above</p>	Same as Sr. No. 15 of this document.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
73			Annexure V	Functional Specification	<p>Functional Point 95: The solution should provide reporting on the scanning production, retrievals and use metric which shall include the daily, weekly, monthly and overall progress (number of images/pages scanned, percentage scanned etc).</p> <p>Functional Point 96: The Solution should display department-wise and number of records wise progress, user wise and document wise report</p> <p>The above requirements are generally MIS/productivity reports that needs to be prepared and submitted as part of the Digitization/Scanning service process. Is this necessarily required to be a part of the DMS solution. Please clarify.</p>	Reporting requirement has been elaborated in Section 4.3.13 as per current scope of RfP.
74			Annexure V	Functional Specification	<p>Functional Point 98: Solution should have the capability to create ad-hoc reports as and when required.</p> <p>A DMS solution by its nature can be broadly considered as a Store / Retrieve / Update / Manage / Delete. Is an ad-hoc report creation feature necessarily required?. Alternatively, instead of ad-hoc report writer, can the bidder be mandated to provide/customize a specified number of Scanned reports as required by SIDBI as part of the solution.</p>	Reporting requirement has been elaborated in Section 4.3.13 as per current scope of RfP.
75			Annexure V	Functional Specification	<p>Functional Point 128: The System shall support integration based on standards such as XML</p> <p>Please clarify / provide additional information on the above requirement.</p>	Please refer to section 4.3.3 of RfP in this regard. Additionally, DMS shall support XML based integration in case it is required for the integration with any other application.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
76			Annexure V	Functional Specification 95	Functional Point 130: The System shall support message based collaboration based on standard network protocols such as HTTP, FTP and SMTP Please clarify further. Is this a message based integration/interoperability ?. Is this the ability to support HTTP, FTP and SMTP links within the DMS ?. Is this collaboration, if so, please provide more information	DMS shall support integration with standard network protocols (HTTP, FTP and SMTP)
77		3.4			WAN: Please clarify the bandwidth deployed for WAN connectivity	Please refer to Section 4.2.5 in RfP for Network requirements
78					What could be the probable elapsed time period between the opening of the Eligibility Bid and completion of the process for technical qualification; i.e., In case a bidder is considered as qualified on eligibility criteria, then what is the intervening time frame that the bidder may expect to be called up for making presentations and the PoC.	Bidder will be intimated 3-4 days in advance for presentation & POC
79					Is there any pre-determined 'Go-Live' date. A specific date is not expected as a response to this. But an indicative response stating 'Go-Live no later than MM-YYYY' will be considered helpful.	Bidder is required to deliver the products and services as per scope of RfP within 3 months from the date of execution of the procurement contract.
80					Will the solution be deployed on existing hardware, or will it necessitate the purchase of new hardware as required for the solution. Alternatively, in the event of deploying the solution on a Virtualized environment, does the existing servers have the capacity to accommodate additional VMs as required for the DMS.	Requirement of Hardware will be provisioned by SIDBI. It will be provisioned from existing setup or it will be procured separately based on specification submitted by the successful bidder.  Please refer to Section 4.2.4 in RfP

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
						for details of Hardware.
81	23	4		The Vendor would be required to provide end to end DMS with services including digitization, indexing, metadata entry, DMS, digital storage etc. The details are elaborated below and the scope can be enhanced as per requirements of SIDBI.	Bidder proposes that any changes to the scope of work be conducted through a proper change control mechanism.	Any change after final acceptance of the solution will be conducted through a proper change control mechanism, if it is not covered within scope of this RfP.
82	25	4.1.6		Bank will enter into a contract with the selected bidder for 3 years starting from the date of Final Acceptance of the solution.	Bidder proposes that the contract duration begins upon signing of the mutually agreed upon contract.	No change
83			<p>Clause 1 of Section 4.3.16 - Scope of Work; Page 36</p> <p>Clause 9.29 of Section 9 - General Terms and Conditions (GTC); Page 77</p> <p>Clause 9.30 of Section 9 - General Terms and Conditions (GTC); Page 78</p>	<p>Before live implementation of the software solution in production system, the product may be audited by Software Audit firm / in-house team appointed by the Bank. All audit points raised by the auditor should be complied with by the bidder without any extra charge. The bidder will give notice to the Bank well in advance so as to make necessary arrangement for conducting system audit.</p> <p>Rights to Visit</p> <p>Audit</p>	<p>Bidder submits that it will accept reasonable audit clauses subject to the following -</p> <ul style="list-style-type: none"> <li>- Audits shall be performed at the Bank's cost during normal business hours;</li> <li>- Audits to be conducted annually subject to a 10 days' prior notice;</li> <li>- To minimize disruption to Bidder's normal business operations and the Bank to promptly provide Bidder with a copy of the audit result;</li> <li>- Scope and purpose of such audits must be well defined and only in connection with the services covered under the scope of the contract;</li> <li>- Audit must exclude Bidder's financial data, internal operations and costs, as well as other customers' data, and services and subcontractor's commercials and access will not be allowed to the Bank or any person on its behalf to any hardware, software or computing environment or</li> </ul>	No change. However same will be discussed with the successful bidder before finalization and signing of contract.



Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
					<p>facility (whether physical or logical or a combination) which is shared with other customers of the Bidder, except to the extent the parties have expressly agreed access procedures and policies in a procedures ;</p> <ul style="list-style-type: none"> <li>- Audit procedures must comply with Bidder's reasonable requirements (e.g., concerning prior notice, security, confidentiality) and no information will be shared with a competitor of the Bidder or who has not executed an appropriate confidentiality undertaking in favour of Bidder;</li> <li>- Bidder under such Audits will not disclose its internal or external audits, summaries or reports;</li> <li>- Audit must not be for re-establishment/re-negotiating price or scope of work.</li> </ul>	
84	41	4.5.3	Scope of Work	Bank shall be utilizing services of on-site administrator-cum-developer for building additional workflows as and when required.	Bidder proposes all additional work to be subject to a proper change control mechanism.	No change.
85			<p>Clause 5.14 of Section 5 - Information to Bidders (ITB); Page 46</p> <p>Clause 2 of Section 6 - Eligibility Criteria; Page 50</p>	<p>Pre Contract Integrity Pact (IP). IP is an agreement between the prospective vendors / bidders and the buyer committing the persons / officials of both the parties not to exercise any corrupt influence on any aspect of the contract. The bidder has to submit signed Pre Contract Integrity Pact (IP) as per the format at Annexure - XVI on the non-judicial stamp paper of requisite value (cost of stamp paper to be borne by the bidder) applicable at the</p>	<p>Bidder submit that since the successful bidder will be selected through the competitive bidding process and price discovery mechanism, wherein the technical and commercial details submitted by the bidders will be evaluated and compared, this separate requirement/undertaking from the bidders is not relevant, and we request for removal of these provisions.</p>	No change. It is as per directives of CVC.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
			Clause 7 & 8 of Annexure XVI; Page 46	<p>place of its first execution The Bidders are requested to note that in reference to the Central Vigilance Commission (CVC) Circular, Bank has appointed Shri. Ashok Sinha (IAS Retd.) as an Independent External Monitors (IEM) in consultation with the Central Vigilance Commission.</p> <p>The bidder should submit Pre-Contract Integrity Pact as per format provided in Annexure XVI</p> <p>Fall Clause The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.</p> <p>Independent Monitors</p>		

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
86	53		Clause 7.3.3, 7.3.4, 7.3.6, 7.3.7 of Section 7 - Evaluation Methodology; Page 53	<p>Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the Bidding document. For the purpose of this clause, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations.</p> <p>Deviations from or objections or reservations to critical provisions, such as those concerning Bid security, performance security, qualification criteria, insurance, Force Majeure etc will be deemed to be a material deviation.</p> <p>If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the nonconformity.</p> <p>The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.</p>	<p>Bidder request deletion of these clauses since we would like an opportunity to negotiate a few key provisions to suit the interests of both the Bank and us.</p> <p>For the first part of clause 7.3.7 ("The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document."), we request a cure period before such rejection by the Bank.</p>	No change

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
87	54		Clause 7.3.9 of Section 7 - Evaluation Methodology; Page 54	All the documentary proofs are to be submitted along with the bid wherever applicable. Bank may seek specific clarifications from any or all the Bidder(s) during any stage of evaluation. All the clarifications received within the stipulated time shall be considered for evaluation. In case satisfactory clarifications are not received from the bidders within the stipulated time, the respective eligibility or technical parameters, as applicable, would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the Bank.	Bidder request deletion of the word "satisfactory" since this induces ambiguity and also request a cure period before the Bank decides to qualify non-compliance.	No change
88	59		Clause 7.6.4 of Section 7.6 - Commercial Evaluation; Page 59	Discount rate will be considered by bank as 7.58% for calculation of NPV.		No query raised by Bidder

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
89			Clauses 7.7.1 & 7.7.4 of Arithmetic Error Correction; Page 59 and Page 60	<p>If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the bidder does not accept the correction of errors, its bid will be rejected.</p> <p>If the price details given in sub-head wise tables in commercial bid format do not match with prices given in Cost Summary in same commercial bid format, price details given in sub-head wise tables will be taken as correct and Cost Summary table will be corrected accordingly. . If the bidder does not accept the correction of errors, its bid will be rejected.</p>	Bidder request a cure period before the Bank rejects the bid.	No change
90	63		Clause 8.2.3 of Section 8 - Special Terms and Conditions; Page 63	The Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted.	Bidder request an opportunity to negotiate the payment terms to arrive at a mutually agreed set of payment terms.	No change
91	65		Sub-clause 2 of Clause 8.6 of Section 8 - Special Terms and Conditions; Page 65	Bidder will extend hand holding Support during Warranty and ATS period.	Bidder requests the bank to explain in further details on the scope of Hand holding clause.	Please refer to section 8.5 of RfP for Scope of Warranty & ATS.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
92	65		Sub-clause 6 of Clause 8.6 of Section 8 - Special Terms and Conditions; Page 65	The bidder should provide changes and upgrades with regard to changes in statutory requirements to the Bank at free of cost during the contract period. Also the bidder should provide and implement functionality changes as required by the Bank during the contract period.	Bidder proposes that all changes/additions to the signed scope will go via a change request process.	No change
93	65		Clause 10 of Section 8.6 - Special Terms and Conditions ; Page 65	Unilateral termination rights for the Bank for the ATS contract	Bidder requests this clause be made mutual.	No change. However same will be discussed with the successful bidder before finalization and signing of contract.
94	65		Sub-clause c of Clause 10 of Section 8.6 - Special Terms and Conditions; Page 65	Bidder's failure to meet the performance requirement specified herein.	Bidder requests deletion since the Bank can resort to any penalties in case of failure to meet performance requirements. Bidder also requests bank to suggest a cure period during which the performance requirements can be fulfilled.	No change. However same will be discussed with the successful bidder before finalization and signing of contract.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
95	66		Clause 12 of Section 8.6 - Special Terms and Conditions; Page 66	The Bank shall promptly notify the Bidder in writing / e-mail / fax of any claims arising under this warranty and ATS period. Upon receipt of such notice the Bidder shall repair / fix without any cost to the Bank.	Bidder proposes that only valid warranty claims shall be dealt with by the Bidder. There are a few exceptions to such warranties as follows - (a) improper use, site preparation, or site or environmental conditions or other non-compliance with applicable supporting material; (b) modifications or improper system maintenance or calibration not performed or authorized by Bidder; (c) failure or functional limitations of any non-Bidder software or product impacting systems receiving Bidder support or service; (d) malware (e.g. virus, worm etc.) not introduced by Bidder; (e) abuse, negligence, accident, fire or water damage, electrical disturbances, transportation by Customer, or other causes beyond Bidder's control; (f) use of Bidder-branded hardware and software in combination with non-Bidder branded products except where authorized or recommended by Bidder.	No change. However same will be discussed with the successful bidder before finalization and signing of contract.
96	66		Clause 13 of Section 8.6 - Special Terms and Conditions; Page 66	Any corruption in the software shall be rectified during the period of the contract including warranty/ATS, if contracted, at no extra cost to the Bank.	Bidder proposes that we do not warrant that software operation will be uninterrupted or error-free or that software will operate in any particular hardware and software combinations.	No change

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
97	66		Clauses 8.8.1 & 8.8.2 of Section 8 - Special Terms and Conditions; Page 66	<p>If the vendor fails to deliver the Software items within stipulated period in line with the finalized project plan, Bank will impose a penalty of 1% of the order value of the late delivered item for each weeks delay or part thereof, subject to maximum of 10% of value of the late delivered items.</p> <p>In case the delay exceeds TEN weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.</p>	<p>If the vendor fails to deliver the Software items within stipulated period in line with the finalized project plan, Bank will impose a penalty of 0.5% of the order value of the late delivered item for each weeks delay or part thereof, subject to maximum of 5% of value of the late delivered items.</p> <p>In case the delay exceeds TEN weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.</p>	No change
98	67		Clause 8.8.3 of Section 8 - Special Terms and Conditions; Page 67	If orders are cancelled due to non delivery, the vendor may be debarred by Bank for participating in any future tenders floated by Bank for a period of 3 years.	Bidder requests deletion of this clause and submits that in case there are any delays, Bank is entitled to liquidated damages subject to a cure period as mentioned above.	No change
99	70		Clause 9.5.2 & 9.12.12 of Section 9 - General Terms and Conditions (GTC); Page 70	Additionally, liquidated damage as applicable for delay in implementation will also be applicable on the bidder as defined in this tender and applicable penalty amount will be deducted before making final payment to the bidder.	<p>Bidder submits that Bidder be provided with a cure period of 45 days or such other period as may be mutually agreed to cure any delay on part of Bidder. The Customer may impose liquidated damages on Bidder for repeated delays by Bidder beyond such cure period.</p> <p>Liquidated Damages shall be the sole remedy for delay. Bidder further submits that Bidder does not accept any deductions. Any amount payable by Bidder shall be paid separate.</p>	No change.



Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
100	70		Clause 9.8 & 9.9 of Section 9 - General Terms and Conditions (GTC); Page 70	<p>The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ staff / personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold</p>	<p>We submit that we will comply with the laws applicable to us in performance of services hereunder and that the Bank should comply with applicable laws relating to receipt of products and services and its business.</p> <p>It is clarified that the requirements pertaining to obtaining approvals/permissions/licenses shall be limited to only those which are statutorily required to be obtained by us in conducting our business as a service provider and those which are explicitly agreed in the contract to be obtained by us. Further, we request deletion of the indemnity provision.</p> <p>We, however, agree to defend/settle third party claims against Bank alleging that bidder does not comply with the applicable laws relating to its delivery of services and products. We submit that upon receipt of a third party claim, Bank should have an express obligation to mitigate its losses being covered, promptly inform the Bidder of the claim, provide the Bidder the sole right to defend or settle the claim and should provide reasonable co-operation to the Bidder in its defense of the claim.</p> <p>Lastly, in case any changes in services are required as a result of change in applicable laws, the same will be mutually discussed and carried out in accordance with the change order process.</p>	No change

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
				harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.		

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
101	74		Clause 9.10 & 9.15 of Section 9 - General Terms and Conditions (GTC); Page 71 and Page 74	<p>Performance Bank Guarantee (PBG)</p> <p>The Bank shall be at liberty to set off/adjust the proceeds of the performance guarantee towards the loss, if any, sustained due to the supplier's failure to complete its obligations under the contract. This is without prejudice to the Bank's right to proceed against the Supplier in the event of the security being not enough to fully cover the loss/damage.</p>	<p>Bidder proposes that within 1 month from the date of signing the contract, the successful Bidder shall submit the Performance Bank Guarantee. Bidder submits that the Performance Guarantee shall be valid for a period of 12 months which shall be automatically renewed at the end of each contract year throughout the contract period and no grace/additional period shall be allowed for the validity of the Performance Bank Guarantee beyond the operative period of the contract.</p> <p>Further, Bidder requests that Bank provides a 60 days' cure period before invoking the PBG.</p> <p>Bidder also requests that Bank shall provide a cure period of 60 days for rectifying the failure in discharging its contractual obligations before invoking the performance guarantee and where the performance guarantee is invoked by Bank for recovering the losses incurred due to Bidder's failure or breach of contract, it shall be limited to the actual losses suffered and subject to the Limitation of Liability. Bidder requests removal of the term "indemnifying" from sub-clause 9.10.3 and replacing it with "compensating" instead.</p> <p>Lastly, Bidder requests deletion of set-off rights.</p>	<p>No change. However same will be discussed with the successful bidder before finalization and signing of contract.</p>

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
102	74		Clause 9.17 of Section 9 - General Terms and Conditions (GTC); Page 74	Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained during pre-bid meeting exercise.	Bidder submits that we would like to suggest certain modifications to some of the given terms and conditions. It is our submission that the contract should be signed on the basis of such terms and conditions as may be mutually agreed between the parties prior to execution of the Contract.	No change.  Bidder is having scope of furnishing deviations as per Annexure XV - Statement of Deviations. However same will be discussed with the successful bidder before finalization and signing of the contract.
103	75		Clause 9.20 of Section 9 - General Terms and Conditions (GTC); Page 75	The selected bidder or any of its holding / subsidiary / joint-venture / affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents. Staff deployed by the service provider shall never be deemed to be appointed by the bank nor shall they be under its service conditions.	Bidder proposes that this clause be made mutual.	No change

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
104	75		Clause 9.21 of Section 9 - General Terms and Conditions (GTC); Page 75	<p>Prior to the delivery of the hardware and software items, the Bank may at any time terminate the contract by giving written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.</p> <p>The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:</p> <ol style="list-style-type: none"> <li>1. Failure of the successful bidder to accept the contract;</li> <li>2. Delay in delivery beyond the specified period;</li> <li>3. Delay in completing installation, implementation and acceptance beyond the specified periods;</li> </ol> <p>In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Bank Guarantee given by the Bidder.</p>	<p>Bidder submits that the Bidder and Bank will jointly and mutually agree to terms and conditions of the contract.</p> <p>We propose deletion of the right to terminate in case of delays. Since we are already providing liquidated damages, these should be the sole and exclusive remedy in the event of any delays.</p> <p>We also submit that in case of any termination of the contract, the Bidder should be paid for all the services/deliverables provided to Bank until the date of termination.</p>	<p>No change. However same will be discussed with the successful bidder before finalization and signing of contract.</p>

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
105	77		Clause 9.22 & 9.28 of Section 9 - General Terms and Conditions (GTC); Page 76 and Page 77	<p>In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.</p> <p>As part of this project, bidder / service provider will deliver different software, if the use of any such software by / for SIDBI, infringes the intellectual property rights of any third party, Service provider shall be primarily liable to indemnify SIDBI to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by third party for such infringement, subject to the condition that the claim relates to Software provided/used by Bidder/Service provider under this project.</p>	<p>We submit that the remedies for infringement in relation to the third party software/hardware supplied under this transaction will be as provided by the respective licensor/OEM.</p> <p>It is hereby clarified that for any third party infringement claims, for reasons solely attributable to us, we can agree to defend and/or settle such third party infringement claims.</p> <p>Bidder will defend and/or settle third party claims against the Bank brought in India solely attributable to Bidder's infringement of any copyrights, trademarks or industrial design rights alleged to have occurred in respect of Bidder branded hardware/software/deliverables etc., supplied by Bidder, provided that Bank:</p> <ul style="list-style-type: none"> <li>(i) has an express obligation to mitigate its losses covered;</li> <li>(ii) promptly notifies Bidder of any such claim;</li> <li>(iii) gives complete control of the claim, cooperates with Bidder in the defense or settlement of the claim and provides the Bidder with the assistance, information and authority reasonably necessary to defend or settle such claim;</li> <li>(iv) does not make any statements or comments or representations about the claim without prior written consent of the Bidder.</li> </ul> <p>Bidder will have full opportunity to control the response thereto and the defense thereof, including without limitation any agreement relating to</p>	No change. However same will be discussed with the successful bidder before finalization and signing of contract.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
					<p>settlement. Bank may participate, at its own expense, in such defense and in any settlement discussions directly or through counsel of its choice.</p> <p>Bidder proposes that in case of a Bidder-branded product resulting in a third party IP infringement claim, Bidder may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not available, Bidder will refund the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. Lastly, Bidder is not responsible for claims resulting from any unauthorized use of the products or services.</p> <p>Sole and Exclusive Remedy. This section states Bidder's entire liability for claims of intellectual property infringement.</p>	

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
106			<p>Clause 9.26 of Section 9 - General terms and Conditions (GTC); Page 77</p> <p>Clause 9.37.2 of Section 9 - General Terms and Conditions; Page 81</p>	<p>Confidentiality</p> <p>The provisions of the clauses of the Contract/Agreement in relation to Documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of the Contract/Agreement and in relation to confidentiality, the obligations continue to apply unless SIDBI notifies the Vendor of its release from those obligations.</p>	<p>Bidder proposes that this clause and the NDA is made mutual and that information exchanged under this Contract will be treated as confidential if identified and marked as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Contract, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential.</p> <p>These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.</p>	<p>No change. However same will be discussed with the successful bidder before finalization and signing of contract.</p>



Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
107	77		Clause 9.27 of Section 9 - General Terms and Conditions (GTC); Page 77	Save and except the liability under Section of "IPR Infringement" and "Indemnity provision" in Section 9.28 and Section 9.34 respectively herein below, in no event shall either party be liable with respect to its obligations for indirect, consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of the Service Provider, arising at any time under this Agreement shall not exceed the order value.	<p>We hereby submit that this clause should be modified as follows:</p> <p>"Limitation of liabilities: In no event will either Party be liable for any indirect, incidental, special or consequential costs or damages; downtime costs; lost business, revenues, goodwill or profits; failure to realize expected savings; loss or unavailability of or damage to data or software restoration, even if such Party has been advised of the possibility of such damages.</p> <p>Supplier's aggregate liability for its obligations under this contract regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the amount paid or payable for all purchase orders under this Contract during the twelve (12) month period immediately preceding the event giving rise to the claim, or if the event occurs in the first 12 months of the term, the amount estimated to be paid in the first 12 months of the term.</p> <p>Supplier will not be liable for any breach which is caused by or otherwise attributable to any act or omission on part of SIDBI or third parties authorized by SIDBI."</p>	No change. However same will be discussed with the successful bidder before finalization and signing of contract.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
108			<p>Clause 9.34.1 of Section 9 - General Terms and Conditions; Page 79</p> <p>Clause 9.40.7 of the General Terms and Conditions (GTC); Page 83</p>	<p>Indemnity</p> <p>That the Vendor/Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep SIDBI, its directors, officers, employees, representatives, consultants and agents indemnified in relation thereto.</p>	<p>We hereby submit that the indemnity requirements mentioned herein are too broad and should be removed. We suggest that the events mentioned herein can be addressed through general contractual principles of compensation, rather than indemnity.</p> <p>We submit that the given terms and conditions already contain remedies relating to IPR infringements as stated in clauses 9.22 and 9.28, and we are open to consider the same in accordance with the positions submitted by us hereinabove in relation to the said sections.</p>	No change. However same will be discussed with the successful bidder before finalization and signing of contract.
109	79		Clause 9.34.2 & 9.34.3 of Section 9 - General Terms and Conditions; Page 79	Indemnity	We propose that Bidder shall only be responsible for third party infringement claims and the Bank shall have an express obligation to mitigate its losses being covered. Also, this indemnity obligation shall be subject to our response above on clauses 9.22 and 9.28.	No change. However same will be discussed with the successful bidder before finalization and signing of contract.
110	80		Clause 9.35 of Section 9 - General Terms and Conditions; Page 80	Force Majeure	We propose that Bank's obligation to make payments shall not be excused during a force majeure event.	No change
111	18		3.4.1 - IT Infrastructure - Existing setup - Page 18	OS: HP-UX 11. 31 v3, Windows 2003/2008, Linux, Citrix XenServer Enterprise Edition for virtualization Backend database: Oracle 11g in RAC (Real Application Cluster), Oracle Data Guard for DR replication of archive logs.	Bidder requests more information on server used for HP-UX, RAC cluster and ODG configurations.	Please refer to Section 3.4 in RfP for the details of current IT infrastructure. However the more information on servers will be provided at the time of system architecture design.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
112	18		3.4.1 - IT Infrastructure - Existing setup - Page 18	Email solution: (SIDBI is in process of Procurement of Microsoft (MS) Office 365 Cloud Service Subscription (Along with SharePoint Online Framework). Accordingly, Email Solution may change to Outlook)	Bidder wants to know the timeline for procurement.	Please refer to RfP for "Procurement of Microsoft (MS) Office 365 Cloud Service Subscription" available in <a href="http://www.sidbi.in">www.sidbi.in</a> website.
113	23		4 - Scope of Work, Page 23	To build a robust, user friendly and secured electronic/digitized repository from the current paper based filing systems & integrate the same with SIDBI's different applications/processes.	Bidder wants to know the list of applications or processes to which application needs to be integrated with.	For integration please refer to srl no. 28 above.
114	23		4 - Scope of Work, Page 23	To ensure security of document by implementing a robust mechanism of multi-level access control and audit trail.	Bidder wants elaboration on multi-level access control.	Please refer to Section 4.3.11(Document Security) on RfP for access control details.
115	23		4 - Scope of Work, Page 23	To establish a centralized content / document repository comprising of all the relevant documents of SIDBI (in soft form).	Bidder wants to know whether the understanding of relevant documents is as mentioned in section 4.2.4 point 3 i.e. 1.7 Crore (approx.) pages. If not please clarify.	Please refer srl no. 50 above.
116	23		4.1.1 - Scope of work - Project Details - Page 23	SIDBI is in process of procurement of Microsoft (MS) Office 365 Cloud Service Subscription (including SharePoint Online Framework). Total of 970 licenses (E5 : 25 & E3 : 945) will be available with SIDBI which will be bundled with SharePoint Online licenses.	Bidder wants to know whether the procurement of all licenses would be responsibility of bidder. If not bidder requests to include the same in the existing scope.	Please refer to Section 4.2.3 in RfP for details of Licensing.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
117	27		4.2.3 - Scope of work - Licensing, Page 27	Bidder would be required to factor use of the solution by 1200 users (with option of scaling upto 1500 users in next 3 years) with a concurrency of 300 users at any point of time. However, for On-site Standalone DMS implementation, cost of 1200 named-users or cost of 300 concurrent users will be treated at par for the purpose of commercial evaluation.	Bidder wants more clarification on commercial evaluation for users.	Please refer Section 7.6 in RfP for details of Commercial Evaluation
118	28		4.2.3 - Scope of work - Licensing, Page 28	Apart from number of user licenses, there shall not be any restrictions in terms of use of the software by Bank's users either from Bank's corporate network or outside of Bank's network / internet.	Bidder wants to know what will be the number of users accessing solution outside of Bank's corporate network or outside of Bank's network/internet? What will be their licensing policy?	Please refer to Section 4.2.3 in RfP for the details of Licensing
119	29	4.3.1	Scope of work - SRS	The Bidder is expected to provide suitable Business Continuity Planning applicable to the proposed solution for DMS in case the said solution is unavailable at any time.	Bidder wants to know the scope of BCP.	Requirement is for the proposed DMS solution only. In case of unavailability, solution can be accessed from DR site. Bidder has to configure and implement the solution accordingly. For details, please refer to the relevant portion of RfP.
120	31		4.3.3 - Scope of work - Customization & Integration, page 31	The Bidder will ensure integration of DMS Solution with existing applications	Bidder wants to know how integration would be carried out with existing applications? Whether bank would provide api?	For integration please refer to srl no. 28 above.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
121	24		4.1.2 Scope of work, page 24	Digitization at 2 offices of the Bank on Pilot basis.	Bidder requests confirmation that besides 2 offices Pilot digitization, no other offices need to be configured as a part of current scope of RFP.	Please refer to RfP Section 4.4.1, subsequent to successful digitization at Pilot offices(2 locations), digitization of other documents at all the offices will be taken up separately by the Bank through separate outsourcing process after the implementation of DMS Solution.
122	30		4.3.2 - Scope of work - Digitization, page 30	Bidder has to arrange its own scanners & other hardware for scanning for digitization at pilot offices.	Bidder requests more clarification on this, in terms of number of scanners required, other hardware, etc.	Please refer to RfP Section 4.4.1, subsequent to successful digitization at Pilot offices(2 locations), digitization of other documents at all the offices will be taken up separately by the Bank through separate outsourcing process after the implementation of DMS Solution.  Implementation and configuration of the solution have to be done for all the offices and verticals of the bank.
123	36		4.4.1, Scope of work - Other services, page 36	The selected bidder from this tender process will extend necessary support / hands-on guidance during the contract period to resources deployed at other offices for digitization. For this purpose, the bidder will prepare SOP & troubleshooting guide as part of training activity for such digitization work.	Bidder requests more details on the support / hands-on guidance required for digitization at other Bank offices	As mentioned in the section, the bidder will prepare SOP & troubleshooting guide as part of training activity for such digitization work.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
124	50		6, Eligibility Criteria, page 50	The Bidder has to submit proof of its own three experiences in India for supply, installation and commissioning of the DMS Solution, offered to SIDBI. Reference of all such experiences, where the implementation was done in line with the model (On-site / Off-site) being offered to SIDBI and the implementation activity is complete as on the last date of submission of bids, will only be considered. Note : 1) Experience of only record management or digitization service will not be considered for this purpose.	Bidder requests clarification on 3 DMS experience on whether the 3 customer reference need to be the same as the solution designed for SIDBI, or, can they be on any other DMS solution as well.	Reference should be same as the solution and model (On-site / Off-site) designed for SIDBI.
125	62		8.2 - Special Terms - Payment Terms, page 62	Payment will be made proportionately on actual number of person-months utilized.	Bidder requests more clarification on this point.	For example, if the resource has been used for 8 months, payment will be made for 8 months at person-month rate.
126			8.2 - Terms of Payment - Payment Milestones	Payment for Software and its implementation	Bidder request 100% payment of software licenses against a 100% delivery of software licenses. (Currently, it is milestone based - 30:20:50)	No change
127					Can we get an idea of volume of legacy documents to be digitized, and ongoing volume of documents at locations (other than the volume specified for pilot activity)? This will help in estimating TCO for 3 years.	Please refer srl no. 50 above.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
128					<p>Would you require the system to auto-recognize structured documents / forms and extract data from it? If so, approximately how many distinct types of documents/forms would be involved?</p>	<p>Proposed solution should have full-fledged OCR capability and must have capabilities of extraction from structured, semi-structured and unstructured documents. Solution is required to auto recognize structured documents / forms and extract data from it.</p> <p>Types of documents / forms will be finalized at the time of requirement analysis and finalization during implementation.</p>
129					<p>Would you need digitization of forms filled by hand? Approximate volume of such forms?</p>	<p>Yes. Volume of forms will be finalized at the time of requirement analysis and finalization during implementation.</p>
130					<p>For ongoing digitization of documents, would you be open to centralizing the indexing (and subsequent digitization process), i.e. a central team would perform indexing, validation &amp; resolution of exceptions.</p>	<p>No. It will be done by respective desk at respective office locations.</p>
131					<p>What is the retention period of digitized documents? (This will help in estimating storage/archival volume).</p>	<p>It will be shared during implementation. However for initial estimate of storage, it may be assumed as 10 year's retention.</p>

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
132					The RFP mentions on-premise storage of digitized documents. Would you be open to storing the documents directly within Office365/SharePoint (or on Azure/cloud)?	No, storage of all data, content and documents will be on-premise at SIDBI location irrespective of the solution proposed.
133					Mobile Access - Is the solution expected to have native apps on iOS/Android? Or only responsive browser based access?	Solution should provide mobile access of the documents and processes available in the DMS either through iOS/Android based mobile app or through responsive browser.
134					Integration with various systems - Would SIDBI be open to exposing web services/APIs from internal systems for auto-mapping of document indexes?	Yes, wherever applicable.
135					Who should provide the Hardware and Scanner for the Project	Please refer to Section 4.2.4. in RfP for Hardware and refer to Section 4.3.2 in RfP for Scanner
136					How many scanning stations to be considered. Even though it is mentioned as unlimited in the RFP	Same as Sr. No. 45 of this document.
137					We are considering either 300 concurrent user or 1200 Named User for DMS as well as Workflow . Is our understanding right.	Yes. But this license number is applicable for DMS solution as a whole including all the software components.
138					What all integration touch points to be factored for DMS and Workflow. Kindly elaborate	Same as Sr. No. 28 of this document.
139					Kindly elaborate on the purpose of usage of Mobility Application which is being asked in the RFP. What is the exact use case ? How many mobility users to be factored?	Please refer to 4.3.9 & 4.3.10 in RfP.



Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
140					We are considering Production, UAT and DR Instance. Is our understanding right.	Yes. Please refer to Section 4.2.1(1) in RfP for details of environment
141					Training for this project should be factored to how many user and batches.	Same as Sr. No. 44 of this document. Cost of one batch for each type of training will be taken into account to arrive at commercial. Bank will have right to use this rate for arranging additional training batches.
142					Traveling and Accommodation of the resources other than Mumbai recommended to be borne by customer	No change. Please refer Section 4.4.2 & Annexure VI(Commercial Bid) in RfP for the details of Training .
143					Record Management system is factored for this project. Is our understanding right	Physical Record Management is not in scope of RfP.
144					Is Migration of Existing Documents and Metadata part of scope for this project. If yes then please provide details of the same.	Please refer Section 4.3.12 of this RfP.
145					For Digital Certificated , Newgen will integrate the system with the existing digital tokens procured by SIDBI	Yes
146					RFP mentions that there is a requirement for other workflows. SIDBI expects us to share the efforts for the same as well.	Current scope : Refer to Section 4.5.1 (Inward Outward Management workflow) and Section 4.5.2 (Office Notes Creation and Approval workflow).  Refer to Section 4.5.3, Bank shall be utilizing services of on-site administrator-cum-developer for building additional workflows as and

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
						when required.
147					As mentioned in the RFP one Developer resource will be provided on T&M basis after Go Live for enhancements. Is our understanding right	Yes. One administrator-cum-developer will be provided by the bidder. Please refer to 8.7 of RfP for details.
148					OCR Extraction requirement is for indexing purpose only or it is for full fledged usage.	Proposed solution should have full-fledged OCR capability and must have capabilities of extraction from structured, semi-structured and unstructured documents. Solution is required to auto recognize structured documents / forms and extract data from it.
149					How many scanning licenses are required for SIDBI, we believe that there would be 2 Pilot locations so please share the no of user availing scanning facility.	There is no link between licensing and digitization on Pilot basis. Solution will be delivered and implemented for the Bank as a whole.
150					<p>What are the Volumetric for the envisaged solution:</p> <p>a) How many documents uploaded daily?</p> <p>b) How many workflow will be initiated daily?</p> <p>c) What are the steps of workflow? average no of steps required.?</p> <p>d) How many pages are there in one document on an average?</p> <p>e) What are the total no of workflow users?</p> <p>f) What are the total no of DMS Users who will only access the content and not part of decision making?</p>	<p>Volume of documents : Please refer to Section 4.2.4 in RfP, total volume is 1.7 Crore (approx.) pages in the Bank. Accordingly annual Incremental 10% growth in volume may be considered.</p> <p>Workflow : Please refer to Section 4.5 in RfP for details of requirement of Workflow.</p> <p>Number of Users: Please refer to Section 4.2.3 in RfP. for User &amp; Licensing</p>

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
						details.
151					Request to also include OEM three references in India as qualifying criteria.	No change
152	50	6		The Bidder has to submit proof of its own three experiences in India for supply, installation and commissioning of the DMS Solution, offered to SIDBI. Reference of all such experiences, where the implementation was done in line with the model (On-site / Off-site) being offered to SIDBI and the implementation activity is complete as on the last date of submission of bids, will only be considered.	Is the reference only for DMS or does it include workflows? If it includes workflows can the reference of DMS and workflows be of different customers?	Reference should be in line with the scope of work in RfP & the model (On-site / Off-site) being offered to SIDBI.
153				Evaluation Criteria	Will there be a technical scoring assigned and will the evaluation be based on techno-commercial ground - T1L1 methodology?	No change
154			DMS and Workflow		Since meetings will have multiple number of documents that will be required to be stored for future reference, we recommend you to consider a single vendor for BPM solution with an integrated Document Management System	No change
155			DMS		Since the Document Management System will be storing critical documents of various departments which need to be archived for long term, so is SIDBI looking at archiving documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects/PSU/PSB in India.  Please confirm	This requirement is already there in Srl. No. 143 of Annexure V - Functional & Technical specifications of RfP.

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
156			Committee and Meeting Management		<p>As per mentioned in the RFP document, the requirement for flexible and configurable Committee and Meeting Management module to handle complex workflows including multi-level hierarchical workflows.</p> <p>So our recommendation is that the SIDBI needs COTS based Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows with recording minutes and its actionables, in built Form designer for designing committee and subcommittee, process simulator, configurable Business Activity Monitoring tool (Dashboards) for all level of users and integrated Document Management System for storing documents.</p> <p>Please confirm our understanding</p>	Committee and Meeting Management are not in scope of this RfP.
157			Mobile Application		<p>As per mentioned in the RFP document, the modules should have mobile enabled application and interfaces. So having this requirement into consideration, we suggest that SIDBI has the requirement for enterprise mobile framework in which mobile applications and its services can be configured/ managed centrally. So for the ease of officials, we recommend that department requires COTS (Commercial Off the Shelf) based Enterprise Mobility framework so that officials can make the changes by just doing the configurations instead of writing/modifying the lines of code.</p>	No change

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
					Please confirm our understanding.	
158			Mobile devices Application		<p>As per mentioned in the RFP, department has the requirements for various services where in officials can use the mobile applications for capturing the meeting related details &amp; documents through mobiles/tablets. So imaging features become the important requirement of mobile application framework. So our recommendation is that mobile application framework should have below mentioned features:-</p> <ul style="list-style-type: none"> <li>a. Image compression, B/w conversion from color images</li> <li>b. G4 compression for B&amp;W, JPEG for color and gray scale</li> <li>c. Multiple page document capture</li> <li>d. Auto cropping, Auto orientation, perspective correction, noise removal, geo capture</li> <li>e. Image capture setting ( camera resolution, image type)</li> </ul> <p>Please confirm.</p>	Bank's requirement is already mentioned in RfP.
159			Eligibility Criteria		<p>For the best breed of Workflow Management Solution, we request you to consider the COTS based product having presence in Reports like Gartner MQ, Forrester Wave Report which are considered for benchmark for Quality.</p> <p>Please Confirm</p>	No change

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
160			References		SIDBI being into the financial segments which has very different dynamics. So we recommend that you should ask for References from BFSI segment only which help you evaluate in a better way.	No change
161				In case of both SharePoint based Implementation & On-site Standalone Implementation of DMS, existing Oracle RDBMS setup may be used for use of metadata, indexing etc. of the DMS Solution by creating one separate instance of Oracle RDBMS in existing server of the Bank	Requesting you to kindly clarify that in case of connectivity of our DMS with SIDBI existing software, will there be any personnel from the client side to support us with the integration as most of the SIDBI's application are built on Oracle Developer Suite (6i).	Yes.
162				Migration from Document & File Management System	Requesting you to kindly clarify that in case of Migration from Document & File Management System, will the vendors receive technical support from SIDBI ?	Please refer Section 4.3.12 in RfP for migration from Document & File Management System (DFMS)
163				SIDBI is in process of procurement of Microsoft (MS) Office 365 Cloud Service Subscription (including SharePoint Online Framework). Total of 970 licenses (E5 : 25 & E3 : 945) will be available with SIDBI which will be bundled with SharePoint Online licenses.	Requesting you to kindly specify whether the vendor needs to supply and support SharePoint 230 licenses ?	Yes. Bidder has to supply and support.  Please refer Section 4.2.2 & 4.2.3 in RfP for the details of Licensing. In either of the options (SharePoint based solution or Standalone solution) mentioned in these sections, configuration of licenses means that the bidder has to factor price of these licenses in the commercial bid and successful bidder has to deliver as per scope of RfP .

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
164				Bidder would be required to factor use of the solution by 1200 users (with option of scaling upto 1500 users in next 3 years) with a concurrency of 300 users at any point of time."	Requesting you to kindly specify whether SIDBI needs which of the following options: 250 SharePoint licenses ? Any DMS 250 licenses ? Both SharePoint and any DMS 250 licenses ?	Please refer Section 4.2.3 in RfP for the details of Licensing
165				The bidder has to implement the solution at DR site also. DR environment for this solution will be of 50% replica of DC environment with regard to hardware	Requesting you to kindly specify whether SIDBI will host the DMS on cloud or on your premises ?	Please refer to Section 4.1.1. for Nature of Solution and Section 4.2 for Project Infrastructure
166					Is consortium allowed in this tender ?	No
167					In case of EMD and Tender Fee, is exemption allowed for MSME Udyog adhaar certified organizations ?	Please refer Section 5.15.3 in RfP towards exemption for Micro and Small Enterprises (MSE).
168	52	6	12		We are an CMMI level 3 certified organization and we do not have an office in Mumbai. Will it do, if we set up an office in Mumbai after winning the bid ?	Clause 12 stands modified as given in Point B above
169	52	6	12	The Bidder should have an office in Mumbai Metropolitan Region since last 1 year as on the last date of submission of bid, to handle post-implementation support services during contract period.	We humbly request the Bank to relax the aforementioned Clause so that our Firm can participate in the RFP.	Clause 12 stands modified as given in Point B above
170	52	6	12	The Bidder should have an office in Mumbai Metropolitan Region since last 1 year as on the last date of submission of bid, to handle post-implementation support services during contract period.	We request you to kindly amend this criteria. We do not have office in Mumbai, but we have offices in Hyderabad, Chandigarh, Bangalore and Chennai	Clause 12 stands modified as given in Point B above

Srl. No.	Page No.	Section No.	Clause / Point No.	RFP Clause	Bidder's Query	SIDBI's Clarification
171	52	6	12	The Bidder should have an office in Mumbai Metropolitan Region since last 1 year as on the last date of submission of bid, to handle post-implementation support services during contract period.	The Bidder / Consortium should have an office in Mumbai Region since last 1 year as on the last date of submission of bid, to handle post-implementation support services during contract period.	Clause 12 stands modified as given in Point B above
172	50	6	6	The Bidder has to submit proof of its own three experiences in India for supply, installation and commissioning of the DMS Solution, offered to SIDBI. Reference of all such experiences, where the implementation was done in line with the model (On-site / Off-site) being offered to SIDBI and the implementation activity is complete as on the last date of submission of bids, will only be considered.	The Bidder / OEM has to submit proof of its own three experiences in India for supply, installation and commissioning of the DMS Solution, offered to SIDBI. Reference of all such experiences, where the implementation was done in line with the model (On-site / Off-site) being offered to SIDBI and the implementation activity is complete as on the last date of submission of bids, will only be considered.	No change
173				Nothing mentioned in the RFP about the eligibility of Consortium / Joint-Venture in participating in the tender.	Consortium / Joint-Venture are eligible to participate in the tender, with proper authorization from the OEM.	No change.

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