CO: Information Technology Department

Date: 08.04.2022

Clarifications to the Pre-Bid Queries Ref: <u>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).</u>

<u>TECHNICAL QUERIES</u>

S.N.	Pg. No.	Clause No.	RFP Clause	Clarification/ Change Request/ Suggestion by Bidders	Clarifications by Bank
1	47	Section - V PART I - Functional and Technical Requirements	1.32. System shall support the ability of automatically learning without requiring unusual operator input and manual project updates.	Need more clarity on this please elaborate with example on the below statement **"System shall support the ability of automatically learning without requiring operator input and manual project updates"** ??	Once some fields are defined to be auto-populated from a scanned documents based on value-pair/location. It should automatically take such fields from similar documents without any user intervention.
2	48	Section - V PART I - Functional and Technical Requirements	1.42. System should have facility to integrate with ESP (e- Sign service provider)/ USB DSC.	Please provide the details on the e-sign Application, service provider and also on the exposed APIs, Web services for integration	Application should support digitally signing of documents.
3	48	Section - V PART I - Functional and Technical Requirements	1.43. The proposed solution should not have any limitation of number of business processes which can be implemented through proposed solution	Please specify the total number of business processed identified for the scope of work for this implementation. This would help to access the infra.,/Hardware and licenses requirements.	Solutions should not have any limitation. Currently no Business process is in scope of work.

4	49	Section - V PART I - Functional and Technical Requirements	4.1. Mobile Application for Workflow and DMS should support leading mobile platforms Android & iOS. Platform should be able to integrate with existing internet/mobile app using SDK, WebView or any other mode of integration	Please provide the details of SDK and the mobile platform that bank is using for us to plan estimate the scope accordingly.	Will be shared with Successful bidder.
5	50	Section - V PART I - Functional and Technical Requirements	5.2. System should also generate all reports required for statutory, regulatory or audit purpose.	Please provide the list of reports that are required for statutory, regulatory or audit purpose. This would help us to assess and estimate the timelines and efforts accordingly.	Will be shared with successful bidder and to be configured after Go-Live at no additional cost to Bank.
6	54	Section - V PART I - Functional and Technical Requirements	9.4. The solution should support usage of repositories in combination · File Systems · Content management system · Databases · Data Warehouse	Please provide more details on the repository for **Data Warehouse** requirement. Illustrate with example for better understand the use case	The solution should support various repositories. This is about capability of solution.
7	57	Section - V PART I - Functional and Technical Requirements	16.2. The solution should allow administrators to suspend, resume and control various processes from the same interface.		Processes like bulk uploading should be able to pause and resume or schedule during off-working hours.

8	57	Section - V PART I - Functional and Technical Requirements	16.12. System should support bulk creation of cases	Need more clarity on this please elaborate with example use case scenario	Creating multiple cases simultaneously for multiple records.
9	59	Section - V PART I - Functional and Technical Requirements	19. Record Management System/ Space Management System		Please adhere to the RFP terms.
10		Section - V PART I - Functional and Technical Requirements	7.21 System shall provide the ability to perform federated queries without duplicating source indexes	Need more clarity on the Federated queries with more elaborated explanation with examples.	This is for future requirement.
11		Section - V PART I - Functional and Technical Requirements	Application should perform a virus/ malware/integrity check on all the uploaded files before uploading the files onto the server	virus/ malware/integrity checks are performed at the desktop level where each desktop/PC/Laptops would have already installed virus/ malware/integrity check softwares to identify any risks in this front. Note: The DMS System will not have pre-built software for scanning the virus/ malware/integrity check.	System should allow antivirus to scan the documents to be uploaded.

12		Section - V PART I - Functional and Technical Requirements	20.19. Support for 2FA. It can be either be Biometric/OTP based. Option to be given to Bank to enable/disable the feature as an when required.	System/Solution supports the integrations with Biometric/OTP based solutions. Please provide more details on the Biometric devices/OPT technologies that bank is using	Bank is using AD authentication, SMS based OTP and Biometric authentication.
13	4	17	Following environments to be configured for DMS at Bank's premises: a)Production b)Disaster Recovery c)UAT d)Development	1) Assuming DR is cold environment. Kindly confirm 2) Is there any Percentage of production that needs to be provisioned for UAT OR the UAT can be kept at minimum configuration for the purpose of functional testing 3) What is the target platform/OS considered for document repository 4) Which is the hardware (make) on which the DMS solution is to be deployed	1) DR is passive. 2) UAT to be kept minimum as required for testing. 3) RHEL/OEL 4)Intel VMs
14		1.24	Ability to support duplex scanning of documents i.e. both sides of a two-sided document to be scanned in a single pass.	The requirement seems to be Scanner/ hardware specific. Kindly clarify	Scanning software should support duplex scanning on a compliant scanner.
15		1.26	Ability to support any scanner available in the market(preferably TWAIN/ISIS/WIA compliant).	The WIA are drivers for Microsoft scanners particularly. Normally only TWAIN and ISIS are the scanner drivers that are widely used.	Please adhere to the RFP terms.

16		1.41	System should integrate with TWAIN, ISIS and WIA complaint scanners	The WIA are drivers for Microsoft scanners particularly. Normally only TWAIN and ISIS are the scanner drivers that are widely used.	Please adhere to the RFP terms.
17		1.44	System shall support default upload of scanned documents without any manual intervention by the users, even in cases where network bandwidth goes below par, system should automatically use the appropriate compression / optimization techniques to complete the process.	What would be the minimum bandwidth available in the bank for this solution	256 kbps
18		4.2	Mobility Solution must have necessary in-built compression technology for compression of captured contents.	Does the Bank has any existing mobile app with which the scanning solution should be integrated or is it required to have another scanning app explicitly for scanning	This is regarding the Mobile app for the proposed solution.
19		5.8	Provide for flexible designing of reports including formats for totals, sub-totals, running totals, etc.	The SI may need to customize the reports based on the requirements given by the bank	Please adhere to the RFP terms.
20		5.9	Enable user to insert comments in the structure of all user-defined reports.	The SI may need to customize the reports based on the requirements given by the bank	Please adhere to the RFP terms.

21		5.1	Enable users to prepare new reports by using existing reports as models.	The SI may need to customize the reports based on the requirements given by the bank	Please adhere to the RFP terms.
22		5.11	Enable report writer to link up to ('call up') other reports.	The SI may need to customize the reports based on the requirements given by the bank	Please adhere to the RFP terms.
23		5.16	Capability to generate Digitally signed / Encrypted MIS in any format i.e. csv, xls, XML, pdf, xps etc.	The SI may need to customize the reports based on the requirements given by the bank	Please adhere to the RFP terms.
24	59	SECTION-V PART I - Functional and Technical Requirements	19. Record Management System/ Space Management System. 19.1. The system should be certified to Record Management standard like DoD 5015.02 or equivalent standard.	Kind request to Indian Bank to remove this clause so that Bank will have more qualified RMS bidder participating in the bid submission.	This is a good to have feature and not necessary. Bidder need to score 80% marks for qualifying. Please adhere to the RFP terms.
25		12.8	The solution should ensure separation of power user and professional developer features; wizard-like assists for power users.	Kindly define what do we mean by power users and professional developer features here. Kindly elaborate on this point	Developer or user creating workflows.
26		19.15	.The system shall provide a graphical representation of the record center with at least the following information: · Total number of units · Total number of racks/shelves	This requires a third party software / custom UI for the graphical representation of the physical room and space	Custom UI is OK.

			· Occupied space · Available space		
27		19.19	The graphical visualization of record room shall be configurable as per the available infrastructure of the record room.	This requires a third party software / custom UI for the graphical representation of the physical room and space	Custom UI is OK.
28		19.2	The graphical representation should provide space view for both the front and back of a rack.	This requires a third party software / custom UI for the graphical representation of the physical room and space	Custom UI is OK.
29		19.27	Select ion of color code for different categories of barcode: · Red · Green · Yellow · Blue	This requires a third party software / custom UI for the graphical representation of the physical room and space	Custom UI is OK.
30		20.16	System Shall support • 10000 concurrency • 2 seconds benchmark for document retrieval from repository • Enterprise license with unlimited users • Document compression without compromising quality	What is the average document size to be ingested in the DMS system for which these SLAs are to be met What will be the Average number of new workflows (transactions) started per day to size the workflow system requirements	Average document size will be 15 pages. Scanned in 300 DPI BW. Workflows are not in scope of work and is for future requirement.

31		21.8	Proposed system should be able to disable the copy/paste and screen capture capabilities	There is a separate software that deals with the security features of desktop and would not be part of the DMS system.	Please adhere to the RFP terms.
32		21.11	System should provide capability to protect the sensitive information's e.g. (any customer related information) that must be shared by email. Information should be protected during both during and after the delivery. Email and attachments should be kept confidential and temper-proof no matter where they are distributed and stored.	This feature is of mailing software and would not be part of the DMS system.	Email items/ attachments backed up in EDMS should be protected from un-authorized access.

33			Using simple checkboxes, mail sender should be able to able to determine who gets to read a message, when they can read the message, whether or not they can copy, paste or forward the message. Protected message can have a predetermined expiration date is set, If message sender decides to recall a message, all copies are automatically expired – no matter where they are located (sender and recipient desktops, servers or backup media)	This feature is of mailing software and would not be part of the DMS system.	Email items/ attachments backed up in EDMS should be protected from un-authorized access.
		21.12			
34			Generic	We understand that procurement of EDMS licenses and others like DB, software, etc. required is in the scope of the assignment. Please confirm that the hardware and infrastructure will be taken care of by Indian bank	Hardware Infrastructure will be provided by Bank.
35	17	Scope of the project	3. Scanning Templates to be configured for above document types with required data fields.	Please clarify if the scanning of physical documents is to be considered in scope or will it be	Scanning of physical documents is not in scope of work of this tender.

				taken up by Indian bank. If yes, - what are the locations where the scanning would be done? - How many resources are deployed per location? - Are we to use the existing scanners or is the bidder to propose the scanners?	
36	17	Scope of the project	3. Scanning Templates to be configured for above document types with required data fields.	Is document classification / segregation to be considered during the scanning of documents	Scanning of physical documents is not in scope of work of this tender.
37	17	Scope of the project	5. Creation of scanning templates & Data Class for each section	We understand that the details / format of the scanning templates will be provided before the implementation, during the req gathering phase	The Successful bidder has to discuss and finalize Template and Data Class from the respective Bank SPOCs.
38	17	Scope of the project	6. Integration of DMS solution with CAPC, CPPC, DAMC, LLMS, CKYC, CBS, eKYC, Bio-metric, HRMS, Mobile Banking/ Net Banking, Chatbot portal etc. of the Bank	Can you please elaborate on the systems which will have to be integration with the EDMS application?	Integration is required for Centralized processing systems e.g. Centralized Application Processing Center
39	17	Scope of the project	6. Integration of DMS solution with CAPC, CPPC, DAMC, LLMS, CKYC, CBS, eKYC, Bio-metric, HRMS, Mobile Banking/ Net Banking, Chatbot portal etc. of the Bank	The APIs for the applications to be considered for integration will be provided before the initiation of the implementation phase. Please confirm	Centralized Pension Processing Center Document Archival & Management Solution (Inhouse)

					Loan Lifecycle Management System For other applications, EDMS should provide API to fetch documents in the applications.
40	17	Scope of the project	7. Migration of already scanned documents from current DMS solution to the new solution	can you please confirm what is the current DMS solution and what are the challenges faced and need of shifting it to another one?	Newgen Omnidocs
41	17	Scope of the project	7. Migration of already scanned documents from current DMS solution to the new solution	We assume that the documents present in the current DMS have metadata and indexing already defined. The same will be considered in the new DMS. Please confirm?	Yes
42	17	Scope of the project	7. Migration of already scanned documents from current DMS solution to the new solution	Can you please mention the size of the documents that are to be migrated?	Approx. size of the scanned documents is 1TB
43	17	Scope of the project	7. Migration of already scanned documents from current DMS solution to the new solution	Can the bidder propose a migration tool for the migration of documents from current DMS to the new one?	yes
44	17	Scope of the project	7. Migration of already scanned documents from current DMS solution to the new solution	What are the different ingestion modes of the documents (emails, scanners, etc..)?	Scanners
45	17	Scope of the project	8. Configuration of text search functionality in scanned documents	What are the different document formats to be considered? Are the scanned documents images ?	Scanned documents are in image and pdf format

46	18		9. Designing new templates/workflows as required from time to time	Please suggest number/type of processes needed to be configured using Workflow solution.	This will be ongoing activity as requirement arises.
47	18	Scope of the project	10. Solution will be integrated with Bank's exiting applications viz. eNote and eDak (on Sharepoint platform)	We assume all the APIs required for the integrations will be made available before the implementation starts	These applications are built on Sharepoint platform, APIs will be made available.
48	23		software must be scalable to support 20,000 Concurrent users and 40,000 user profiles.	Please confirm number of users who will be using the following solutions, upfront after Implementation and YOY growth on number of concurrent and Named users for 5 years. 1.DMS 2.Scanning 3.Workflow 4.RMS	1. 25000 2. 7000 3. 100 4. 7000
49	59		Record Management System/ Space Management System	Please list the number of file plans for the RMS.	To be discussed during requirement gathering phase.
50		Generic		We assume that the application will be deployed on premises. Please confirm	Yes
51		Generic		If Cloud, then any preference to cloud options? AWS / Azure / Google / IBM / other?	Application should support cloud deployment.
52		Generic		Could you please mention preferred Scanning locations for centralized and decentralized Scanning?	Scanning is not in scope of work of this tender.

53		Generic		Approximately each document type has how many pages?	Approx. 15 pages
54		Generic		% Of Handwritten documents?	Minimal
55		Generic		How many fields to be captured in OCR?	To be discussed during requirement gathering phase.
56		Generic		We assume that documents will only be in English language and no other language is to be considered in the DMS. Please confirm	Documents can be any Indian languages. However for data capture, English is to be considered.
57		Generic		What is the current DC -DR Infrastructure configuration	Intel VMs (VMWare)
58		Generic		We assume that VAPT / Performance Testing will be taken care of by Indian bank	VAPT will be done by Bank. However the Successful bidder to close/rectify the observations.
59		Generic		Is security testing a part of the bidder's scope?	Yes
60		Generic		What is the age of the earliest documents to be migrated into the new DMS?	20 years
61				Open Source products	Only Enterprise software solutions with Licenses to be quoted not open source software.
62			-	5.1) What is the **Current Database & Application Server (including their version**	Oracle 12c & Weblogic

				number) being used by Indian Bank from the already in place Enterprise Document Management System? (Note: This information is required from a Migration Standpoint)	
63			**-**	6.1) Will the proposed Enterprise Document Management System (EDMS) be hosted & deployed in Indian Bank Data Centre (On-Premise deployment) or Indian Bank looking for a Cloud Model of deployment in a Hosted Model ?	On-premises
64			**-**	7.1) We understand that the Technical Specification being mentioned in the RFP are of Particular SOFTWARE Product company, if so please let us know the Respective product Version and Specifications details .	Technical Specifications are generic.
65	22		Page 22 - Point 8 The OEM shall implement all the functionalities proposed in the technical specifications & demonstrate the same to the Bank team for complete sign off the solution.	8.1) Request clarification on this point. It should be **"The Bidder / OEM" and not The OEM** as implementation will be done by the Bidder.	Implementation is proposed by the OEM.

66	47		Page 47 (1.31) Intelligent Document Classification - System should support classification of scanning images with different types of documents. Document names to be configurable.	9.1) Can you please number & name the different document types (e.g. Aadhar Card, Pan Card etc.) that you expect to be automatically classified once they are scanned ?	This will be finalized during the requirement gathering phase.
67	48		Page 48 (1.47) System should have facility to integrate with ESP (e- Sign service provider)/ USB DSC.	10.1) What is the current E-Sign provider being Used by Indian Bank ? 10.2) Please share the full form of USB DSC ?	This feature is for future requirement. USB Digital Signature Certificate
68	48		Page 48 (2.3) Ability to tag scanned images of documents or soft copies of relevant documents to the transactions in the Core systems.	11.1) Please share the name of the Core banking system being used by Indian Bank ?	TCS B@NCS
69	49		Page 49 (3.2) Solution must provide recognition capabilities through OCR (Optical Character Recognition) and ICR (Intelligent Character Recognition)	12.1) Will all the documents be in English Language? Please name all languages from which OCR & ICR needs to be done ?	Documents can be in any Indian Languages. OCR/ICR is for English.

70			Page 49 (3.4) Support to capture all the relevant information from the documents using AI/ML features along with a feature to highlight the intelligently captured data to do a re-check by the bank user	13.1) Please share/name few fields types, document names or information that needs be captured or highlighted while intelligently capturing data ?	Data fields /Documents Types will be finalized during Requirement gathering phase.
	49				
71			Page 49 (4.1) Mobile Application for Workflow and DMS should support leading mobile platforms Android & iOS. Platform should be able to integrate with existing internet/mobile app using SDK, WebView or any other mode of integration.	14.1) Do all Indian Bank users required access to Mobile Application for workflow & DMS ?	It should be available for all users.
	49				
72			Page 53 (8.10) Should provide document export utility.	15.1) Please explain the use case behind the required functionality ?	For downloading documents, taking backup.
	53				
73			page 54 (8.26) The Document management feature shall support multiple document delivery methodologies.	16.1) Please explain and share examples of the Document Delivery methodologies being asked by Indian Bank ?	The solution should be able to deliver documents over multiple channels e.g. Web portal, e-mail, through API etc.
	54				
74			Page 54 (8.34) Ability to define file formats (for upload, download, online, comma separator, control totals, etc.)	17.1) Please explain the use case in detail? What upload / download files is being talked here ?	Should support multiple file formats pdf, tiff, jpeg, docx etc.
	54				

75	54		Page 54 (8.35) Provide file/information download facility based on rules.	18.1) Please explain the use case in detail ? What files are being talked here ?	E.g. Should be able to download all files related to one Account.
76	54		Page 54 (8.36) Upload facility for various functions should be configurable.	19.1) Please explain the use case in detail? What functions are being talked here ?	Uploading of scanned documents, emails, email attachments, files stored in sharepoint / Onedrive etc.
77	55		Page 55 (Section 12)	20.1) Please share/name the different Workflows / use cases that needs to be automated which are in scope of the RFP ?	Workflows are in scope of this tender.
78	55		Page 55 (Section 12)	21.1) The RFP list multiple capabilities which are typically part of an Business Process Management (BPM) module. Is Indian Bank in need of a Workflow Tool as well? If Yes, please share the different workflow process that needs to be automated which are in scope of the project.	Workflow tool is a future requirement.
79	66			22.1) Please share the volume, size & number of current documents in the current Enterprise Document Management System that needs to be migrated to the new system ?	Approx. 1 Cr Images. Approx. size of the scanned documents is 1TB

80	66		System should support integration with CAPC, CPPC, DAMC, LLMS, CKYC, CBS, eKYC, Bio-metric, HRMS, Mobile Banking/ Net Banking, Chatbot portal etc. of the Bank.	23.1) Can you please share the name of the 3rd party vendor / systems being used for: - HRMS ? - Chatbot ? - Mobile Banking / Net banking ? - Email & SMS Server ?	HRMS- PeopleSoft Chatbot- M/s Integra Mobile Banking- M/s Infrasoft Net Banking - M/s TCS Email- Office365 SMS- M/s TCS
81	38	Other Terms & Conditions	1. The bidder/SI shall include licenses for all components and subcomponents of the proposed solution like software licenses, Database licenses (other than Oracle DB) and any other licenses required for commissioning of the solution as per RFP Terms and conditions	We understand that Bank will provide Database, Operating System and Application Server required for deployment of EDMS Software. (As per Point 13) Please confirm.	Bank will provide only Linux OS, Oracle DB & Weblogic. In case the solution quoted by bidder is not compatible with above, then the bidder has to provide alternate softwares(i.e OS, Database and any other required software) at no additional cost to Bank.
82	46	Point 1.13	The Capture product should also be supported on thick client.	Thick and Thin Client are two different products/technologies. Can you please clarify if the Bank wants to provide both at the same location.	Currently Desktops are in use and VDI is under implementation. Once VDI is implemented, DMS should be accessible from ThinClients also.
83	55, 59	point 12.1 to point 18.11	All the details as per Workflow	Kindly confirm all these requirements as these are typically Work Flow BPM / Low Code / No Code Platform Specifications. Is the	Only licenses are to be covered for this RFP. Workflow configuration to be

				Bank looking for Licenses for workflow also. If yes, kindly share the implementation use cases. Or Do we consider only the Licenses at this stage.	taken up separately as change request.
84	49	point 3.1, 3.2, 3.3	OCR,ICR related	As we understand that OCR give better accuracy. However, ICR is not recommended. Kindly share if there is any specific use case or this can be achieved at the back end workflow stage. Hope this is ok for the bank.	ICR is a good to have feature.
85	49	point no 4.1 to 4.4	Mobility	Can you please share any specific use case. This is generally available as Mobility platform.	Documents should be available on Mobile application.
86	49	point 2.4	Ability to Manual/Automatic Indexing using Barcode, QR Code, OCR, ICR, MICR, CSV data from other applications.	Can you share ICR use case	Text extraction from hand-written documents.
87		Point 7.23	System must provide a graphical and non-proprietary development environment for creation of adapters to information sources	Can you please elaborate	A GUI based development environment
88	17	2) Scope of the Project	6. Integration of DMS solution with CAPC, CPPC, DAMC, LLMS etc.	We understand any integration will be done through API and the department/bank will provide required support from any 3rd party	Necessary support will be provided.

				or existing applications of bank for INTEGRATION. Please confirm.	
89	17	2) Scope of the Project	7. Migration of already scanned documents from current DMS solution to the new solution.	Request please confirm: 1. The volume of the scanned images 2. The number of locations where scanning documents are kept (required migration), and the formats of the scanned images.	Approx. 1 Cr. Images All scanned documents are uploaded in Central servers.
90	18	2) Scope of the Project	10. Solution will be integrated with Bank's exiting applications viz. eNote and eDak (on Sharepoint platform).	We understand any integration will be done through API and the department/bank will provide required support from any 3rd party or existing applications of bank for INTEGRATION. Please confirm.	Necessary support will be provided.
91	18	2) Scope of the Project	12. Provide Onsite support of 2 no. of L1 resources, 1 no. of L2 Resource and 2 no. of developers (total 5) in general shift on all bank working days post go-live till contract period.	Please confirm the location where L1 and L2 support resources will be deployed.	Chennai
92	18	3) Scope of Facility Management Services (Indicative):	3) Scope of Facility Management Services (Indicative):	1. We understand the resource for FMS is same which will be for L1 and L2. Please confirm 2. We understand all resources for deployment of DMS as well as for L1, L2 Support, FMS will be stationed at one center of DC of	Yes

				bank which is Chennai. Please confirm if understanding is correct.	
93	59	Description	19.1. The system should be certified to Record Management standard like DoD 5015.02 or equivalent standard.	We understand the DMS certified with Certain, company having certified with CMMI, PRISM (for record management) is eligible. Please confirm.	Please adhere to tender terms.
94	65	Description	22.5. The solution proposed by the bidders should be compatible with most of the databases like MS SQL, Oracle, MySQL, etc. (Bidder to provide the list of compatible Databases supported by the solution in their comment box)	We understand the DMS supported with MYSQL is OK to go. Please confirm.	In case the bidder is supplying DMS with MySQL, the bidder should include Enterprise licenses for MySQL as well.
95		Digitization and DMS Application	Digitization and DMS Application	We understand the application for Digitization and Storage/retrieval would be different, like Digitization application could be windows-based and DMS would be Web-based. Please confirm if understand is OK.	Yes
96	23	5) Deliverables in Implementation:	5) Deliverables in Implementation: 14. The software must be scalable to support **20,000 Concurrent users** and 40,000 user profiles.	These two clauses contract with each other regarding the user concurrency. Kindly confirm the exact user concurrency expected by the Indian Bank	The software should be scalable to 20,000 concurrent user.

97	62	SECTION-V PART I - Functional and Technical Requirements	PART I - Functional and Technical Requirements 20. User Access Management, Authentication and Administration 20.16. System Shall support: ● **10000 concurrency**		Current requirement is of 10,000 concurrent users.
98	23	6) Warranty	6) Warranty •This onsite comprehensive warranty with **24 * 7 support** shall remain valid for 12 months after the Goods & Services have been installed and commissioned as given in this RFP.	These two clauses contract with each other regarding the Onsite support for proposed solution. We assume that the onsite support is required for bank's standard working hours only excluding holidays. Please confirm whether our assumption is correct.	Software should be covered under 12 months warranty after go-live. Facility to log calls/ raise tickets for should be available 24 * 7
99	19	3) Scope of Facility Management Services	3) Scope of Facility Management Services (Indicative): 18. Facility management is required during standard working hours on **all Bank working days.** 19. Onsite team management.		Onsite resources under Facility Management are to be available on all Bank working days.

100		SECTION-V PART I - Functional and Technical Requirements	PART I - Functional and Technical Requirements 5. Reporting and Audit Trail 5.15. System must support the ability to define dashboards for each type of user	Please confirm below queries raised with regarding to the specified requirement 1. Whether the dashboard needs to be defined by the end user (in a drag and drop manner) as per their preferences? 2. OR Whether the Admin user need to define the dashboard for the end users by allocating permissions for each widget? 3. OR Whether the system should offer both the aforementioned capabilities?	The solution should be capable of customizing dashboard for each type of users.
	50				
101	51	SECTION-V PART I - Functional and Technical Requirements	PART I - Functional and Technical Requirements 7. Document Viewing, Search & Retrieval 7.2. Ability to support for viewing documents in non-native application.	Requesting Indian Bank to provide an indicative list of non-native applications from where document viewing needs to be enabled.	Software should support non-native or web based application.