

**CO: Information Technology Department**

**Date: 08.04.2022**

**Clarifications 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 Clause	Clarification/ Change Request/ Suggestion by Bidders	Clarifications by Bank
1	17	SECTION-III CONDITIONS OF CONTRACT 1) Eligibility Criteria	1) Eligibility Criteria • The Annual turnover should be more than Rs.45 crores for each of the last three Financial years (2018-19, 2019-20 & 2020-21).	Requesting Indian Bank to relax the turnover criteria for MSE bidder which will encourage the participation of MSE bidders in the bid submission.  We would appreciate if authority could consider the below change request: <b>Change Request:</b> • The <b>Average</b> Annual turnover should be more than <b>Rs.15 crores</b> for the last three Financial years (2018-19, 2019-20 & 2020-21). <b>OR</b> <b>Cumulative</b> annual turnover should be more than <b>Rs. 45 Crores</b> for last three financial year (2018-19, 2019-20 & 2020-21).	As per Govt. of India guidelines on MSEs, turnover criteria may be relaxed for Micro & Small companies subject to qualification in Technical specifications and other RFP terms & conditions. Please refer point no. 8 of page no. 8 of RFP.

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2	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)	<b>Please refer our Amendment.</b>
3	17			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</u></b>	



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				<b>Organization.</b> Satisfactory letter issued by the organization should be submitted).	
4	17			<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 10 years</b> , as on the date of the issue of tender. (Satisfactory letter issued by the organization should be submitted).	
5	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.	
6	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.	<b>Please refer our Amendment.</b>
7	17			During the Lockdown period, due to Work from home setup, we had shut down our	



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				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.	
8	17	Page 17, Section III, Eligibility Criteria	The Annual turnover should be more than Rs.45 crores for each of the last three Financial years (2018-19, 2019-20 & 2020-21)	The Annual turnover should be more than Rs.500 crores for each of the last three Financial years (2018-19, 2019-20 & 2020-21)	Please adhere to the RFP terms
9	17			As this is an RFP for Enterprise, we request if the turnover can be more than Rs.100 Cr. The given turnover of Rs.45 Cr is too less for an RFP of this stature.	



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10	17	Page 17, Section III, Eligibility Criteria	<p>Page <u>17</u> - 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).</p>	<p>2.1) We request Indian Bank to relax the above Qualification Criteria to <b>ONE</b> Scheduled Commercial Bank / Financial Institutions / Gov. Organizations in India ? This will help Indian Bank in receiving quotation from an OEM which is a Leader in the Enterprise Document Management Space.</p> <p>2.2) We request Indian Bank to update the requirement from "<b>The Bidder should have implemented proposed Enterprise Document Management System (EDMS) to "The Bidder/OEM should have implemented or supplied proposed Enterprise Document Management System (EDMS).</b>" This will help Indian Bank in receiving quotation from more qualified vendors in the Enterprise Document Management Space.</p> <p>2.3) We request Indian Bank to relax the clause of the Number of Active Users from <b>10000 to 3000</b> ? This will help Indian Bank in receiving quotation from more qualified vendors in the Enterprise Document Management Space.</p>	<p>Please refer our Amendment for eligibility criteria.</p> <p>For others, RFP terms will remain.</p>
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				<p>2.4) We request Indian bank to relax the clause from "Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India <b>within last three years</b>"  <b>to</b>                  "Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India <b>within last Five years</b> " considering Covid Hit activities in the last 2 years.</p> <p>2.5) We request Indian bank to relax the clause and include Commercial Bank / Financial Institutions/ Government Organization <b>outside of India</b> as well.</p> <p>2.6) We request the Indian Bank to allow the Bidders to submit the <b>PO copy</b> instead of Satisfactory Letter</p>	
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11			Certification	<p>Considering the current guidelines on Health safety and considering the scope of the project, just because of during the COVID19 as well as considering the nature of work, we request to please include these certifications as <b>mandatory Eligibility Criteria:</b></p> <p>(a)OHSAS 18001:2007 for Occupational Health and Safety Management System -                  (b) ISO 14001:2015 for Environmental Management System                  (c) ISO 20000:confirms an organization has an advanced IT Service Management approach                  (d) PRISM certification in order to ensure expertise in handling of physical record properly during handing over/taking over and undertaking of digitization process.                  (e) CMMI Level 5                  (f) ISO 27001                  (g) ISO 9001</p>	The tender is for supply, implementation & configuration of EDMS. These certifications are not mandatory documents for this RFP.
12	6	Page 6, Make In India	For all the " Make in India" related clauses in the RFP, ex: The 'Class-I local Supplier'/ 'Class-II local Supplier' at the time of tender, bidding or	We propose to relax the Clause completely as Indian Bank is looking for an Enterprise Document Management System & Also looking at the critically of the Project, it should be delivered by single vendor.	Make in India is Govt. of India guideline which Bank has to adhere to. Please refer to the guidelines for more



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13	8		Solicitation shall be required to indicate percentage of local content and provide OEM Self-certification that the item offered meets the local content requirement for 'Class- I local supplier'/ 'Class-II local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.	Since there have been changes , we are working with relevant authorities to get pre requisite clarification on the clauses.	clarity. Please adhere to the RFP terms.
14	93			Our OEM company is a Canadian company having their development centers spread across the globe including India. We believe they would be eligible to bid for this RFP as the implementation will be done by us 100% which is a registered Indian organization	
15	78	Annexure-VII INTEGRITY PACT	Annexure-VII INTEGRITY PACT (To be submitted on Non - Judicial Stamp Paper)	We assume that integrity pact in Rs. 100/- Stamp paper is acceptable to Indian Bank. Please confirm if our assumption is correct.	Integrity Pact is to be submitted on Non - Judicial Stamp Paper of Rs. 100/-
16	25	<b>10A</b>	Eighty (80) % of the price of the Enterprise Document Management System on delivery of the software licenses. Payment will be made within 30 days of submission of Invoice copy and Proof of delivery.	request you to please release 100% of OEM license at delivery, also please let us know the details if bank fails to pay within 30 days from the date of submission of invoices (undisputed).	Please adhere to the RFP terms.



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17	26	10C	The Facility Management charges shall be paid by the bank quarterly in arrears within thirty (30) days from the date of submission of invoice after completion of respective period after deducting the applicable pro-rata amount of absent/deficit resources.	request you to please release payments on monthly basis.	Please adhere to the RFP terms.
18	77	Annexure VI	Annexure - VI MANUFACTURERS' AUTHORIZATION FORM	<p>We have Standard MAF from our OEM with below language, kindly approve the same to be submitted with our Bid.</p> <p>Annexure - VI MANUFACTURERS' AUTHORIZATION FORM Date: To Assistant General Manager Information Technology Department Indian Bank, Corporate Office 254-260 Avvai Shanmugam Salai Royapettah, Chennai- 600 014, India.</p> <p>Dear Sir,</p> <p>Sub: Request for Proposal for Supply, installation, configuration and maintenance of</p>	Please adhere to the RFP terms.



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				<p>Enterprise Document Management System (EDMS).</p> <p>Ref: Your RFP No. CO/ITD/3369/R1/2021-22 dated 21.03.2022</p> <p>We, OEM whose affiliates are established and reputable manufacturers of _____ (name &amp; descriptions of goods offered) ("Products") do hereby authorize M/s _____ (Name and address of Agent) to resell the Products manufactured by our affiliates against the above referred RFP (Request for Proposal).</p> <p>We hereby extend a warranty of [ ] years and &amp; a post warranty support of [ ] years as per our standard terms and conditions of contract for the goods and services.</p> <p>Yours faithfully, (Name) (Name of Manufacturer)</p>	
19	83	Annexure VIII	Both the bidder and OEM will be totally responsible for the maintenance, configuration	OEM shall bring appropriate partner who can work with the Bank to identify and support any gap.	Please adhere to the RFP terms.



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			and fault free operations of supplied Solution and its maintenance during the warranty and post warranty (AMC/ATS period) period.		
20	25	10) Payment Terms	10) Payment Terms Implementation Cost:	Request you to change the Payment terms for the Implementation as below for better management of the project and required resources: <b>SRS Sign-Off: 20%</b> <b>Design Phase completion : 20%</b> <b>Build and Unit Test: 30%</b> <b>UAT Sign-Off:20%</b> <b>Go-Live &amp; DR Drill :10%</b>	Please adhere to the RFP terms.
21			No. of Legacy pages to scanned and uploaded in the system 70 Cr.	Average size of the legacy page ?	Approx 80% pages are A4 size
22			Daily volume of No. of pages scanned 3 Lakhs	What is the average size of the document (ex. 1000 KB). This is required to size the storage capacity	Average document size will be 15 pages. Scanned in 300 DPI BW.
23		Proposed Project timelines	Go live /Implantation timelines	Request to increase project timelines to 9 months for DMS implementation timelines	Please adhere to the RFP terms.
24	1		Last Date for receipt of bids - 11 / 04/ 2022	We request you to provide atleast 10 days of extension post pre-bid responses	Extension of last date for receipt of bids, if any, will be published in website and e-tender portal.

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25	5		Points 2 and 3	Please elaborate on the Online reverse auction process.	Training for Online Reverse Auction will be provided to eligible bidders.
26	38		The bidder should have a 24x7x365 days support contact center in order to log the calls	Please elaborate. Also confirm that the 24x7x365 support is expected during the ATS / AMC period	Facility to log calls/ raise tickets should be available 24/7.
27		Generic		How many personnel are expected to be trained? Is the training expected to be Online or classroom?	1000 Users in batches of 100 users: Two Sessions per Day of 2 hours each – Online Training  50 Users Off-line Training for Implementation Team (All over India- Support and Implementation Team)
28	84-85	<b>SLA</b>	<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		<b>Please refer our Amendment</b>
29	85	Page 85, SLA & Penalty	Penalty Cap on SLA: - 100% * Monthly Contract Value (calculated on Monthly basis)	Penalty Cap on SLA: - 10% * Monthly Contract Value (calculated on Monthly basis)	Please adhere to RFP terms



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30				We request extension on the RFP Response which is currently scheduled for 11.04.2022 in order to provide a Comprehensive & Strong Value Proposition for Indian Bank. Can you please extend the RFP by 21 days ?	Extension of last date for receipt of bids, if any, will be published in website and e-tender portal.
31	17		<b>Page 17 - Integration of DMS solution with CAPC, CPPC, DAMC, LLMS etc.</b>	Can you please share the full form of the following named systems that needs to be integrated with DMS. - CAPC ? - CPPC ? - DAMC ? - LLMS ?	CAPC-Centralized Application Processing Center CPPC-Centralized Pension Processing Center DAMC-Document Archival & Management Solution LLMS-Loan Lifecycle Management System
32			-	Can you please provide the name of the Current Document Management System being used by Indian bank ? What is the Current Version Number of the Document Management System being used by Indian bank ?	Newgen Omnidocs  Version no. and other details will be shared with the successful bidder.
33	25	Payment Terms Implementation cost	• Go-Live: Fifty (45) % of the Implementation cost. Payment will be made within 30 days of submission of Invoice and Go-live report	Numeric value and the number is not matching.	Please read as "Forty Five(45)%"



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34	25	Payment Terms Implementation cost	<ul style="list-style-type: none"> <li>Conducting Successful DR Drill: Ten (5) % of the Implementation cost</li> </ul>	Numeric value and the number is not matching.	Please read as "Five(5)%"
35	68	Commercial Bid (To be submitted after Online Reverse Auction)	<p>Onsite Support/FMS Cost (III) (in Rs., exclusive of Taxes)</p> <p>*No. of resources can be changed based on Bank's requirement.</p>	<p><b>*No. of resources can be changed based on Bank's requirement.</b></p> <p>We understand in case the number of resources will be increased , accordingly invoicing will be done.</p>	Yes