


Sl. No	Pg. No.	Clause No.	RFP Clause	Clarification/ Change Request/ Suggestion	Clarifications
1	2	Page-2	Last Date & Time for submission of Physical Documents (Offline Mode)	(1) As original Bank Guarantee is required to be submitted physically, so bid submission last date should be at least 2 weeks after the pre-bid meeting.	Last Date and Time for Submission of Bid in Online Mode (Part-I, Schedule) is extended up to 20/04/2022, 3.30 PM Date of Opening of Technical (Part I) Bid & Conformity to Eligibility Criteria is extended to 20/04/2022, 04.00 PM Refer Corrigendum No.2 dated 08/04/2022 for revised Schedule
2	2	RFP Cost DD towards Cost of bid document Point no 6 & 8	RFP Cost Non-Refundable 5000/- in the form of DD favoring India bank DD towards Cost of bid document	i) Kindly confirm RFP Cost & DD towards Cost of bid document , these are same clause or different? ii) Do we need pay these fees separately? iii) RFP Cost & DD towards Cost of bid document , this both less are exempted under MSME/NSIC?	i.& ii. RFP Cost & DD towards Cost of bid document are the same and need not be paid separately. iii) RFP Cost /Cost of Bid Document are exempted to MSEs as mentioned in RFP & certificate for the same to be submitted in technical bid.
3	5	SECTION - I	Bank intends to engage vendor for digitisation and archival of documents (DMS) in phased manner. In the initial phase, the DMS will be implemented at Banks' Branches and Administrative Offices, throughout PAN India.	(1) Please specify phase details for document scanning work as Bank has numerous branches/locations to carry out document scanning.	After procurement and installation of EDMS from the Service Provider, scanning work will be done at all branches and offices. (Service provider has to scan all documents at branch /office premises only)
4	18	4	PAYMENT TERMS	(1) Whether invoicing will be done centrally or each branch wise, please confirm	Invoice will be raised centrally
5	18	Section-III, Condition of contract, Delivery Schedule. Page No.- 18	The bidder shall complete digitization of old and existing documents at branches/offices spread across PAN India within geographical boundary of Indian Bank's within 3 years from the date of operationalization of application Software at central site	we understand that DMS software will be provided by Indian Bank and vendor shall store scanned document in DMS.	EDMS procured will be made available for uploading of Scanned documents.

			The bidder shall complete digitization of old and existing documents at branches/offices spread across PAN India within geographical boundary of Indian Bank's within 3 years from the date of operationalization of application Software at central site	1. kindly confirm all scanning of documents will done at FGMO location or it will be at branch level. 2. kindly confirm digitization of document will have done at FGMO level or branch level.	Scanning & uploading will be done at respective Branch/Office premises across PAN India.
6	25	SECTION IV / ELIGIBILITY CRITERIA / b)	The Bidder should be Net profit earning organization in the last three audited balance sheets of the bidder and the Annual turnover should be more than Rs.2 crores for the last three audited balance sheets of the bidder	(1) The bidder should be financially strong as huge resources and infrastructures have to be deployed at multiple branches/locations. We request to amend this clause as " The Bidder should be Net profit earning organization in the last three audited balance sheets of the bidder and the Annual turnover should be more than Rs.50 crores for the last three audited balance sheets of the bidder ".	RFP clauses are to be adhered to.
			The Bidder has to submit proof of its own one experience in PSB/PSU/Govt./reputed organizations in last 5 years for similar activities (should have handled volume of 1 Crore pages)	(1) As per scope of work 70 Crore pages to be digitized at multiple branches/locations, so bidder should be highly experienced to carry out the work in timely manner. We request to amend this clause as " The Bidder has to submit proof of its own one experience in PSB/PSU/Govt organizations in last 5 years for similar activities (should have handled volume of 5 Crore pages for a single project) ".	RFP clauses are to be adhered to.
7	28	2.5. OFFLINE SUBMISSIONS	a) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned in Schedule 9) b) Bid Security (Earnest Money Deposit)	(1) As per this tender clause, only Tender Fee and EMD need to be submitted in offline mode and also it is mentioned at tender page no. 2 (Part-I Schedule) Sr. No. 6 as " 1. Earnest Money Deposit/Bid Security, 2. DD towards Cost of bid document, 3. Annexures I to XI of Section VII ". Please clarify specifically that which documents are required to be submitted in offline mode.	RFP cost (Rs 5000/-) has to be submitted either online or off line. Annexure XI of Section VII (INTEGRITY PACT) has to be submitted off-line (physical). Besides, Annexure I to III & VII to XI of Section VII & Part-II (Price Breakup, as Indicative Commercial BID) should also be submitted online. EMD/ BID Security in form of Bank Guarantee is to be submitted in offline mode also as per Annex-III of Section VII.

8	31	SECTION VI SCOPE OF WORK Point No 3	The estimated volume of pages is 70crores approx.	Kindly clarify the following points 1) Specify the document volume for all branches & Offices across PAN India 2) Specify the document volume of Size A4/A3/A2/A1 branches & offices across PAN India 3) Please specify approx. pages to be digitized at each branch/location wise.	Point no 1. & 3. - Total no of pages need to be scanned across PAN India are approx. 70 Crore. In this regards FGMO wise volume was provided in Corrigendum 1, dated 25.03.2022. Vendor has to bid for all Centres across PAN India. 2. Approx. 85% of documents are in A4 and remaining are in A3/A2/A1.
9	31	SECTION VI / Sr. No. 1	Bidder will be required to take up branches & Offices across PAN India, under the following FGMO;	(1) Please specify details of branch/location at each FGMO for scanning & digitization work as it is essential for project estimation & planning, like manpower and hardware equipment for deployment.	Branches are located across PAN India (Metro/urban/semi urban/rural). FGMO WISE/ZONE WISE Geographical Coverage i.e States & Union Territories covered are provided as part of Corrigendum No 2 dated 08/04/2022 for more clarity. Bidders have to provide service in Branch premises.
10	31	SECTION VI SCOPE OF WORK Point No 9	Submission of the scanned documents to Centralized DMS Server	1) Specify the DMS licenses requirement 2) Server requirement	1. Procurement of EDMS is being done through RFP floated separately. 2. All Scanned Documents to be uploaded in DMS Server of the Bank.
11	31	SECTION VI / Sr. No. 2	Onsite manpower to be provided for scanning and digitization of documents	(1) Please specify document details to be scanned like Customer application form/documents, finance, admin, legal documents etc.	All type of Bank Documents needs to be Digitized.
12	31	SECTION VI / Sr. No. 4	Unbinding of the documents Re-Binding of the documents	(1) Please specify approx. percentage of documents required to be unbound and rebind.	Approx. 50% documents are required to be unbound and rebinded.
				Whether existing documents are Hard binded or file	Both are available.
				Whether Physical numbering has to be done before scanning	Physical numbering of documents is not required.
13	31	SECTION VI / Sr. No. 7	Bidder to arrange for Bar code software and Bar code printer	(1) Please clarify whether bar code stationary will be provided by Bank.	Vendors have to provide the barcode stationary.
14	31	SECTION VI / Sr. No. 8	Scanning, Indexing, Metadata Creation and Quality Control.	(1) Please specify approx. metadata entry field per file/record along with average characters per field. (2) We presume that meta data entry would be done in English language only. Please confirm. (3) Pages tagging / Indexing to be specified	1. After procurement and Installation of EDMS, Meta Data will be made available. 2. Meta Data will be in English 3. Pages to be tagged to specified documents in each file

15	31	SECTION VI / Sr. No. 9	Submission of the scanned documents to Centralised DMS Server	(1) Connectivity to perform this task will be provided by Bank, please confirm.	Connectivity will be provided by the Bank
16	31	Section-VI, Scope of work, Page No.-31, point no.-10	Re-Binding of documents	kindly confirm these documents are bind in the form of Book or they are in loose sheet.	Vendor has to return the documents in bind book form except Original Loan documents (Need to return as provided)
17	31	Section-VI, Scope of work, Page No.-31, point no.-12	Dispatch/reorganization of physical files to departments /records room	kindly share the condition and age of documents.	Documents to be scanned are normally upto 10 year old and in some cases, may exceed 10 years also.
18	31	SECTION VI / Sr. No. 1	Bidder has to specify which are all the Centres where service can be provided minimum 4 centres	(1) As per our understanding, bidder can participate for all the branches/locations or minimum 4 locations. Please confirm (2) If a bidder participates for min. 4 locations then does Bank select multiple vendors. Please confirm.	1.Bidders have to provide service in all locations. In this regard modified clause has been updated as Corrigendum 1, dated 25.03.2022 & further FGMOWISE/ZONEWISE Geographical Coverage ie States & Union Territories covered are provided as Corrigendum No 2 dated 08/04/2022 for more clarity.
19	32	SECTION VI SCOPE OF WORK Point No 18	Wherever the document are already scanned by bank , the bidder will check & enhance the quality , create metadata & Indexing store in DMS etc.	Specify quantity of document are already scanned by bank. Out of total volume please provide % of documents that are already scanned and whose metadata has to be created kindly share the meta data entry filed per image	Presently this scope of work is outside the purview of the RFP & Communicated in Corrigendum 2 dated 08/04/2022. After procurement and Installation of EDMS, Meta Data will be made available.
20	32	SECTION VI / Sr. No. 15	The scanners would be required for document size of A4, Legal & all other type also. Scanners may be provided for documents of other Size on need basis.	(1) We believe that all the documents to be digitized are A4/Legal only, please specify approx. page quantity of all other size documents.	Approx. 85% of documents are in A4 and remaining are in A3/A2/A1.
21	32	SECTION VI / Sr. No. 19	Bank will make available the required infrastructure like workspace in its premises, necessary furniture, network, telephone facility and electrical points for executing the work order properly. the Bidder cannot give any excuse for lower output due to non-availability of any of the above.	(1) Mentioned infrastructures should be provided by Bank during contract period and it is responsibility of the Bank, else bank should clearly declare what are the infrastructure would be provided as cost is included on it. (2) We believe that Bank would also provide power backup with electricity for scanning centre, please confirm	Vendors have to use their own scanners & other hardwares for digitizing of documents. Refer Section VI, Serial No 19, Page No 32 of the RFP.

22			<p style="text-align: center;">General Query</p>	<p>(1) As Bank has published multiple tenders for DMS, RMS & Scanning scope, if a bidder participates in more than one tender then multiple EMDs have to be submitted.</p> <p>We request Bank to please amend as single EMD for DMS and Scanning work tender.</p>	<p>Bidders have to submit EMD amount separately for each tender.</p>
Project timeline				<p>3 years from the date of Operationalization of Application Software at central site.</p>	
<p>Scanning activity has to be performed in 14 locations as per RFP. Number of branches in each of the locations.</p>				<p>Details of branches of each location will be shared with successful bidders.</p>	
<p>As per our understanding, Centralised DMS Server will be provided by the bank. Please clarify. If we have to provide DMS, then below are the queries.</p> <ol style="list-style-type: none"> 1. On premise or Cloud Model. 2. No of concurrent users. 3. List of features, DMS need to have. 				<p>DMS Server will be provided by the Bank. Remaining points are outside the purview of this RFP.</p>	