

	Indian Institute of Banking & Finance, Corporate Office, Mumbai-400070			
	Pre-Bid Queries & Responses towards Document Management and Work Flow System (DMF) RFP based on pre-bid meeting held on 20th Feb-2023			
Sr. No.	Queries		IIBF Response	
1	Features difference between the module mentioned as document management and File management module, Need more clarification on the same		Document management deals with handling the work flow and File management is how to group the data files.	
2	Workflow details Sample workflow details to need to be mentioned to decide complexity of workflow. e.g.		This will be decided during SRS study *	
3	Type of Integration touchpoints required? e.g. Webservice integration / web link integration/ DB		It is basically an intranet base integration.*	
4	Document or media content average size to predict the storage details is not mentioned. Different types		1 TB approx to begin with	
5	While uploading documents (e.g. Payment Note), what are the additional details need to be captured as per part of request/note upload form and number of request form to be uploaded with following details No of request form		After approvals the payments to be made automatically from the accounts department using e-cheque etc.,*	
6	User hierarchy details Estimated number of users count, number of hierarchy details required		8 levels of heirarchy	
7	Application usage details		50 approx.	
8	Current authentication mechanism in placed, e.g. Active Directory		AD is in place. However not utilised much	
9	Need more details or clarification on following modules, Committee & Meeting Management/Office note details/RTI management		In volves capturing the minutes of meetings, work flow. RTI management is not applicable to the Institute	
10	Old document estimated size and details on type of document available for upload.		total may come around 1 TB approx. *	
11	Available license details, IF client own the Microsoft and other cloud vendor license for Media/Streaming.		Bidder to manage	
#	RFP Reference Bidding Document Reference(s) (Section No / Clause No)	Actual Clause in RFP	Clarification Sought	IIBF Response
12	6. Brief Scope of Work, Specifications, and Requirements	The scope also includes migration of existing hard copy of records by way of scanning..	Please let us know the total size and volume of documents involved in Document Migration. Also the current OS, App servers and database server with versions	1 TB approx to begin with
13	6. Brief Scope of Work, Specifications, and Requirements	The scope also includes migration of existing hard copy of records by way of scanning..	Please specify if these hard copy documents would be available at centralized place of migration or digitilization activity.	Yes

14	6. Brief Scope of Work, Specifications, and Requirements	The scope also includes migration of existing hard copy of records by way of scanning..	We assume that the documents are of A4/Legal size for digitization activity. Also, for each record will have 4-5 indexing parameters only and the documents will be provided in an unbinded format and expected to be scanned in BNW format. Hope this understanding is correct.	Format details will be finalised during SRS*
15	6. Brief Scope of Work, Specifications, and Requirements	The Institute intends to create an integrated platform with DMS covering key business functions of various departments such as Examinations, Membership, Academics, Training, Accounts/Compliance cell, HR & Administration, IT, Corporate Development and three Professional development centres located at New Delhi, Chennai and Kolkata.	<ol style="list-style-type: none"> 1. We understand that all the necessary Web services / APIs for integration purpose with 3rd party application, Email and SMS gateway will be provided by client. 2. Client to give the list/ count of other applications with which the integration needs to be done. 3. Also kindly suggest no. of integration touchpoints for applications to be integrated with Document Management System for uploading /downloading documents. 	This will be decided during SRS study*
16	6. Brief Scope of Work, Specifications, and Requirements	The back-end including the server side programs and database has to be hosted in a tier III or higher level data centre.	Are you looking for an On-Premise hosting or a cloud based SaaS offering for the proposed solution. Please confirm	cloud based

17	6. Brief Scope of Work, Specifications, and Requirements	<p>1. DMS should include the following modules:</p> <ul style="list-style-type: none"> a. Correspondence/DAK Management b. Document Management c. File Management d. Workflow Management e. Office Note Management f. Committee & Meeting Management g. RTI Management 	<p>As per the RFP, we understand that a Business Process Management (BPM) based workflow management system having the capabilities of graphically modeling the processes or workflows, in built Form designer, process modeler, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System would be required. Please confirm if our understanding is correct.</p>	RTI Management is not applicable
18	6.2 Operational Mechanism of the DMS & Work Flow	<p>6.2.1 Document Management services(DMS): The document Management System should help the Institute to scan old documents and create catalogues to be accessible as and when required by various depts. of the Institute. This includes scanning of old office notes, accounts journals, ledgers, minutes of meetings, payment vouchers etc.</p>	<p>As per the standard office automation solution the acquisition source of any electronic file can be scanning or digitalisation solution. In that respect please confirm the number of scanning workstation or user.</p>	Decided at the time of SRS*

19	6.2 Operational Mechanism of the DMS & Work Flow	Internal notes get initiated by inter departments and the same to be forwarded to next hierarchy within a department or intra departments. Once a note is approved it should be filed in a cabinet/folder. An approved note should be only retrievable department concerned in future without any tampering.	Please confirm user concurrency and total user volume for the workflow solution along with respective modules (a. Correspondence/DAK Management b. Document Management c. File Management d. Workflow Management e. Office Note Management f. Committee & Meeting Management g. RTI Management)	50 users
20	15 Terms and Conditions:	The bidder will be responsible to provide complete documentation of the solution which includes but not limited to the following: o Provide low-level technical architecture describing connectivity, high availability and security.	Newgen managed cloud supports high availability with 99.5 uptime. Hope this suffice.	Technology Neutral.

21	22. Site Dump:	The bidder must supply the back up of entire back-end dump along with existing source code at the end of each quarter.	The source code of the customized section of the application will be given to IIBF at the termination contract. However, the source code of base / core product will remain be with Newgen. On the other hand, the entire source code of the application can be shared through ESCROW model with IIBF.	Okay
22	9. Minimum Eligibility Criteria	NA	To ensure the participation of industry standard, best of breed solution, requesting IIBF to accept the following criteria / statement. "the required DMS and workflow solution should exist in Gartner MQ and Forrester wave for their categories of product in any of last 3 financial years"	No change in RFP clause
23	6. Brief Scope of Work, Specifications, and Requirements	To establish a centralized content / document repository comprising of all the relevant documents of IIBF in soft form.	By this we understand that there is a need for a point of scan solution which will be compatible with office scanners and enable digitization of physical documents and records . Please confirm. Also please confirm the estimated number of documents to be digitized	The application should offer scanning facility. One time scanning should be done by the vendor. Currently Institute has A4size Scanners which can be used wherever required.
	Queries Reference in RFP document: Page no 6, point no 8, sub point no 2			
Sr. No.	Queries			IIBF Response
	Scanning			

24	Does the solution require only the scanning or the data extraction from the documents(OCR capability) is also required	Solution to facilitate scanning and indexing the files for retrieval purpose subsequently	
25	How many such pages needs to be scanned on a daily basis	Daily scanning shall be taken care by the Institute's users.	
26	If required, how many attributes per page needs to be OCR/extracted	NA	
27	How many users would be using the scanning solution	60 users	
28	Approximate size of a page in KB	it depends on the documents to be scanned	
	Workflow		
29	How many transactions per day approximately will be initiated per day	50 approx.	
30	How many users will be using the workflow solution	60 approx.	
	Content Repository		
31	How many documents per day is approximated to be ingested in DMS	50 approx.	
32	How many users would be using the DMS solution	60 approx.	
33	What will be the user concurrency	20 users	
34	Approximate size of a document in KB	Depends on documents*	
	General		
35	Are there any detailed technical and functional specifications defined for the mentioned scope of work?	to be captured at the time of SRS*	
36	Is the solution to be deployed in the bidder's environment or will it be deployed in house ?	Bidders environment	
37	How many environment are to be set up – Dev, UAT, Production , DR ?	Depends on bidder	
38	What is the year on year growth of document as well as user to be assumed for the estimation purpose?	15% growth	
39	Consortium and EMD		
40	Can a consortium bid for the tender	No	
41	If the main bidder is an MSME entity, is EMD exempted against MSME certificate	MSME certificate may be attached.	
	Third Party App Integration (Page 5, Point 6, sub point 'D')		
42	Is there any other application (exam app, E-office app) needs to be integrated with the DMS solution.	It will be decided at the time of SRS	
43	The DMS & Work Flow must take care of backward/forward linkages with the IIBF databases(on cloud) and the applications currently used by IIBF such as payment gateway, the examination system, and the membership systems. The bidder has to take care of the existing linkages of third party also. The bidder has to take care new linkages that may be required to be handled in future too.	Integration with payment gateway is not applicable. Other applications like Membership, Examinations, Training, Academics(QB), HR, and accounts required for payment related transactions*	
	Scanning Old Documents (Page 5, Point 6.2.1)		
44	The document Management System should help the Institute to scan old documents and create catalogues to be accessible as and when required. Do we need to scan all the documents or need to	Scan all old documents and and create catalogues in DMS*	

S. No	Existing terms/clause Details	Clarification Sought	IIBF Response
45	The scope also includes migration of existing hard copy of records by way of scanning.	request you to please confirm the following: 1. the number of scanning locations/Cities 2. IIBF will provide the scanner to vendor for this purpose or vendor has to	Mostly at Corporate office, Mumbai around 75%. Around 25% volume to be scanned at PDCs, Delhi, Kolkata, Chennai.
46	the identified service provider has to arrange a training of end-users of various departments of the Institute as part of scope.	how many batches/departments are there in total for this purpose and total no. of participants in each batch	Around 70 officers from all depts. Training to be conducted at Mumbai centre onsite. Other offices virtual.
47	The selected bidder would be required to provide end to end DMS with services including digitization, indexing, metadata entry, DMS, digital storage etc	please confirm the total no. of pages, fields per page for the purpose of indexing and meta data entry	This will be decided during SRS study*
48	3. Software for Application Server, Middleware (if required) etc.	please confirm if any existing middleware or application server at IIBF can be used by vendor, if yes what would	Bidder to decide
49	The successful bidder should design, develop and commission the DMS & Work Flow within 6 months time from the date of issue of work order as time is the essence of the contract.	we request you to kindly extend the delivery period to 9 months from the date of issue of work order	No change in RFP clause
50	(i) One Time Setup Charges: Advance with award of contract-10%	we request you to kindly release 100% of software licnese and hardware cost in advance with award of	No change in RFP clause
51	(ii) On Account of AMC: Payment on account of AMC will be made at the end of each quarter of the calendar year which will be equal to 25% of yearly AMC charges.	request you to kindly release the AMC charges 100% in advance.	No change in RFP clause
52	The bidder must supply the back up of entire back-end dump along with existing source code at the end of each quarter	the source code can be shared for the customisation work but not for the OEM software products as they are owned by respective OEMs and is not available with	okay
53	The Bidder must deploy optimal infrastructure such as Hardware, Operating System, Database, Middleware etc. keeping in view current requirements and extrapolate the same during the period of contract for 5 years.	please confirm: 1. total no. of user going to access now and the expected growth, 2. the total no. of concurrent users	60 users. Concurrent will be 20users
54	The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations with Educational Institutes	request you to kindly add Banks, Public Sector Undertakings (PSU) and Government in the preferable list	No change in RFP clause

55	The bidder should preferably have any one certificate of Quality Management Systems like ISO 9001:2015/ SEI CMMI Level 5 / Six Sigma practice. If no certificate available, the bidder may provide the details such that whether they are in a process of procuring one.	request you to kindly relax it to CMMI Level 4	One Certificate is preferable and not mandatory
56	The bidder should have registered a turnover of Rs.2 crore or more during each year for the last three completed financial years.	we request you to increase the turnover criteria to 100 Crore.	No change in RFP clause
57	General	What is the number of total concurrent users during	20users
58	Workflow requirement	What is the number of transactions created per day	50
59	DMS requirement	Number of document ingestion per day :-	50
60	DMS requirement	Average size of document :- in KB	1000KB Approx.*
61	DMS requirement	Maximum size of document :- in KB	2MB approx.*
62	DMS requirement	Number of documents viewed by users during peak load	50 approx.*
63	Scanning requirement	Number of documents scanned / ingested per day	20 approx.
64	Scanning requirement	Average document size in KB	1000KB Approx.*
65	Scanning requirement	Percentage of document that would require OCR	NA
66	Scanning requirement	Total number of users using scanning	50
67	Scanning requirement	Number of concurrent users accessing scanning at any	20
68	General	What is the number of total logged-in users?	60
Sr.No	Query		IIBF response
69	Scanning has been mentioned in scope. However, it cannot be found in the Price Bid or elsewhere in the document		Application to facilitate scanning. One time scanning to be done by bidder.Ongoing scanning shall be done by user dept.
70	If so, what is the scanning volume? Which locations have to be covered		To be decided at the time of SRS
71	Which other applications should be integrated with DMS?		Integration with payment gateway is not applicable. Other applications like Membership, Examinations, Training, Academics(QB), HR, and accounts required for payment related transactions*
72	Do they have REST APIs for seamless integration		Vendor to decide at the time of SRS
73	What is DAK Management? How will the correspondence be received?		Document Aknowledge Management. Presently through e-mails.
74	Can you elaborate on Office Note Management, Committee & Meeting Management, RTI Management?		Details will be provided during finalisation of SRS
75	Point no 2.2, Page 24 mentions Bidder should maintain Admin module for user registration and		Payment gateway integration not applicable

76	Is the user registration portal to be developed/provided? Or should the DMS integrate with existing user registration portal?			Not Applicable. Currently, Users authentication to desktops/laptops is managed by existing AD. Applications login is done independently.
Sr. No	RFP Clause	Queries/ Suggestions		IIBF Response
77	The bidder should have executed at least three orders of similar nature / value and preferably in	Kindly modify this clause as under: The bidder should have executed at least two orders of		No change in RFP clause
78	The selected bidder would be required to provide end to end DMS with services including digitization, indexing, metadata entry, DMS, digital storage etc.	Total number of locations where scanning work is to be		Mumbai
		The exact number of pages size wise at each location?(i.e. A4/Legal and other size)		Prodominently A4 Size. Few agreements may be Legal size.
		How are these documents stored currently?		Physically/Soft copies, in word and excel.
		The condition of the documents (age).		to be examined*
		How many are the files/ registers and average number		To be decided at the time of SRS*
		Please clarify as to whether the files/ registers are		not stapled
		How many data entry fields are there and what is the approximate no of characters?		Solution to be developed based on requirements captured.*
		Indexing is to done page wise or files/ registers wise?		To be decided at the time of SRS*
		Percentage of pages to be scanned by ADF scanners		To be decided at the time of SRS*
		At the time of receipt of the records from IIBF for		To be decided at the time of SRS*
		Binding/Unbinding of files/ registers is allowed, if yes,		IIBF
		Scanning work is to be carried out at all locations		One by one
79	Changes in Commercial Template- Annexure-I	Cost of one time scanning charges per page of A4/Legal size. Taxes are extra.		Yes. For document scanning purpose only.
Note:				
	The responses marked in yellow may be further clarified by the prospective bidders in person before submission of bids.			
	The bidders can also inspect the condition of documents to be scanned at Corporate Office, Mumbai and Professional development centres at Delhi, Chennai, Kolkata. The date and Time of the for inspection of documents shall be communicated shortly.			
	As the bidders wish to have more clarity on certain points the last date of submission of bids has been extended upto 16th March-2023 by 3PM			