इंडियन बैंक
Indian Bank

Clarifications for Pre-Response Queries - Ref: CO/ITD/CDC/638/2016-17 dated 26.04.2016 – EOI for Implementation of BPM Solution

S. No.	Page	Point / Section	Main Section Name	Clarification point as stated in Corrigendum document	Vendor requests	Bank's Reply
1	4	4.e	Eligibility Criteria	The applicant should have satisfactorily implemented BPMS and its support services in atleast one Scheduled Commercial Bank	We request the bank to consider the applicants experience in implementing BPMS and its support services in at least one scheduled commercial bank/ insurance organizations as this is a relatively new trend in the Banking industry & similar work experience in a Insurance company should be considered as valid eligibility.	Please adhere to the tender terms.
2	8	10	BPM Solution Requirements - Indicative		Please confirm whether the bank is looking for Document Management Solution as well	This scope of project does not cover Document Management Solution, but the solution provided should be able to retrieve data as per the requirements in the BPM solution
3	7	9	Present Technology Landscape in the bank - Indicative		Please clarify - Will the business process contains structured as well as unstructured information?	The business processes may contain structured and unstructured type of information
4	7	9	Present Technology Landscape in the bank - Indicative		Where all the servers and systems hosted for the bank i.e. is it In-house hosted or in some other 3rd party data center.	The servers are hosted in Bank's Data Center Space located in Hyderabad and Chennai
5	8	10	BPM Solution Requirements - Indicative		As per clause no 10.1, its mentioned that the solution should integrate with middleware, can we have the detail of this middleware application	The bank is in the process of implementing the middleware solution in Bank's IT environment separately.

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6	7	9	Present Technology Landscape in the bank - Indicative	Can we have the details of Content Management System (CMS) & Document Management System (DMS) that is been used by the bank currently	As per the requirements of the user department, CMS and DMS were developed by Bank's Inhouse team.
7	8	10	BPM Solution Requirements - Indicative	Can we have the details of what is the maximum number of external partner network & list/name of external partner is possible. Also what solution they are using now for the interaction with the bank	The details will be provided in the scope of work/requirements as part of the RFP after completion of EOI process
8	8	10	BPM Solution Requirements - Indicative	What are the BI tools used by the bank as mentioned in 10.6 clause that the solution should seamlessly integrate with BI tools used by the bank	The details will be provided in the scope of work/requirements as part of the RFP after completion of EOI process
9	7	9	Present Technology Landscape in the bank - Indicative	Describe the systems BPM systems will integrate with?	Some of the major systems are CBS, RTGS, NEFT, RMD, AML, ALM, etc. Further details will be provided in the scope of work/requirements as part of the RFP after completion of EOI process
10	7	9	Present Technology Landscape in the bank - Indicative	Please provide more information and detail's of SIEM, DAM and PIM solution already and what interfaces is available for Integration	Bank has implemented SIEM by Arcsight, DAM by Mcafee and PIM by Arcos in bank's IT environment.

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11	8	10	BPM Solution Requirements - Indicative		There is no workload data available for .sizing the BPM need answers to questions below:- a. What is the number of Process Instances? Must specify frequency. [example: 600 per hour] (Valid choices: per year, quarter, month, day, hour, minute) b. What is the number of total logged-in users? [example:1,000] c. For the total logged-in users, what is the average think time between successive user actions/activities (in seconds)? [example: 150 seconds] d. What is the peak throughput requirement for your BPM process and select the appropriate frequency? (Valid choices: per day, per hour, per minute, per second) E.g 15 Transactions per second	Bank is currently planning to procure an enterprise wide BPM software which should cover all the applications available with the Bank.
12	4	4.e	Eligibility Criteria	The applicant should have satisfactorily implemented BPMS and its support services in atleast one Scheduled Commercial Bank	Kindly let us know if the vendor can highlight its global BPM implementation as well. Vendor will also showcase the OEM product being used in Indian Banks. Please validate our assumption	The bidder should have successfully implemented BPM solution in a Scheduled Commercial Bank in India. Above that the bidder can showcase OEM product implemented globally by the bidder.
13	8	10	BPM Solution Requirements - Indicative		Kindly let us know the current improvement areas, challenges identified from BPM solution perspective. Which all line of businesses/ processes will be in scope for solution automation?	The details will be provided in the scope of work/requirements as part of the RFP after completion of EOI process

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14	8	10	BPM Solution Requirements - Indicative		Vendor assumes that ESCROW need to be provided on the codes that has been customized for Indian bank requirements. However the product source code will not be required for ESCROW. Please validate our assumption	Yes, The source code of the BPM solution and modifications carried out for customization to meet the Bank's requirements needs to be maintained with an ESCROW. Further, modifications/changes carried out time to time has to be maintained with ESCROW.
15	8	10	BPM Solution Requirements - Indicative		Kindly let us know if Indian bank prefers on premise or a cloud based solution deployment. Is High availability/ DR also envisaged for proposed solution.	It is proposed to implement the solution on bank's premises with high availability and DR.
16	8	10	BPM Solution Requirements - Indicative		Kindly let us know if vendor needs to only recommend or also provide the Hardware required to host the application.	As part of the EOI, the vendor requires to recommend the hardware requirements for the solution
17	8	10	BPM Solution Requirements - Indicative		Kindly let us know if vendor need to propose solutions for Document management system as well. Is document Imaging/ scanning solution also part of the solution scope	Though Document management system is not a part of the initiative, basic features like upload/download of files by customers should be available
18	4	4.1	Eligibility Criteria	Details of the Solution Proposed (attach separate sheets if necessary) All pages to be numbered in order, signed and should be held tightly.	We understand this EOI is intended for BPM platform requirement. Request Indian Bank to share the list of processes envisaged to be automated using the BPM platform.	The list of processes would be provided along with the RFP
19	5	4.3	Eligibility Criterea	Whether Support Centers available for the proposed solution. Give details of location and details of the staff having qualification experience in middleware implementation.	We understand that the middleware implementation experience refers to the BPM implementation experience asked in EOI. Kindly confirm.	Whether Support Centers available for the proposed solution. Give details of location and details of the staff having qualification experience in **BPM implementation**

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20	5	5.f	Documents to be submitted along with the EOIs (Hardcopy document and same in Softcopy in CD/DVD)	Complete solution architecture	Kindly confirm the environments that needs to be considered for this project 1. Clustering (A-A/A-P) 2. Disaster Recovery Environment 3. UAT Environment 4. Development Environment 5. Training Environment 6. Test Environment	The bidder may propose for the following including all the required licenses: 1. Clustering (A-A/A-P) 2. Disaster Recovery Environment 3. UAT Environment 4. Development Environment 5. Training Environment 6. Test Environment
21	8	10	Documents to be submitted along with the EOIs (Hardcopy document and same in Softcopy in CD/DVD)	Complete solution architecture	Kindly share the preferred model of deployment for this project. If Hub and Spoke, kindly mention the number of hubs (processing centers) envisaged?	The architecture will depend on the implementation plan of the applicant
22	5	5.f	Documents to be submitted along with the EOIs (Hardcopy document and same in Softcopy in CD/DVD)	Explicit list of Servers, storage devices, software components, utilities, network equipments, security equipments, UPS, racks, power requirements, etc. to be submitted along with the response.	Based on our experiences with multiple banks, we request Indian Bank to separate Hardware and Software requirements into two separate RFPs to ensure Indian Bank can choose the best BPM provider/ BPM OEM for this project	The bidder has to propose the entire solution which includes supply, installation, implementation and support

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23	5	5.f	Documents to be submitted along with the EOIs (Hardcopy document and same in Softcopy in CD/DVD)	Explicit list of Servers, storage devices, software components, utilities, network equipments, security equipments, UPS, racks, power requirements, etc. to be submitted along with the response.	Request to relax this point to motivate direct participation of BPM OEMs "Explicit list of Servers, storage devices, software components, utilities, network equipments, security equipments, UPS, racks, power requirements, etc. to be submitted along with the response."	on turnkey basis including all the hardware and software required for the BPM Solution
24	7	9	Documents to be submitted along with the EOIs (Hardcopy document and same in Softcopy in CD/DVD)	Implementation Plan	Kindly share the list of processes to be considered for charting the Implementation Plan for this BPM Project.	The Processes document will be provided during next stage (RFP)
25	9	10.4	BPM Solution Requirements - Indicative	Content Interaction	We understand that Indian Bank is also looking at Document Management System. The proposed solution is expected to be integrated with the Content Management System if required. Kindly Confirm our understanding	Though Document management system is not a part of the initiative, basic features like upload/download of files by customers should be available

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26	8	10	BPM Solution Requirements - Indicative	Based on the current technological trend, we recommend Bank to include mobility solution extension for BPM which will enable endless opportunities in Customer Reach and Satisfaction	The additional features may be show cased during demonstration and may be included in the RFP, if required.
27	8	10	BPM Solution Requirements - Indicative	Based on our experience we assume that scanning will be the primary mode of workflow initiation and hence scanning solution is also expected to be proposed. Kindly Confirm	The additional features may be show cased during demonstration and may be included in the RFP, if required.
28	8	10	BPM Solution Requirements - Indicative	Kindly confirm whether there is a requirement to extract OCR/ Barcode/ ICR data from the customer documents involved in the workflow	
29	8	10	BPM Solution Requirements - Indicative	Request Indian Bank to share the following User details 1. Total number of Users who will access the BPM - 2. Max User Concurrency hit expected at any point of time 3. Number of Scanning Locations 4. Number of Mobile/ Tablet Devices for Field Agents 5. Total No of branches and also branches where scanning needs to be done 6. Please provide the statistics of User growth across branches, RPC, CPC, Mobility users 7. Please provide the number of transaction details and % growth needs to be considered for the processes to be automated in this RFP	These details will be provided in the scope of work/requirements as part of the RFP after completion of EOI process

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30	General				Kindly share the number of batches and training period expected to work on tentative project plan	These details will be part of the RFP after completion of EOI process
31	7	9		Present Technology Landscape in the bank - Indicative	Kindly share the process flow of processes which the bank wants to automate using BPM in this EOI/RFP	These details will be provided in the scope of work/requirements as part of the RFP after completion of EOI process
32	8	10		BPM Solution Requirements - Indicative	As Indian Bank is looking at on boarding BPM vendor to automate multiple processes, we request the bank to include the following specification in EOI/ RFP. Compliance to workflow standards: BPMN, BPEL and WFMC	Requirement of compliance to standards will be provided along with the RFP
33	4			Eligibility Criteria	Request Indian Bank to include the following PQ Criteria "The proposed BPM Product should be present in 2015/2014 Gartner Magic Quadrant/ Forrester Wave Report. Copy of the same should be submitted as part of response"	Please adhere to the terms and conditions of the EOI.
34	4	4.b	Eligibility Criteria	The annual turnover of the applicant should be more than Rs. 25 crores during each of the last three financial years of the applicant	Request Indian Bank to upward revise the annual turnover criteria from 25 Crore to 100 Crore for the past 3 financial years	Please adhere to the terms and conditions of the EOI.
35	4	4.e	Eligibility Criteria	The applicant should have satisfactorily implemented BPMS and its support services in atleast one Scheduled Commercial Bank	Request Indian Bank to include the following eligibility criteria regarding Banking BPM implementation experience "The proposed BPM Product should have been implemented and running successfully in atleast 2 large National Banks. Bidders to provide PO copies of the same"	Please adhere to the terms and conditions of the EOI.