

**CO: Information Technology Department**

**Amendment Corrigendum**

**Date: 08.04.2022**

**Amendments to the Pre-Bid Queries Ref: CO/ITD/3369/R1/2021-22 dated 21.03.2022 - Request for Proposal for Supply, installation, configuration and maintenance of Enterprise Document Management System (EDMS).**

**GENERAL QUERIES**

S.N.	Pg. No.	Clause No.	RFP Existing Clause	Clarification/ Change Request/ Suggestion by the bidders	Amended Clause
1	17	SECTION-III CONDITIONS OF CONTRACT 1) Eligibility Criteria	1) Eligibility Criteria • The Bidder should have implemented proposed Enterprise Document Management System (EDMS) in a minimum two Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India within last three years, with more than 10000 Active users in each of the implementations as on the date of the issue of tender. (Satisfactory letter issued by the organization should be submitted).	Requesting Indian Bank to consider below change request for relaxation of eligibility criteria.  <b>Change Request:</b> The Bidder should have implemented proposed Enterprise Document Management System (EDMS) in a minimum two Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India within last three years, <b>with one should have more than 10,000 Active users'</b> implementations as on the date of the issue of tender. (Satisfactory letter issued by the organization should be submitted)	The Bidder should have implemented proposed Enterprise Document Management System (EDMS) in minimum two Scheduled Commercial Banks/ Financial Institutions/ Government Organizations in India and both should be live as on the date of issue of tender, out of which atleast one should be with more than 10000 active users (Satisfactory letter issued by the organization should be submitted).

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2	17			<p>The Bidder should have implemented <b>any</b> Enterprise Document Management System (EDMS) in a minimum two Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India within last three years, with more than 10000 Active users in each of the implementations as on the date of the issue of tender. <b><u>Out of which the Proposed Enterprise Document Management System (EDMS) should have implemented in at least one Scheduled Commercial Bank / Financial Institutions / Government Organization.</u></b> Satisfactory letter issued by the organization should be submitted).</p>	
3	17			<p><b>Request please change the criteria as "</b> The Bidder should have implemented proposed Enterprise Document Management System (EDMS) in a minimum two Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India <b>within last</b></p>	



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				<b>10 years</b> , as on the date of the issue of tender. (Satisfactory letter issued by the organization should be submitted).	
4	17			request you to please consider projects delivered within last 5 years which are currently in use with support. We also request you to let us know other options/documents apart from letter issued by organization as we have NDA signed with them.	
5	17	SECTION-III CONDITIONS OF CONTRACT	1) Eligibility Criteria The bidder should have service center in Chennai. The Postal Address of the service center along with proof of address should be provided with the bid.	Kind request to accept self-declaration from the bidders to setup service center in Chennai within 60 days from the date of award of the contract.	The bidder should have service center in Chennai or should give self declaration confirming of opening service center in Chennai within 60 days of the date of award of the contract.
6	17			During the Lockdown period, due to Work from home setup, we had shut down our office in Chennai. Although we also have a setup in Puducherry. Is it ok if we share the proof of address of this office as a part of the proposal submission? We shall also provide a declaration that once the contract is assigned, we'll restart the office in Chennai.	

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7	84-85	<b>SLA</b>	<p><b>Service Level</b> 99% to 100% : NA(No Penalty) Below 99%: 1 % deduction of monthly contract value for the solution for every reduction in uptime by 0.5 % in uptime. Uptime shall be calculated monthly</p>		<p>Service Level 98% to 100% : NA(No Penalty) Below 98%: 1 % deduction of monthly contract value for the solution for every reduction in uptime by 0.5 % in uptime. Uptime shall be calculated monthly.</p>
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