

Indian Institute of Banking & Finance, Corporate Office, Mumbai

List of pre-bid queries received towards DMS & Work-flow RFP and the Responses finalised during pre-bid meeting held on 30th October-2025

<u>Sr.No</u>	<u>Clause No</u>	<u>Clause</u>	<u>Bidders Query</u>	<u>IIBF Response</u>
1	General Queries		How will the uptime be measured — through internal monitoring tools or by an external system?	Bidder to decide
2	General Queries		What's the escalation matrix expected during incidents or outages?	standard escalation procedure should be adopted
3	General Queries		Do you need on-site engineers during the AMC period, or is remote support enough?	Remote support needed. However for an unresolved incidents the support service should be provided onsite on call basis
4	General Queries		Are performance and security test reports mandatory before go-live?	Yes
5	General Queries		Will IIBF provide UAT test cases, or do we need to prepare them ourselves?	Bidder to decide
6	General Queries		Should we create an interactive help center or a knowledge base for product documentation?	Bidder to decide
7	General Queries		Should the training also cover admin panel setup and workflow configuration?	yes
8	General Queries		Are there any webhooks or event-based triggers expected (like approval completion notifications)?	yes
9	General Queries		Do we need to provide an API Gateway with rate limiting for third-party integrations?	Clarification Required
10	General Queries		Should the system support document previews using MS Office Online?	Yes
11	General Queries		Are we expected to implement database encryption (TDE) for stored data?	Yes
12	General Queries		What's the expected query latency for document searches — under 3 seconds including network delay?	yes
13	General Queries		What level of audit logging is needed — do we track file view, download, edit, and share separately?	will be decided during SRS based hierarchy of each user dept.
14	General Queries		Do we need tamper-proof or immutable audit logs, maybe via blockchain-like storage?	Bidder to decide
15	General Queries		Should we integrate with SIEM tools (like Splunk) for centralized log monitoring?	Bidder to decide
16	General Queries		Are there any compliance expectations like OWASP Top 10?	Standard compliance to be adopted

17	General Queries		Can we use object storage (like AWS S3 or Azure Blob) for document files?		Bidder to decide
18	General Queries		Should we maintain a real-time monitoring dashboard (e.g., Grafana, Prometheus)?		yes
19	General Queries		Are we allowed to use CDN or caching for faster access and performance optimization?		Bidder to offer best performance solution
20	General Queries		Should we implement auto-scaling and load balancing in the cloud setup?		Bidder to decide
21	General Queries		Should workflows be admin-configurable via drag-and-drop or fixed by developers?		bidder to decide
22	General Queries		Do you prefer a microservices-based architecture or a simpler monolithic setup?		Microservices required
23	General Queries		Is there a requirement for offline or desktop access to the system?		Desktop access is required
24	General Queries		The RFP mentions a 3-second response time — is that for backend processing only or the full end-user experience (including network latency)?		full end user user experince
25	General Queries		Should we include notifications (email, SMS, or Teams) for workflow events like approvals, rejections, or comments?		Email notification Only
26	General Queries		Should DMS support OCR (Optical Character Recognition) for scanned PDFs/images?		Yes
27	General Queries		Should the architecture be multi-tenant SaaS (single codebase for multiple orgs) or single-tenant (IIBF-only)?		Private Cloud setup required
28	General Queries		What's the expected training batch size?		apprx 100 people
29	General Queries		Should we integrate via Microsoft Graph API for O365?		bidder to decide
30	General Queries		Should we expose REST APIs for external integrations (future systems)?		Bidder to decide
31	General Queries		Any webhook/event-driven integrations required (e.g., approval completion triggers)?		To be decide at the time of SRS
32	General Queries		Should we use RDBMS (PostgreSQL/MySQL) or NoSQL (MongoDB/ElasticSearch)?		any open stack is Ok
33	General Queries		Should metadata and files be stored separately (DB + object store)?		bidder to decide
34	General Queries		Should we provide video tutorials or e-learning modules?		No
35	General Queries		Is there a limit on file size (e.g., 25 or 50 MB per upload)?		50MB
36	General Queries		Should the workflow support parallel approvals and conditional routing?		yes
37	General Queries		Should admins be able to design workflows dynamically (drag-drop interface)?		Bidder to customize as and when required
38	General Queries		Which 3rd party do they want to integrate initially?		clarification required

39	General Queries		workflow :- "payment notes approval and need to send it for accounts department for payment " All should be managed by automated workflow or manually they will approve? (Pg 31)		all should be managed by automated workflow
40	General Queries		what is the meaning of track use of document - mention in pg 29		it refers to track mode similar to MS word
41	General Queries		Are we allowed to use caching for faster access and performance optimization?		bidder to decide
42	General Queries		Do we need to implement MFA (Multi-Factor Authentication)?		yes
43	General Queries		What level of audit log granularity is required — file view/download/edit/share?		file view and download only
44	General Queries		Should search be full-text or metadata-only?		full text as well as metadata
45	General Queries		Will the workflow support role-based approval chains?		yes
46	General Queries		for the access controls which roles need to be added and what can be the role permission?		To be decide at the time of SRS
47	General Queries		Does IIBF have a preferred cloud provider (AWS / Azure / GCP / Government Cloud)?		Bidder to decide
48	General Queries		Will the authorisation/authentication will be jwt/session how?		Bidder to decide
49	General Queries		Is there any super admin monitoring system if multi-tenant support.		yes
50	General Queries		What level of API integration is expected with Office 365 (e.g., OneDrive file sync, Teams workflow triggers)?		To be decide at the time of SRS
51	General Queries		What load should be tested during UAT (e.g., concurrent users)?		yes concurrent user
52	General Queries		Department-specific workflows or common for all ?		department specific workflow required
53	General Queries		Role hierarchy (who reports to whom) ?		yes
54	General Queries		How to track incoming & outgoing letters & How are incoming letters assigned to departments ?		To be decide at the time of SRS
55	General Queries		Are physical files also being tracked, or is it purely digital?		To be decide at the time of SRS
56	General Queries		Should the system handle multi-language documents (scanning / OCR) ?		only English
57	General Queries		Are there predefined templates for internal notes, payment notes, or POs, or should the system provide template management?		To be decide at the time of SRS
58	General Queries		Which cloud provider (AWS, Azure, GCP, or private)?		question repeated
59	General Queries		Who will own the cloud infra — us or client?		Bidder
60	General Queries		Expected concurrent user load / performance target?		110 licenses (sessions at a time)
61	General Queries		Who provides storage hardware for backup — bidder or client?		Bidder
62	General Queries	Backup frequency & format — full weekly, incremental daily — confirm delivery method (HDD/secure FTP)?			yes please refer RFQ clause no 6.1

63	General Queries	What's the initial sizing for CPU, RAM, storage, and network bandwidth?			yes please refer RFQ clause no 6.1
64	General Queries		Eligibility Criteria (Page No. 9/52 – Sr. b): Kindly confirm whether the last three completed financial years refer to FY 2022–23, 2023–24, and 2024–25, instead of FY 2021–22, 2022–23, and 2023–24, for submission of self-certified copies of audited balance sheets and profit & loss statements.		OK
65	General Queries		Turnover Criteria: Please clarify whether the average turnover over the three years should be ₹10 crore, instead of ₹10 crore for each of the three financial years.		turnover per year 10 crores.
66	3. Introduction of the Assignment (Broad Requirements)	The Indian Institute of Banking & Finance (IIBF) desires to select a service provider who would provide a cloud based document management system with workflow. The system should cover all the activities of various departments for approx. 110 users	1) Could IIBF please provide specific details on the expected concurrent user count, peak user load, and typical daily active user distribution for the proposed DMS with Workflow system? 2) The user count (110) is vague; a breakdown is needed to size infrastructure, UI design, and training modules effectively.	The number 'approx. 110 users' indicates total users, but for development and infrastructure sizing, it is critical to understand concurrent usage patterns, peak loads, and transaction volumes to ensure the system is designed for adequate performance and scalability.	Refer RFP clause no 3

67	6. Brief Scope of Work, Specifications, and Requirements	The scope of the RFP includes (1) Design, development, deployment and hosting of cloud based document management system (DMS) with workflow by integrating with the existing application such as Ms-Office-365. (2) The scope also includes migration of existing scanned copies of documents with proper indexing. (3) Further, the identified service provider has to arrange training for end-users of various departments of the Institute as part of the scope.	Please provide detailed specifications for the required integration with MS-Office 365. Specifically, clarify which components or functionalities of MS-Office 365 (e.g. OneDrive, Outlook, Word/Excel online editing) need to be integrated, the desired integration depth (e.g. document linking, version control) and the preferred APIs or integration methods.	Integrating with MS-Office 365 can range from simple file linking to complex API-driven functionalities. Detailed specifications are crucial for planning the development effort, choosing the right integration approach, and estimating associated costs and timelines.	to be decided at the time of SRS
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68	6. Brief Scope of Work, Specifications, and Requirements	The Institute indents to create an integrated platform for DMS with workflow covering key business functions of various departments such as Examinations, Membership (MSS), Academics, Training, Accounts/Compliance cell, HR & Administration, Information Technology, Corporate Development Cell and five Professional development centers located at New Delhi, Chennai, Kolkata, Mumbai and Guwahati. Bidder has to make provision for	The RFP mentions integration with 'existing or upcoming IT systems' beyond MS-Office 365. Please identify all such existing or upcoming IT systems that require integration with the DMS, their primary functions, current technology stack (e.g. database, programming languages, APIs available) and the nature of integration expected (e.g. data exchange, single sign-on, workflow triggering).	Understanding all required integration points, along with their technical specifications, is fundamental for designing a robust, scalable, and interoperable DMS solution and accurately estimating the development effort.	to be decided at the time of SRS
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69	6. Brief Scope of Work, Specifications, and Requirements	The scope of the RFP includes (1) Design, development, deployment and hosting of cloud based document management system (DMS) with workflow by integrating with the existing application such as Ms-Office-365. (2) The scope also includes migration of existing scanned copies of documents with proper indexing. (3) Further, the identified service provider has to arrange training for end-users of various departments of the Institute as part of the scope.	Please provide an estimate of the total volume (in GB or TB) and number of existing scanned documents that need to be migrated. Additionally, specify the source systems or repositories from which these documents will be migrated, including their current formats, indexing methods, and any associated metadata.	Data migration is a significant development effort. Knowing the exact volume, source systems, and current state of the data is essential for planning migration strategies, estimating effort and ensuring data integrity and accessibility post-migration.	Refer RFP Clause 6.1
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70	3. Introduction of the Assignment (Broad Requirements):	The Indian Institute of Banking & Finance (IIBF) desires to select a service provider who would provide a cloud based document management system with workflow. The system should cover all the activities of various departments for approx. 110 users In this connection, the Institute would like to invite competitive bidsthrough this RFP (Request for Proposals) from reputed bidders, who can provide end-to-end solutions as a turnkey project to IIBF by using the	For the 'internet based' access, please clarify if external users (non-IIBF employees such as IIBF vendors) will be accessing the DMS, and if so, what are their roles, access privileges, and preferred authentication methods (e.g. separate user accounts, OTP-based authentication)?	Supporting external users significantly impacts security design, authentication mechanisms, and access control policies. Clarification is essential for developing a secure and appropriate solution.	No only IIBF staff will be accessing the DMS
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71	6. Brief Scope of Work, Specifications, and Requirements	The Institute intends to create an integrated platform for DMS with workflow covering key business functions of various departments such as Examinations, Membership (MSS), Academics, Training, Accounts/Compliance cell, HR & Administration, Information Technology, Corporate Development Cell and five Professional development centers located at New Delhi, Chennai, Kolkata, Mumbai and Guwahati. Bidder has to make provision for	For the 'newly going to be opened PDC's located at Lucknow and Bangalore,' please clarify the anticipated timeline for the establishment of these new centers and the expected user count and document volume growth associated with them, to ensure the DMS solution can scale effectively.	Future expansion plans significantly impact system scalability and deployment strategy. Clear timelines and growth projections for new centers are needed for accurate capacity planning.	it si included in total users. No separate solution is required.
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72	6. Brief Scope of Work, Specifications, and Requirements	The scope of the RFP includes (1) Design, development, deployment and hosting of cloud based document management system (DMS) with workflow by integrating with the existing application such as Ms-Office-365. (2) The scope also includes migration of existing scanned copies of documents with proper indexing. (3) Further, the identified service provider has to arrange training for end-users of various departments of the Institute as part of the scope.	For the integration with MS-Office 365, please clarify if the DMS needs to support single sign-on (SSO)/AD integration with IIBF's existing identity provider	Understanding this requirement impacts the identity management and authentication design.	SSO required
73	6 Brief Scope of Work, Specifications, and Requirements	Integration Requirements: Beyond MS Office 365, what other existing systems (e.g., web portal, third-party linkages) need integration? Are APIs or specific protocols required?	The RFP mentions integration with existing applications and new linkages, but specifics are absent, impacting design and development planning.		to be decided at the time of SRS

74	6 (1.d)	"Workflow Management"	Workflow Engine Query: (a) Is BPMN 2.0 (Business Process Model and Notation) compliance required? (b) Should workflow engine support parallel, sequential, and conditional routing? (c) Is visual workflow designer required for end-users or admin-only? (d) What is maximum expected workflow complexity (steps, participants)?	Workflow engine selection depends on complexity requirements. BPMN 2.0 ensures standard-based implementation and future portability.	bidder to decide
75	6. Brief Scope of Work, Specifications, and Requirements	The Institute intends to create an integrated platform for DMS with workflow covering key business functions of various departments such as Examinations, Membership (MSS), Academics, Training, Accounts/Compliance cell, HR & Administration, Information Technology, Corporate Development Cell and five Professional development centers located at New Delhi, Chennai, Kolkata, Mumbai and Guwahati. Bidder has to make provision for	Considering the DMS will be a 'unified platform for end users to transact with each other among inter/intra departments,' please clarify if there's a requirement for inter-departmental collaboration features (e.g., shared workspaces, co-editing, comments on documents, notification system) beyond basic document sharing and workflow.	Collaboration features enhance productivity but require specific development effort. Understanding these requirements is essential for designing a truly unified and collaborative platform.	To be decided at the time of SRS
76	6. Brief Scope of Work, Specifications, and Requirements	(2) The scope also includes migration of existing scanned copies of documents with proper indexing.	Kindly confirm the existing data size needs to be migrated.(e.g.MB/GB/TB)	Needed for migration planning and sizing	Refer RFP Clause 5
			Kindly confirm at which location existing system is currently hosted.		MS-Office based file system
			Please confirm if the existing setup is hosted on physically or virtually.		On individual desktops

			Kindly provide information regarding the current hypervisor.		None
77	6. Brief Scope of Work, Specifications, and Requirements	To provide business continuity by ensuring availability of important documents through DMS and create a back-up to the paper-based documents to serve as a Disaster Recovery system:	As backup technology and Disaster Recovery (DR) are two distinct concepts and cannot be considered to serve the same purpose, kindly confirm whether the setup of a DR site is required as part of the bidder's hosting scope. If DR required please confirm, is it needed for 100% or 50% of the DC site? Can you please confirm the number of DR drills required per year, (for example, two drills Annually)? Kindly confirm peak hours and daily log/Flat files size that need the replicated (For Eg. 2 GB Daily) Kindly confirm expected RPO? (For Eg. 30 Mins) Kindly confirm expected RTO? (For Eg. 2 Hours) Can you please confirm how many public IP addresses the client will require at the DR site?	For infrastructure planning.	Yes Cold DR Once in an Year Refer RFP clause 5 30 minutes okay 2 hours is okay Bidder to decide
78	6.1 (2b)	"bidder must take care of the existing linkages of third party also. The bidder must take care new linkages that may be required to be handled in future too."	Integration Architecture Query: (a) Please provide API specifications/documentation of existing third-party systems. (b) What integration patterns are preferred - REST, SOAP, Message Queue, or File-based? (c) Are webhook/event-driven integrations acceptable?	Cannot design integration architecture without understanding existing system interfaces. Integration patterns affect scalability and real-time data sync capabilities.	As it is a turn key project bidder should deploy an optimal integration architecture and design the system
79	6 (2)	"Software for Application Server, Middleware (if required) etc."	Technology Stack Query: (a) Is there preference for technology stack - Java/.NET/Python/Node.js? (b) Are open-source technologies acceptable (PostgreSQL, MongoDB, Redis) or commercial preferred? (c) Any restrictions on programming languages/frameworks? (d) Should solution be platform-agnostic (Linux/Windows)?	Technology stack selection impacts licensing costs, developer availability, performance, and long-term maintainability.	Open tech stack is okay with appropriate security measures in place.

80	6.1	"Initial signing of storage shall be 5TB to begin with. Subsequently the incremental resources... should be covered within Annual Maintenance charges."	Storage Architecture Query: (a) What is expected document growth rate (% per year)? (b) Should system implement deduplication to optimize storage? (c) Is tiered storage acceptable (hot/warm/cold based on access patterns)? (d) What is expected storage upper limit for capacity planning? (e) Should deleted documents be retained in recycle bin (how long)?	Storage architecture affects cost and performance. Deduplication and tiering optimize costs. Unlimited growth commitment requires reasonable projections.	Refer RFP clause 13
81	6 (1.a)	"Correspondence/ DAK Management"	Document Classification Architecture Query: (a) Should system implement auto-classification using ML/AI? (b) Is OCR (Optical Character Recognition) required for scanned documents? (c) Should system extract metadata automatically (date, sender, subject)? (d) What OCR accuracy is expected (>95%, >98%)? (e) Should system support multilingual OCR (English, Hindi, regional languages)?	AI/ML-based classification requires training data, model management infrastructure, and ongoing model refinement. OCR quality affects usefulness.	Bidder to decide. OCR required for scanned document on case to case basis.
82	6.1 Cloud Hosting and Management:	The Initial signing of storage shall be 5TB to begin with. Subsequently the incremental resources in terms of Storage, RAM, Processor, Bandwidth etc. should be covered within Annual Maintenance charges.	Please confirm whether this 5 TB refers to total allocated storage (including OS, DB, logs, backups) or only application data storage.	For accurate capacity and cost planning.	Total storage

83	6.1 Cloud Hosting and Management:	The bidder should configure the entire hosting environment with appropriate security tools such as firewalls, intrusion detection systems (IDS), network segmentation, anti-malware tools, and Zero-trust Network Access (ZTNA) etc., to ensure the entire hosting environment tamper proof.	Please clarify what additional tools or solutions are implied by "etc." in this context, so that all required security components can be accurately considered in the proposal.	For comprehensive security	Bidder to decide
84	6.1 Cloud Hosting and Management:	The bidder must carry out Vulnerability Assessment and Penetration Testing regularly (VAPT), with the help of IS Auditor who is empaneled by authorities such as Cert-in etc.,	Can you please confirm the frequency of VAPT (Vulnerability Assessment and Penetration Testing) audit as required? (e.g., conducted once a year/Twice a year)	Compliance standards.	Once in a Year

85	6.2.1 Document Management Services (DMS):	Migration Scope: What is the estimated volume of existing documents (e.g., number of pages, files, or GB) to be scanned, digitized, indexed, and migrated? Are there any specific formats or categories (e.g., old office notes, vouchers) prioritized?	The RFP mentions scanning old documents (e.g., office notes, accounts journals) but lacks specifics on volume or priority, critical for planning migration effort and tools.		Old documents are already scanned.
86	6.2.1	"Bidders need to arrange for uploading of old documents on the DMS platform and should do a proper indexing to facilitate a search"	Search Architecture Query: (a) Is full-text search required or metadata-based search sufficient? (b) Should search support OCR content from scanned PDFs? (c) Is faceted search (filters) required? (d) What search response time is acceptable (e.g., <1 second for 1M documents)? (e) Should search support fuzzy matching, synonyms, and Boolean operators?	Search capability significantly impacts user experience. Full-text search on large document sets requires sophisticated indexing (Elasticsearch/Solr) which affects architecture and costs.	Bidder to decide
87	6.2.2	"Payment approval notes" and financial workflows	Financial Integration Architecture Query: (a) Should system integrate with ERP/accounting systems? (b) Is two-factor authentication required for financial approval workflows? (c) Should financial workflows have additional audit requirements? (d) Is maker-checker pattern required for sensitive transactions? (e) Should system maintain immutable financial audit trail?	Financial workflows have stringent security and audit requirements. Integration with accounting systems requires transaction consistency.	To be decided at the time of SRS. Institute is using Tally pro software

88	Clause 6.1, Page 6–7	The bidder must submit a 'Safe to Host' certificate before commissioning...	Kindly clarify if it is self declaration for safe to host or needed to be certified by any authority. Kindly specify if the CSP's existing audit reports (e.g., ISO 27001, SOC 2 Type II, PCI-DSS, MeitY empanelment) are sufficient, or if a new independent "Safe to Host" certificate must be obtained for the hosted environment.		Safe to host certificate should be provided by a cert-in empanelled IS auditor.
89	Clause 6.1, Page 7	Bidder must ensure data is not leaked or stolen by unauthorized access.	Kindly confirm whether CSP's IAM (Identity and Access Management), DLP, and encryption policies will be accepted as sufficient controls for this requirement.	Security concerns	Bidder to decide
90	6.2.1	"Bidders need to arrange for uploading of old documents on the DMS platform"	Data Migration Architecture Query: (a) What is estimated volume of legacy documents (count, total size)? (b) What source formats exist (paper, PDF, DOCX, XLSX, TIFF, images)? (c) Should migration be one-time or phased by department? (d) Is data validation and reconciliation required post-migration? (e) Should system support bulk import APIs for future migrations?	Migration complexity affects project timeline and architecture. Large-scale migrations require parallel processing, validation frameworks, and rollback capabilities.	5TB data scanned as PDF and image formats.

91	Minimum Eligibility Criteria	The bidder should have registered a turnover of minimum Rs.10 crore or more during each year for the last three completed financial years. Note:- for the previous year (24-25), if audited B/S is not available the provisional B/S could be submitted by companies' auditors with sign and stamp of the auditor on letter head	Amendment Request :- The bidder should have registered a turnover of minimum Rs.100 crore or more during each year for the last three completed financial years. Note:- for the previous year (24-25), if audited B/S is not available the provisional B/S could be submitted by companies' auditors with sign and stamp of the auditor on letter head		No change in RFP clause
92	10.1. Technical Evaluation:	Past Experience in the DMS with WF 30 marks	Amendment Request :- Past Experience in the DMS 30 Marks		No change in RFP clause

93	13. Infrastructure Sizing:	During the contract period, at any stage if it is found that the solution deployed by bidder does not match with the requisite performance response time of less than 3 seconds as per sizing parameters, then the bidder shall have to upscale the hardware/ software without any additional cost to the Institute.	Please provide further details on what constitutes 'requisite performance response time of less than 3 seconds.' Specifically, for which user actions, transactions, or system functions does this 3-second target apply, and under what specific load conditions (e.g. peak concurrent users, maximum document size, specific network latency) should this be achieved?	A 3-second response time is a critical performance SLA with penalty implications (Page 22). Without defining the scope (specific actions, load) for this metric, it is difficult to design, optimize, and guarantee compliance, and could lead to disputes.	Any page response or Document loading time
94	14. Terms and Conditions:	The Bidder will provide a Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager should make on-site decisions regarding the scope of the work and any changes required therein.	Please clarify if IIBF expects the bidder to provide a dedicated technical lead or architect in addition to the Project Manager, who can make on-site technical decisions and directly engage with IIBF's IT team for detailed technical discussions and problem-solving.	A dedicated technical lead ensures effective communication and timely resolution of technical issues, which is critical for complex projects and integrations, especially given the tight timeline.	Bidder to decide

95	13. Infrastructure Sizing:	During the contract period, at any stage if it is found that the solution deployed by bidder does not match with the requisite performance response time of less than 3 seconds as per sizing parameters, then the bidder shall have to upscale the hardware/ software without any additional cost to the Institute.	Please confirm how the response time (<3 seconds) will be measured — at the application layer or infrastructure layer.		Page response time
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96	The bidder will be responsible to provide complete documentation of the solution which includes but not limited to the following:	- The bidder will be responsible to provide complete documentation of the solution which includes but not limited to the following: - Provide high-level solution architecture describing the DMS & Work Flow architecture, used components, frameworks, technologies, backend architecture and integration architecture with backend systems. - Detailed Architectural Design, including fail over methodology/strategy at both Primary & DR Site. - Maintenance Documents	Beyond the documentation deliverables expected from the bidder, please clarify if IIBF possesses any existing architectural diagrams, infrastructure inventories, or technical documentation for its current 'backend systems' or 'existing application systems' that could assist the bidder in designing integration architecture.	Access to IIBF's current technical documentation is essential for the bidder to design a compatible and efficient integration architecture, thereby reducing discovery effort and potential integration issues.	Shall be provided at the time of SRS
97	Post implementation of the DMS & Work Flow the bidder shall provide a support service to the Institute as and when required.	Post implementation of the DMS & Work Flow the bidder shall provide a support service to the Institute as and when required.	Please specify the expected scope of 'support service' post-implementation, including channels (e.g.helpdesk, email, chat), hours of operation, and whether it includes application support, technical support, or both. What is the process for escalating support issues?	Detailed support scope is vital for operational planning and budgeting for the post-implementation phase. It ensures clarity on responsibilities and service continuity.	Help desk, email, chat are required on continuous basis. On site visits as and when required on call basis.

98	18. Project Schedule:	The successful bidder should design, develop and commission the cloud based DMS & Work Flow within 3 months' time from the date of issue of work order as time is the essence of the contract. The project shall be under AMC (Annual Maintenance Contract) after go live of the project. The tenure of the contract will be for a period of 5 years from the date of commissioning of the DMS & Work Flow along with back-end and Institute reserves the rights to extend the contract for another 2 more	Given the aggressive 3-month timeline for 'design, develop and commission' the DMS, please clarify if IIBF expects detailed technical design and architecture finalization to occur within this 3-month period, or if a pre-contract discovery phase is implied for these activities. Also, how will critical path items like hardware/software procurement (if bidder-provided) align with this tight schedule?	A 3-month timeline for a comprehensive DMS with workflow, integrations, and customizations is extremely tight. Clarifying the scope of work within this period, especially regarding detailed design and procurement, is vital for realistic project planning and delivery.	to be decided at the time of issue of order letter.
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99	20. Payment Schedule:	(i) One Time Setup Charges: The payment in respect of one time setup charges will be made as given below. Milestones for payment % of one time setup charges After completion of requirement gathering and submission functional flow document 10% Sing-off of User Acceptance Testing after commencement of hosting 80% After one year of Performance warranty 10% Note:- payment shall be released only after submission of PBG and sign off of the agreement	Amendment Request :- 10% of the one-time setup charges shall be payable upon issuance of the Work Order / Purchase Order (PO) 10% shall be payable upon submission of the System Requirement Specification (SRS) document. 20% shall be payable upon sign-off and approval of the SRS document by the client. 20% shall be payable upon successful completion of User Acceptance Testing (UAT). 20% shall be payable upon sign-off of UAT and confirmation for production. 15% shall be payable upon successful Go-Live of the system. 5% shall be payable after completion of one (1) year of performance warranty period.		No change in RFPclause
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100	18. Project Schedule:	The successful bidder should design, develop and commission the cloud based DMS & Work Flow within 3 months' time from the date of issue of work order as time is the essence of the contract. The project shall be under AMC (Annual Maintenance Contract) after go live of the project. The tenure of the contract will be for a period of 5 years from the date of commissioning of the DMS & Work Flow along with back-end and Institute reserves the rights to extend the contract for another 2 more	Amendment Request :- The implementation of the project shall be completed within a period of Five (5) months from the date of commencement of the project. The activities, deliverables, and milestones for each month are defined as follows: Month 1 – Initiation and Requirement Gathering Submission of the System Requirement Specification (SRS) document by the vendor for client review. Conduct of requirement workshops and finalization of the functional understanding. Outcome: Completion of requirement documentation and formal commencement of the project. Month 2 – Requirement Finalization Sign-off and approval of the SRS document by the client. Preparation of detailed design and development plan based on the approved requirements. Outcome: Finalized and approved requirements enabling system configuration and setup. Month 3 – System Configuration and User Acceptance Testing (UAT) Completion of system configuration and initial internal testing. Execution of User Acceptance Testing (UAT) in coordination with the client. Incorporation of feedback and resolution of identified issues. Outcome: UAT successfully completed and validated against approved requirements. Month 4 – UAT Sign-Off Sign-off of UAT by the client confirming satisfactory performance. Outcome: UAT formally accepted and the system prepared for Go-Live	Architecture Design, Prototype Signoff , Detailed SRS requires communication with multiple stakeholders and in turn considerable amount of time of 45 days thus timeline of project should be extended to 5 months considering the UAT time.	To be decided at the time of issue of order letter.
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101	2.5 Bug Fix:	2.5 Bug Fix: Means any trouble shooting, patch application, error corrections in the cloud Based DMS with WF systems that corrects an Error and/or improves the performance of entire system without addition of any new functionality.	Given the definition of 'Bug Fix,' please clarify the expected Service Level Agreements (SLAs) for different severities of bugs (e.g., critical, major, minor, cosmetic), including response times, resolution times, and communication protocols for bug reporting and status updates.	Defined SLAs for bug fixes are crucial for setting clear expectations for system stability and maintenance. These directly impact the support and development effort post-go-live.	mutuall agreed SLA shall be entered into.
102	2.11 Working Day:	2.11 Working Day: A working day shall be any day other than a Sunday or official bank holiday in India. However, in case of any exigency if Institute is working on Sunday or holidays then it will be deemed as a working day.	Given that IIBF may operate on Sundays or holidays in exigency, please clarify if development and support teams are expected to provide services on these extended 'working days' and what the associated cost or resource allocation model would be for such instances.	Operating on Sundays/holidays impacts resource planning and costs for development and support teams. Clarity is needed to factor this into service delivery models and pricing.	Support needed on specific sundays and holidays and week days during exam times.

103	15. Penalty for interruption in the services: -	In case if any disruption occurs in hosting and maintenance services for a continuous period of 8 hours, IIBF at its discretion may impose a penalty of Rs.2000/- per day till resumption of the services. The payment of the said penalty arises immediately on the failure of service provider to restore the proper services in question. Notwithstanding any dispute/litigation between the service provider and the third party in connection with the arrangement/understanding for	Regarding the stated penalty for DMS response time exceeding 3 seconds 'for a continuous period of 2 hours,' please clarify if this applies to all user interactions or only critical business transactions. What tools or methods will be used by IIBF to monitor and measure this response time, and how will it be validated?	Clear understanding of the monitoring methodology and specific transactions covered by the performance penalty is crucial for the bidder to proactively monitor and ensure compliance, avoiding potential disputes.	Bidder to decide
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104	21. Intellectual Property Rights:	On payment of all sums payable to the _____ and under this agreement all intellectual property rights, authorship rights and all other rights of whatsoever in nature shall vest in and shall remain vested in IIBF. All and any SSD storages and/or pen drives and/or hard-disks and/or any other media (together with all and any copies thereof) for inclusion in the deliverables will be returned to IIBF by _____ immediately after going live of the project.	Given that IIBF owns all intellectual property rights 'on payment of all sums payable', please clarify if this includes source code for all custom development and any unique configurations for an off-the-shelf product. Will the bidder be required to deliver the full source code (excluding proprietary core of any off-the-shelf product) and deployment scripts at the end of the contract?	Source code ownership and delivery are critical for long-term maintainability, future enhancements, and potential vendor transitions. Explicitly defining this is essential for development teams.	Only IPR on content belongs to IIBF
105	General Queries	General Queries	Kindly confirm the total number of concurrent users		Refer RFP
106	General Queries	General Queries	As per the requirement, please specify which type of SSL certificate (domain, organization, or wildcard) is needed for each domain and mentioned the number of SSL certificates required.	Security concerns	bidder to decide
107	General Queries	General Queries	Kindly clarify who will bear the cost of SMS, Email, and WhatsApp gateway services (for transactional or notification purposes).		bidder to take care
108		Point No 6. Brief Scope of Work, Specifications, and Requirements	Please clarify what kind of integration is required with Office 365, as generally E-office solutions have built-in text editor to create notes and draft letters.		Documents of Office 365 should routed automatically through workflow

109		General Queries	Please share volume of documents required to be migrated, and how metadata corresponding to these documents will be shared?		Refer RFP Clause 5
110		The back-end including the server side programs and database must be hosted in a cloud based tier III or higher level data center. Bidder should own the data center for hosting back-end of the DMS & Work Flow. In case a bidder do not own data center, bidder has to enter into an agreement with ISP holding a valid audit certificate in respect of its data center for a period of 5 years from the date of hosting and to be extendable for 2 more years on yearly basis at a time on the same terms and	Whether arrangements between Tier III Cloud service provider and DMS OEM is acceptable? As the same creates more stable grounds for IIBF.		No third party consortium is acceptable. Only sole bidder is responsible for entire assignment.
111			RFP requires hosting with 5 TB storage. However, other resource requirements like vCPU and RAM related information is unavailable. Kindly provide inputs on the same to provide same grounds to all bidders.		Refer the RFP clause no 13

112	6. Brief Scope of Work, Specifications, and Requirements	Note :- Off the shelf product shall be preferable along with necessary customization	Bidder can propose an alternative approach for a Enterprise Platform solution having the various components of Document Management System. Since many times COTS product face limitations in terms of customisations. So kindly allow bidder to propose a best fit solution for IIBF		Query not clear
113	6. Brief Scope of Work, Specifications, and Requirements 2 a.	In case a bidder do not own data center, bidder has to enter into an agreement with ISP holding a valid audit certificate in respect of its data center for a period of 5 years from the date of hosting and to be extendable for 2 more years on yearly basis at a time on the same terms and conditions as the original agreement.	Kindly clarify if the bidder proposed a PaaS offering i.e DMS licences on a cloud platform, then an letter from the OEM is sufficient and no agreement is required from ISP/CSP since the OEM PaaS offering is already providing the MAF and undertaking for the same.		No change in the RFP Clause

114	6. Brief Scope of Work, Specifications, and Requirements	1. DMS should include the following modules: a. Correspondence/ DAK Management b. Document Management c. File Management d. Workflow Management e. Office Note Management f. Committee & Meeting Management	With reference to the requirements outlined in the RFP, certain terminologies are specific to a COTS OEM solution and will cause restriction to other participants. kindly elaborate on IIBF specific requirements as more context-appropriate functionalities can be developed to suit IIBF's requirements.		No change in the RFP Clause
115	6.1 Cloud Hosting and Management:	The solution hosted on cloud must be SaaS based and accessible at anywhere and anytime in a seamless manner.	The term SaaS might not be exactly relevant here since the payment to bidder is happening as per project milestones and not as per usage. So we understand IIBF actually wants a self-maintable and managed services solution offering for DMS solution		Query not clear

116	6.2 Operational Mechanism of the DMS & Work Flow:	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.	As per RFP Scanning is not in scope of bidder? Kindly clarify		Yes
117	10.1. Technical Evaluation:	Support, Reference etc. 30 marks 1. More than 10 orders (30 marks) 2. Between 5 to 10 orders (25 marks) 3. Below 5 orders (20 marks)	this clause favours OEM's with implementation done by themselves hence kindly reduce the number of orders requirements and rather put weightage on the solution offered, DEMO, POC etc.		No change in the RFP Clause
118	20. Payment Schedule:	(i) One Time Setup Charges:	please include payment milestone for delivery of DMS licences/cloud - atleast 25% since OEM ask for pre-payment within 30-45 days		No change in the RFP Clause

119			110 licenses asked for are they concurrent or named user license. Would want to know how many users are there in total and how many users will be connected to DMS at a time.		Named user License
120			Integration with other applications in the Institute – we have no idea what applications the institute is having and will the institute provide us with REST API to do the integrations.		To be decided at the time of SRS
121			Onsite training should be provided to the all the staff members of the Institute – request you to please provide us with the locations of the institute – whether it is at one location or multiple locations.		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people
122			Video content is also available may be with different file formats – request you to please provide us with whatever File formats the institute is using.		Hardly any Video content to be integrated
123			Office Note Management – need more elaborate clarifications as to what are the steps involved for Office note management.		To be decided at the time of SRS
124			Committee & Meeting Management - need more elaborate clarifications as to what are the steps involved for Committee & Meeting Management.		To be decided at the time of SRS
125			Can bidder / OEM bid for this tender ?		only sole bidder to submit the proposals
126	11	System Acceptance Testing:	1.Are there any charges or fees that need to be settled before UAT starts, and are these clearly linked to delivery milestones to mitigate financial risk? 2. Are all system components, integrations, and critical business workflows fully ready for UAT, and is there a clear sign-off process to confirm acceptance? (Request the respective teams to highlight and review such concerns) <u>Request IIBF to add following modifications</u> Acceptance of Deliverable. Service Provider will provide the services in accordance with the SOW and/ or agreed SLA. The Client shall accept/or reject the Deliverable within ten (10) days of delivery. If case of rejection, Client shall clearly state the deficiencies in Deliverable in writing. Any rejected Deliverable shall be corrected by Service Provider without any additional cost to Client. In case Client does not provide rejection or acceptance within the specified timeline, the Deliverables shall be deemed to be accepted by the Client.		No change in the RFP clause

127	19	Termination of contract: 1. In the event of bidder choosing to terminate the contract the Institute reserves the right to invoke performance bank guarantee and/or take such other steps as deemed necessary. 2. IIBF may at its discretion terminate the contract if it is found that the services rendered by the bidder are not satisfactory and may invoke performance guarantee.	<u>Request IIBF team to consider the following modifications</u> 1. In the event of bidder choosing to terminate the contract the Institute reserves the right to invoke performance bank guarantee by giving a prior notice to the Bidder and/or take such other steps as deemed necessary after mutual discussion with the Bidder. 2. IIBF may at its discretion terminate the contract if it is found that the services rendered by the bidder are not satisfactory, only after providing written notice of default and a minimum thirty (30)-day cure period to the Service Provider to rectify the deficiency and may invoke performance guarantee shall be limited to cases of proven and continuing non-performance after the cure period.		No change in the RFP clause
128	Annexure – IV	4.The Broad Scope of the assignment is as under: 7. System Acceptance Testing: 11. Other Terms and Conditions: - 12. Cost and duration of the Project:	<u>Request IIBF to add following modifications</u> Acceptance of Deliverable. Service Provider will provide the services in accordance with the SOW and/ or agreed SLA. The Client shall accept/or reject the Deliverable within ten (10) days of delivery. If case of rejection, Client shall clearly state the deficiencies in Deliverable in writing. Any rejected Deliverable shall be corrected by Service Provider without any additional cost to Client. In case Client does not provide rejection or acceptance within the specified timeline, the Deliverables shall be deemed to be accepted by the Client.		No change in the RFP clause

129	Annexure – IV	18. Confidentiality of Information:	<u>Request IIBF team to add the following additions</u> The foregoing obligations (collectively referred to as “Confidentiality Obligations”) set out in this Agreement shall survive the term of this Agreement and for a period of two (2) years thereafter termination/ expiry of this Agreement.		No change in the RFP clause
130	Annexure – IV	21. Intellectual Property Rights:	<u>Request IIBF team to add the following additions</u> Each party will retain its pre-existing Intellectual Property Rights and nothing in this agreement assigns or transfers the pre-existing Intellectual Property Rights of one party to the other. Neither party may assert or bring any claim for ownership of any or all of the other party's pre-existing Intellectual Property Rights; To the extent that any pre-existing Intellectual Property Rights of Service Provider is incorporated into the Deliverables, Service Provider grants to the Client a, limited period, non-transferable, non-licensable, royalty-free, non-exclusive license to use such pre-existing Intellectual Property Rights as part of the Deliverables for Client solely to the extent necessary for Client to use the Services or Deliverable during the term of the relevant SOW, provided that no portion of Service Provider's Intellectual Property Rights will be unbundled or separated or used as standalone product or deployment tool The Service Provider shall not incorporate any third-party software or other third-party materials into any Deliverable, without obtaining Client's prior written approval. Upon Service Provider's receipt of Client's approval, Service Provider will use reasonable efforts to assist Client to obtain the right for Client solely in connection with Client's use of the Deliverable and to use such third-party materials on commercially reasonable terms and conditions, subject to any further specific limitations and terms set forth in the applicable Statement of Work Third Party Policy [TPP]/ End User License Agreement [EULA] TPP/ EULA shall mean the policy/ terms of use of any third party who may be a vendor, supplier or service provider providing software, products or technology used in the Services;		No change in the RFP clause

131	Annexure – IV	22. Indemnity : The hosting and maintenance of the DMS & Work Flow will not result in any breach or violations or infringement of any trademark, trade secret or copyright of any third party. It is clearly understood that the Service Provider shall take reasonable care to ensure that there is no violation or infringement of any trade secret, trademark, and copyright of any third party. Service Provider will indemnify the client during the term of this agreement against any such breach, violation or infringement of	<u>Request IIBF to consider the following modifications</u> The hosting and maintenance of the DMS & Work Flow will not result in any breach or violations or infringement of any trademark, trade secret or copyright of any third party shall be performed by the Service Provider using software and materials that, to the best of its knowledge and belief, do not infringe any valid intellectual property rights of a third party. It is clearly understood that the Service Provider shall take reasonable care to ensure that there is no violation or infringement of any trade secret, trademark, and copyright of any third party. Service Provider will indemnify the client during the term of this agreement against any such breach, violation or infringement of trade secret, trademark or copyright of any third party. The Service Provider shall indemnify the Client only against any third-party claim finally adjudicated by a court of competent jurisdiction (or settled with the Service Provider's written consent) alleging that the Service Provider's proprietary software directly infringes such third party's valid intellectual property right, provided that the Client promptly notifies the Service Provider of the claim and permits the Service Provider to control the defence and settlement. This indemnity shall not apply to any claim arising from Client-supplied materials, specifications, or combinations with other systems not supplied by the Service Provider. In any case, the liability of the parties towards each other's shall not exceed the cost or charges or amount received by them in the present project in addition to penalties mentioned in clauses 15 of this project. In no event shall either Party or any of their officers, directors, employees, agents, or subcontractors be held liable to the other party for any loss of data, loss of use, interruption of business or any indirect, special, incidental, punitive or consequential damages of any kind.		No change in the RFP clause
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132	Annexure – IV	28. Termination of the contract:	<u>Request IIBF team to consider the following modifications</u> 28.1 In the event of bidder choosing to terminate the contract the Institute reserves the right to invoke performance bank guarantee by giving a prior notice to the Bidder and/or take such other steps as deemed necessary after mutual discussion with the Bidder. IIBF may at its discretion terminate the contract if it is found that the services rendered by the bidder are not satisfactory, only after providing written notice of default and a minimum thirty (30)-day cure period to the Service Provider to rectify the deficiency and may invoke performance guarantee shall be limited to cases of proven and continuing non-performance after the cure period. 28.2.1 The other becomes insolvent or a receiver is appointed over any of such other party's property or assets, in this case the IIBF shall pay to the Services Provider all the amounts due for the services availed by the IIBF		No change in the RFP clause
133	Annexure – IV	29. Force Majeure:	<u>Request IIBF team to consider the below addition:</u> "Nevertheless, the Client shall be obligated to pay the Service Provider for the Services provided by the Service Provider up to the date of occurrence of a Force Majeure event. "		No change in the RFP clause
134	Annexure – IV	38. Non-Solicitation During the period of this agreement, both parties agree to refrain from soliciting or employing or engaging in any capacity, directly or indirectly, any employee of the other party.	<u>Request IIBF team to consider the below addition:</u> During the period of this agreement and one year thereafter, both parties agree to refrain from soliciting or employing or engaging in any capacity, directly or indirectly, any employee of the other party.		No change in the RFP clause

135	Non-Disclosure Agreement	9. INDEMNITY	(a) The Receiving Party undertakes to indemnify the Disclosing Party only for direct losses actually incurred arising directly from, and all reasonable costs, charges and expenses finally awarded by a court of competent jurisdiction in connection with: (i) Any material breach by the Receiving Party of any of the terms and conditions of this agreement; or (ii) Any intentional or reckless act or omission by Receiving Party's officers or employees which, if done or omitted to be done by the Receiving Party, would be a breach of Receiving Party's obligations under this Agreement. Any wilful misconduct or gross negligence by the Receiving Party's employees acting within the scope of their duties under this Agreement. (iii) In any case, the liability of the parties towards each other's shall not exceed cost or charges or amount received by them in the submitted project. Notwithstanding anything contained in this Agreement, in no event shall either Party's total aggregate liability (whether in contract, tort, or any other form of liability), howsoever arising under or in connection with this Agreement, regardless of the form of the action or theory of recovery, exceed the total fees paid by the Client in the preceding twelve (12) months under the relevant statement of work under which the claim arises. Neither Party shall be liable for any indirect, incidental, consequential, or punitive damages, including loss of profit, data, or goodwill.		No change in the RFP clause
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136	Non-Disclosure Agreement	13. LIMITATION ON LIABILITY: The party's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. In any case, liability of the parties towards each other's shall not exceed cost or charges or amount received by them in the submitted project except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud or gross negligence.	The party's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. In any case, liability of the parties towards each other's shall not exceed cost or charges or amount received by them in the submitted project except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud or gross negligence. In no event shall either Party's total aggregate liability (whether in contract or in tort or under any other form of liability), howsoever arising or caused, under or in connection with this agreement, regardless of the form of the action or the theory of recovery, exceed the total fees paid by the Client in the preceding twelve (12) months under the relevant SOW under which the claim arise; Notwithstanding anything to the contrary, the aforesaid maximum liability shall not include the amount of fees paid or payable by the Client for the services provided by the third party (i.e., Original Equipment Manufacturer) and/or the cloud consumption billing. The Client agrees that such liability shall be imposed only after the Service Provider shall be given an opportunity for representation in the said matter.		No change in the RFP clause
137	6	ork, Specifications, and	Participant count should be define.		query not clear
138	6	n of existing scanned	Need to know, where existing scanned copies been stored? On which Platform (Cloud storage/On-prem storage)? This will gives us clarity about how file will being migrated to our proposed solution.		Yes. Open Tech stack could be used/deployed

139	6	The Institute intends to create an integrated platform for DMS with workflow covering key business functions of various departments and Locations	We need to know current architecture of data flow at individual locations (New Delhi, Chennai, Kolkata, Mumbai and Guwahati, Lucknow and Bangalore). Also, We need to know how connection has been established between data storage deployed in different locations.		All offices are connected with MPLS line and having local LAN to access the data from cloud
140	6	ork, Specifications, a	Need to know how user been authenticating and accessing documents currently.		Individual login credential of office 365 have been provided to all users
141	6	ork, Specifications, a	How many concurrent users and end users going to access DMS system?		110 named users
142	6	aster Recovery syst	DC-DR should be Active-Active or Active-Passive? It should be 1:1 or reduced DR? What will be the RTO & RPO?		Active Passive with Reduced DR
143	6.1	Hosting and Manag	Current storage is of 5TB, what will be the Y-o-Y increment in data and users in %. This will help us to factor Processor, Memory and storage.		Refer RFP clause 6.1
144	6.1	VAPT	How frequent VAPT needs to do (Quarterly / Half-yearly/ Yearly once)?		Once in a Year
145	6.1	kup and Incrementa	What will be th retainion period of Full backup and incremental backup? This will help us to factor the storage capcity		Refer RFP clause 6.1
146	6.1	kup and Incrementa	What is the period for archival of old data? AND how many years of current data needs to keep on database/storage?		During entire contract period.
147	NA	General Questions	What identity provider will be used (on-prem AD, Azure AD DS, Entra Domain Services)? Are users/devices domain joined or hybrid?		Bidder to Decide
148	NA	General Questions	Data-at-rest encryption, encryption in transit (SMB 3.0 etc.)? Any special certificate requirements?		any standard SMB certificate could be provided
149	NA	General Questions	Currently how backup is getting captured? Using which tool?		Individual backup is taken in one drive as well as on physical Drive
150	NA	General Questions	What backup / snapshot capability do you require? How many versions, retention period?		Bidder to Decide
151	NA	General Questions	What is network bandwidth between clients/servers? What is expected latency?		Refer the RFP clause 5

152	15	15. Earnest Money Deposit (EMD): • A bidder who wishes to respond to the RFP should deposit earnest money of Rs. 5,00,000/- (Rupees Five Lakh only) in the form of a Bank Guarantee from any commercial bank favoring to Indian Institute of Banking & Finance and payable at Mumbai. The EMD must be valid for six months from the last date of submission of application.	Can we deposit the EMD online (through NEFT)? If yes, please share account details for the same.		No change in RFP
153	Sec 6	Brief Scope of Work, Specifications, and Requirements	Are there particular criteria for the user interface design of the DMS and workflow system?		To be decided at the time of SRS
154	Sec 6	Brief Scope of Work, Specifications, and Requirements	What are other existing applications other than Ms - Office 365 that need to integrated with DMS & WF system?		to be decided at the time of SRS

155	Sec 6	Brief Scope of Work, Specifications, and Requirements	Existing scanned copies are in which format ? What is the sequence of indexing ?		major document are in PDF format in directory
156	Sec 6	Brief Scope of Work, Specifications, and Requirements	Is there a defined metadata schema for indexing (e.g., department name, document type, year, reference number, etc.), or will it be finalized during the SRS stage?		To be decided at the time of SRS
157	Sec 6	Brief Scope of Work, Specifications, and Requirements	Are the physical documents already sorted department-wise. If any, or should the bidder handle sorting and categorization before scanning?		yes stored in PDF format dept wise in sorted manner
158	Sec 6	Brief Scope of Work, Specifications, and Requirements	Will the Institute provide the location and manpower support for physical document handling and access during scanning?		Scanning is not a part of assignment
159	Sec 6	Brief Scope of Work, Specifications, and Requirements	What is the expected volume of scanned documents for migration, and are there any specific formats or standards for indexing?		apprx 2TB
160	Sec 6	Brief Scope of Work, Specifications, and Requirements	Please confirm the types of documents (PDF, Excel, scanned images, videos, etc.) to be managed by the DMS.		all types of documents
161	Sec 6	Brief Scope of Work, Specifications, and Requirements	Are there any document retention policies or automatic archival rules to be implemented?		To be decided at the time of SRS
162	Sec 6	Brief Scope of Work, Specifications, and Requirements	Should the system support versioning of documents and rollback features?		yes

163	Sec 6	Brief Scope of Work, Specifications, and Requirements	What are the key business functions required for different departments ?		To be decided at the time of SRS
164	Sec 6	Brief Scope of Work, Specifications, and Requirements	Off the shelf product shall be preferable along with necessary customization, any preference ?		yes
165	2 (b)	Software for Application Server, Middleware (if required) etc.	What are the existing linkages of third party ?		Hyperlink/API based
166	6.1	Cloud Hosting and Management	Is VAPT and Penetration testing our part of Scope ?		yes
167	6.1	Cloud Hosting and Management	All software licenses are procured by Bidder ? Any list		yes and to be decided by the bidder as it is a turnkey project
168	6.2.1	Document Management Services (DMS)	What is average size of old scan documents that need to upload in DMS system ? What is the volume per format (pdf, xls, doc, jpeg etc.) ? What is the year on year growth ?		2TB for all dept. put to gether
169	6.2.2	Work-flow services	What is Various kind of reports/MIS/Statistics ? Format & count of the report / MIS/ Statistics ?		To be decided at the time of SRS
170	6.2.2	Work-flow services	How many workflows need to estimate ? Due you foresee , what more quantifiable change in scope like 10% , 20% etc. Is the workflow expected to include document versioning, review, approval, and digital signatures/eSign integration?		To be decided at the time of SRS
171	6.2.2	Work-flow services	What is the complexity of workflow, will there be workflow hierarchy, any business logics / rules ?		yes
172	6.2.2	Work-flow services	Can we assume it will be simple checker-maker workflow ?		To be decided at the time of SRS
173	6.1	Brief Scope of Work, Specifications, and Requirements	Should notifications be sent via email and/or MS Teams integration?		only email

174	6.1	Brief Scope of Work, Specifications, and Requirements	Are there any other third-party tools or legacy applications requiring integration?		To be decided at the time of SRS
175	6.1	Brief Scope of Work, Specifications, and Requirements	How much customization on COTS or off the shelf product, do you foresee ?		To be decided at the time of SRS
176	6.1	Brief Scope of Work, Specifications, and Requirements	Should the system support Single Sign-On (SSO) via Microsoft 365 or LDAP?		To be decided at the time of SRS
177	6	Security and Compliance Queries	What are the data security and privacy requirements, especially for sensitive documents?		very strong security measure to be deployed by bidder
178	6	Security and Compliance Queries	Please clarify access control requirements — role-based, document-level, or department-level?		department wise role based
179	6	Security and Compliance Queries	Is there a need for digital signature or eSign integration for document approvals?		yes case to case basis
180	6	Security and Compliance Queries	Should audit trails capture every action (view, download, modify, approve, etc.)?		yes
181	6	Security and Compliance Queries	Will the Institute provide an SSL certificate, or should the bidder arrange it?		No. bidder to arrange
182	6	Data Migration	What is the current storage medium of scanned documents if any. (local drives, network shares, or legacy DMS)?		Local Drive and external storage device
183	6	Data Migration	In what format and structure are the existing documents stored if any.(folder-based, database, etc.)?		folder based
184	6	Data Migration	Should metadata for existing scanned documents be entered manually or through automated extraction tools?		Bidder to Decide
185	6	Data Migration	Are there any standard indexing templates already defined for each department?		No. Bidder to decide
186	6	Data Migration	Please clarify that hardware scanners and digitization tools will be provided by the IIBF.		Yes

187	8	Training and Support Queries	Should training be conducted onsite at all centers (New Delhi, Chennai, Kolkata, Mumbai, Guwahati, Lucknow, Bangalore)?		Only Onsite at mumbai, other locations virtual training could be conducted
188	8	Training and Support Queries	Will the Institute provide training venues and infrastructure		yes
189	8	Training and Support Queries	Is post-implementation support expected to be on-site, remote, or hybrid?		Standard support on remote and on-site on case to case on call basis
190	Sec 6	The RFP mentions 'cloud-based DMS with workflow.'	Please clarify whether IIBF prefers a specific cloud platform (e.g., AWS, Azure, etc.).		Bidder to Decide
191	Sec 6	Integration with existing MS Office 365 environment.	Please confirm if the integration is required with SharePoint Online or only with desktop Office applications (Word, Excel, Outlook, MS Office 365).		To be decided at the time of SRS
192	Sec 6	Migration of existing scanned copies of documents with proper indexing.	Please share the approximate volume of documents (number of files/pages and total data size in GB/TB) to be migrated.		2TB
193	Sec 6	Existing scanned documents.	Are the existing documents currently stored in a specific DMS or file server? If yes, please share details (e.g., folder structure, metadata, formats).		folders
194	Sec 6	DMS with workflow covering multiple departments.	Please confirm if department-specific workflows will be required, or a unified workflow engine with configurable rules.		yes. Dept wise hierarchy based workflow to be implimented
195	Sec 6	Departments listed (Examinations, Membership, etc.)	Will each department have unique document types and approval hierarchies? If yes, how many workflows are estimated initially?		yes
196	Sec 6	Integration among inter/intra departments.	Please specify departments/systems are in scope for integration. If yes, please share integration mechanisms (APIs, DB, etc.).		application to be grounded up
197	Sec 6	Cloud-based solution.	Is the bidder required to provide hosting services or will IIBF arrange cloud infrastructure under its own tenancy?		Bidder to take care as it is a turnkey project
198	Sec 6	Hosting on cloud.	Please clarify data residency and security requirements — whether data must reside within India as per MeitY guidelines.		Yes

199	Sec 6	Hosting on cloud.	Please specify if any security certifications (e.g., ISO 27001, CERT-In empanelment) are mandatory for the bidder or hosting provider.		yes
200	Sec 6	Various departments and PDCs across India.	Please provide approximate number of users (total and concurrent) expected to access the DMS.		110 named users
201	Sec 6	Newly opened PDCs at Lucknow and Bangalore.	Should the proposed system be designed to easily scale for additional future PDCs or branches?		yes
202	Sec 6	Newly opened PDCs at Lucknow and Bangalore.	Should the DMS integrate with IIBF's email system (Outlook/Exchange) for notifications and approvals?		yes
203	Sec 6	Bidder has to arrange training for end-users.	Please confirm expected number of training sessions, locations, and user groups (admin, department users, etc.).		To be decided at the time of SRS
204	Sec 6	Bidder has to arrange training for end-users.	Should training material (manuals, videos, etc.) also be prepared and handed over as part of deliverables?		yes
205	Sec 6	Bidder has to arrange training for end-users.	Will historical metadata or classification scheme be provided by IIBF for indexing migrated documents?		bidder to take care
206	Sec 6	Bidder has to arrange training for end-users.	Please confirm if the project implementation is expected to be in a single phase or department-wise rollout.		single phase
207	Sec 6	Bidder has to arrange training for end-users.	Please specify expected post go-live support duration and whether AMC/ATS is part of the bid.		yes
208	Sec 6	Integration with existing MS Office 365 environment.	Please confirm if the integration is required with SharePoint Online or only with desktop Office applications (Word, Excel, Outlook).		To be decided at the time of SRS
209	Sec 6	Migration of existing scanned copies of documents with proper indexing.	Please share the approximate volume of documents (number of files/pages and total data size in GB/TB) to be migrated.		2TB
210	Sec 6	Existing scanned documents.	Are the existing documents currently stored in a specific DMS or file server? If yes, please share details (e.g., folder structure, metadata, formats).		Folder structure

211	Sec 6	DMS with workflow covering multiple departments.	Please confirm if department-specific workflows will be required, or a unified workflow engine with configurable rules.		To be decided at the time of SRS
212	Sec 6	Departments listed (Examinations, Membership, etc.)	Will each department have unique document types and approval hierarchies? If yes, how many workflows are estimated initially?		To be decided at the time of SRS
213	Sec 6	Integration among inter/intra departments.	Please specify departments/systems are in scope for integration. If yes, please share integration mechanisms (APIs, DB, etc.).		all the dept. of the Institute has to be covered as mentioned in the RFP
214	Sec 6	Cloud-based solution.	Is the bidder required to provide hosting services or will IIBF arrange cloud infrastructure under its own tenancy?		Yes
215	Sec 6	Hosting on cloud.	Please clarify data residency and security requirements — whether data must reside within India as per MeitY guidelines.		Yes
#REF!	Sec 6	Bidder has to arrange training for end-users.	Is there any specified performance benchmark for document retrieval, search, or workflow response time?		Refer the RFP clause 13
#REF!	Sec 6	Bidder has to arrange training for end-users.	Should the DMS maintain full audit trails (view, edit, download, approve) for compliance?		Yes
#REF!	Sec 6	Bidder has to arrange training for end-users.	Please confirm whether a disaster recovery (DR) setup is expected, and if yes, what RPO/RTO requirements apply.		Yes. RPO 30 Min and RTO 2 Hrs
#REF!	Sec 6	Bidder has to arrange training for end-users.	Please clarify if perpetual, subscription, or SaaS-based licensing is preferred for the DMS.		to be decided by bidder as it is a turnkey project
#REF!	Sec 6	Bidder has to arrange training for end-users.	Who will own the source code/IPR if a custom DMS solution is developed?		IPR for content shall belongs to IIBF
#REF!	Sec 6	Bidder has to arrange training for end-users.	Should the DMS support mobile/tablet access or be restricted to desktop access only?		should be provided to all types of devices
#REF!	Sec 6	Bidder has to arrange training for end-users.	Please confirm key documentation deliverables expected (SRS, HLD/LLD, User Manuals, Admin Guides, Test Reports, etc.).		All requisite documents to be provided.
#REF!	Sec 6	Bidder has to arrange training for end-users.	Please clarify if there will be a formal UAT and acceptance testing phase before go-live.		Yes

#REF!	Sec 6.1	"Bidder must take full backup once in a week and incremental daily."	Please clarify the expected retention period for backups beyond 7 years (post contract) and the method of data handover at end of contract.		to be decided while placing the PO.
#REF!	Sec 6.1	"One copy of backup must be provided to IIBF quarterly on external hard drive."	Please confirm if the Institute will provide the hard drives, or if the bidder should procure and deliver them as part of the contract.		Bidder to take care.
#REF!	Sec 6.1	"One copy of backup must be provided to IIBF quarterly on external hard drive."	Please confirm if the DMS will be accessible to all departments through a single unified portal with role-based access control.		Yes
#REF!	Sec 6	Provide end-to-end DMS with workflow solution including digitization, indexing, metadata entry, DMS, digital storage etc.	Please clarify whether the bidder must provide the digitization infrastructure (scanners, OCR tools, etc.) or if these will be provided by IIBF.		Only scanners shall be provided. OCR tool shall be taken care by the bidder.
#REF!	Sec 6	Solution offered must be scalable.	Please confirm the expected number of users (total and concurrent) and estimated document volume to help size the infrastructure appropriately.		110 named users
#REF!	Sec 6	Integrate with other application systems of the Institute.	Kindly specify which applications currently exist at IIBF (ERP, HRMS, LMS, etc.) and what type of integration (API, database-level, etc.) is expected.		NA
#REF!	Sec 6	Audit trails with appropriate security measures.	Please specify the required retention period for audit logs and whether they must be tamper-proof (WORM or blockchain-based).		Bidder to decide.
#REF!	Sec 6	Monitor the history of changes in the document.	Should version control be implemented at the document or file level, and how many versions must be retained?		Just previous version before the submission of final copy.

#REF!	Sec 6	To store and route documents electronically.	Please clarify whether digital signatures (DSC/eSign) are to be integrated for approvals and whether Aadhaar eSign integration is expected.		Yes. On case to case basis.
#REF!	Sec 6	Centralized content/document repository.	Please confirm the document types (PDF, Word, Excel, scanned images, etc.) and average size of each document expected to be stored.		all types of documents. 2TB to begin with.
#REF!	Sec 6	Committee & Meeting Management.	Please elaborate expected features of the Committee/Meeting Management module (e.g., agenda creation, minutes tracking, document linking, etc.).		To be decided at the time of SRS
#REF!	Sec 6	Software for Application Server, Middleware (if required).	Please clarify if IIBF has any preference for specific technology stacks (Java, .NET, Open Source).		Any open tech stack.
#REF!	Sec 6	Hosted in a cloud-based Tier III or higher level data center.	Please clarify whether MeitY-empaneled cloud service providers are mandatory or whether bidder-owned/partner DCs are acceptable.		Yes
#REF!	Sec 6	DMS with workflow must have capability to capture and maintain audit trails and logs.	Please confirm if workflow analytics and reporting dashboards are expected as part of deliverables.		Any tier III data centre certified by MeitY empaneled ISO auditor
#REF!	Sec 6	Deployment Model	Is the implementation expected to be carried out in phases (department-wise rollout) or as a single go-live deployment?		Single go live deployment
#REF!	Sec 6	User Access	Will users from multiple IIBF offices and PDCs access the same DMS instance, and is VPN or secure web access required?		Same Document Instance role based
#REF!	Sec 6	Mobile Access	Please confirm if mobile or tablet access to DMS is required for executives and committee members.		Access Hierarchy shall be decided at the time of SRS
#REF!	Sec 6	Backlog Digitization	Is the bidder expected to perform on-site scanning at IIBF locations, or will documents be shipped to bidder facilities?		Scanning is not a part of assignment
#REF!	Sec 6	Licensing	Please confirm preferred licensing model — perpetual, subscription, or SaaS-based.		Bidder to decide as it is turnkey project
#REF!	Sec 6	Training	Please confirm expected number of user groups, locations, and sessions for end-user training.		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people

#REF!	Sec 6	Maintenance	Please confirm whether post go-live AMC/ATS support (onsite/offsite) is part of this RFP scope.		Standard support on remote and on-site on case to case on call basis
#REF!	Sec 6	Source Code & IP	Who will retain ownership of source code and intellectual property if a custom DMS is developed?		IPR for content shall belongs to IIBF
#REF!	Sec 6	Data Retention	Please confirm if there are any data retention or archival policies that must be built into the DMS.		Refer theRFP Clause 5
#REF!	Sec 18	Project Schedule:	Given the scope of work the 3 months timeline (which is truly tight). Hence, there may be slippage of timeline (due to any circumstances of internal approval/scope creep from client end). Hence, requesting to increase delivery time to 6 months.		Actual project schedule shall be communicated during the issue of PO
#REF!	Sec 11	System Acceptance Testing:The bidder has to release UAT for all customized modules, test them to the satisfaction of user departments and implement the same.	We assume UAT Signoff should be evaluated on the basis of acceptance critera provided by IIBF. Currently in the RFP there is no such measurements mentioned		UAT criteria to be decided at the time of testing
#REF!	6. Brief Scope of Work, Specifications, and Requirements	Note :- Off the shelf product shall be preferable along with necessary customization	We would suggest that instead of a COTS product, the bidders should propose an Enterprise Open Source platform as it will add significant benefits over COTS such as source code availability, no vendor lock-in, flexibly customizations, and back to back OEM support. While a COTS product might restrict IIBF on the above lines, an Enterprise Open Source product would grant greater flexibility for the DMS implementation.		Bidder to decide as it is turnkey project

#REF!	6. Brief Scope of Work, Specifications, and Requirements	1. DMS should include the following modules: a. Correspondence/ DAK Management b. Document Management c. File Management d. Workflow Management e. Office Note Management f. Committee & Meeting Management	With reference to the requirements outlined in the RFP, we believe that a dedicated DAK Management and Office Note Management system may not be necessary. While the RFP mentions functionalities such as payment note processing and automated document filing, these needs can be effectively addressed using standard Document Management System (DMS) features or customized modules built on top of the DMS platform. DAK and Office Note Management typically refer to traditional e-Office or e-DAK systems, which may not align with the specific expectations of IIBF. Therefore, we recommend removing the keywords “DAK” and “Office Note Management” from the scope, as equivalent and more context-appropriate functionalities can be developed to suit IIBF’s requirements.		RFP clause has been modified as a "correspondence management" in place of DAK management
#REF!	6.1 Cloud Hosting and Management:	The solution hosted on cloud must be SaaS based and accessible at anywhere and anytime in a seamless manner.	We seek clarification regarding the expectations around the term “SaaS” as mentioned in the RFP. Specifically, we would like to understand whether it is expected that the entire infrastructure—including hosting, maintenance, and scalability—be solely managed by the bidder, with IIBF focusing only on using the DMS solution from an operational standpoint. If that is the case, such an arrangement can be achieved through multiple deployment models that do not necessarily fall under the traditional definition of SaaS. For example, the DMS can be deployed on a compliant cloud environment or offered as a PaaS, where the infrastructure is fully managed by the vendor, yet does not limit the flexibility in choosing or customizing the DMS product. Therefore, we recommend revisiting and rephrasing the clause to remove the specific mention of “SaaS,” as it introduces ambiguity and may unintentionally restrict viable deployment models or product choices that can otherwise meet IIBF’s functional and operational requirements.		No change in RFP clause

#REF!	6.2 Operational Mechanism of the DMS & Work Flow:	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.	Should the proposed DMS also include a scanning engine to scan documents or the bank will already have scanning done separately?		NO
#REF!	11. System Acceptance Testing:	The bidder has to release UAT for all customized modules, test them to the satisfaction of user departments and implement the same.	Please suggest if there is a preferred non-Production compute that should be followed like a pre-production or staging environment to be provisioned.		Bidder to decide

#REF!	13. Infrastructure Sizing:	13. Infrastructure Sizing:	Please provide inputs on the below queries to derive an adequate sizing: 1.) Number of concurrent users per minute accessing the DMS at a peak usage. 2.) How many documents will be scanned/ uploaded per min or hour or per day 3.) Apart from document upload, how many users will be viewing the documents per minute at a peak usage?		1. 110 Named users 2. NA 3.110 Named users
#REF!	10.1. Technical Evaluation:	Past Experience in the DMS with WF	As DMS solution can be offered from specific OEM by bidder, please confirm that we can showcase OEM experience and expertise in successfully delivering such solution.		Ok
261	6. Brief Scope of Work, Specifications, and Requirements	(2) The scope also includes migration of existing scanned copies of documents with proper indexing	1. Please specify the approximate number of documents/files and total data size (in GB/TB) to be migrated. 2. Please specify the existing file formats (e.g., PDF, TIFF, JPEG, etc.) and folder hierarchy used for storage.		apprx 2TB and all types of Documents
262	6. Brief Scope of Work, Specifications, and Requirements	(2) The scope also includes migration of existing scanned copies of documents with proper indexing	1. Kindly clarify the source system or storage platform where the existing scanned copies are currently hosted (e.g., shared folder, DMS, ECM, database, etc.) 2. Please share the list of existing metadata fields or indexes associated with the scanned documents. 3. Is this metadata available in any database, Excel file, or within the file name? 4. Is data cleansing or metadata validation expected as part of migration, or will the existing data be migrated as-is?		1.Folder Based System 2.To be decided at the time of SRS 3.Within file system 4.NA
263	6. Brief Scope of Work, Specifications, and Requirements	(2) The scope also includes migration of existing scanned copies of documents with proper indexing	1. What is the expected migration timeline		Refer the RFP

264	6. Brief Scope of Work, Specifications, and Requirements	To build a robust, user friendly and secured electronic/digitized repository from the current paper-based filing systems & integrate the same with other application systems of the Institute	1. Please specify the list of application systems with which the proposed DMS & Workflow system is to be integrated. 2. Kindly clarify whether APIs for integration will be made available by the Institute.		To be decided at the time of SRS
265	6. Brief Scope of Work, Specifications, and Requirements	To enable easy availability of soft copies of documents received in paper-form from outside/within IIBF in the DMS system by scanning or uploading as a softcopy	1. Please specify the approximate daily or monthly volume of documents expected to be scanned or uploaded into the DMS. 2. Any automatic extraction capabilities are expected for indexing the live documents scanned.		1. Scanned NA and Number of documents to be uploaded will be decided during the SRS 2. Bidder to decide
266	6. Brief Scope of Work, Specifications, and Requirements	1. DMS should include the following modules: a. Correspondence/ DAK Management	Please provide the detailed functional specification of Correspondence/DAK Management.		To be decided at the time of SRS
267	6. Brief Scope of Work, Specifications, and Requirements	1. DMS should include the following modules: c. File Management	Please provide the detailed functional specification of File Management.		To be decided at the time of SRS

268	6. Brief Scope of Work, Specifications, and Requirements	1. DMS should include the following modules: e. Office Note Management	Please provide the detailed functional sepcification of Office Note Management.		To be decided at the time of SRS
269	6. Brief Scope of Work, Specifications, and Requirements	1. DMS should include the following modules: f. Committee & Meeting Management	Please provide the detailed functional sepcification of Committee & Meeting Management.		To be decided at the time of SRS
270	6. Brief Scope of Work, Specifications, and Requirements	2. Software for Application Server, Middleware (if required) etc. b. Bidder must take care of the existing linkages of third party also. The bidder must take care new linkages that may be required to be handled in future too.	1. What is the expected scope of “taking care” of these existing linkages? 2. For future linkages, please confirm whether new integrations will be treated as change requests or are expected to be part of the base project scope.		Hyperlink based/API integration

271	6. Brief Scope of Work, Specifications, and Requirements	6.1 Cloud Hosting and Management The Initial signing of storage shall be 5TB to begin with. Subsequently the incremental resources in terms of Storage, RAM, Processor, Bandwidth etc. should be covered within Annual Maintenance charges.	Please specify the estimated annual growth rate of data and the expected resource increment to plan scalability accordingly.		Refer the RFP clause 13
272	6. Brief Scope of Work, Specifications, and Requirements	6.1 Cloud Hosting and Management The solution hosted on cloud must be SaaS based and accessible at anywhere and anytime in a seamless manner.	Kindly confirm whether “SaaS-based” in this context refers to a subscription-based service model where the bidder will host, maintain, and manage the application on the cloud infrastructure, and the Institute will subscribe to the service for the contract period.		Bidder to decide as it is a turnkey project

273	6. Brief Scope of Work, Specifications, and Requirements	6.1 Cloud Hosting and Management The bidder must carry out Vulnerability Assessment and Penetration Testing regularly (VAPT), with the help of IS Auditor who is empaneled by authorities such as Cert-in etc.,	1. Please specify the expected frequency of VAPT — whether quarterly, bi-annually, annually, or on-demand. 2. Please clarify whether you will provide a pre-approved list of Cert-In empaneled IS Auditors for conducting the VAPT, or is it the bidder's responsibility to engage an auditor independently? 3. Please clarify whether the cost of VAPT (including auditor fees) should be included within the project/AMC charges or will be reimbursed separately.		1. Annually 2. Yes 3. Yes
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274	6. Brief Scope of Work, Specifications, and Requirements	6.1 Cloud Hosting and Management Bidder must take full backup of entire data including all the attachments once in a week and an incremental backup on a daily basis. One copy of the backup must be provided to IIBF quarterly basis on external hard drive. The hardware for the backup should be arranged and taken care by the bidder itself. The bidder must retain entire data of the Institute for 5 years. Further, if the contract is extended for 2 more years then the data must be retained for 7	1. Should the full and incremental backups include all historical data from existing systems, or only data generated during the contract period. 2. For the SaaS/cloud system, please confirm if offsite/cloud backups are needed in addition to the quarterly external hard drive, or if the quarterly copy alone is enough.		1. Yes 2.Refer the RFP 21
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275	6. Brief Scope of Work, Specifications, and Requirements	6.2 Operational Mechanism of the DMS & Work Flow: 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. Bidders need to arrange for uploading of old documents on the DMS platform and should do	1. Please specify the approximate volume of old documents (number of files/pages) to be scanned and uploaded. 2. Will the bidder be responsible for providing all scanning equipment and manpower, or will the Institute provide any resources? 3. Please confirm if OCR (Optical Character Recognition) is expected to enable content-based search across documents. 4. Are there any preferred file formats (e.g., PDF, TIFF) and resolution standards for scanned documents? 5. Are there any specific metadata/indexing fields that should be captured for each document (e.g., department, document type, date, keywords)? If so please specify the document categories and respective metadata fields.		1. NA 2.NA 3. Yes 4. All file Systems 5.To be decided at the time of SRS
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276	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 1. Agenda of the meetings	Kindly provide the use case and detailed complete functional requirements for this workflow item.		To be decided at the time of SRS
277	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 2. Minutes of the meetings	Request you to share the detailed use case and comprehensive functional requirements for this workflow item.		To be decided at the time of SRS

278	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 3. Internal and external notes for approval	Kindly provide the use case and detailed complete functional requirements for this workflow item		To be decided at the time of SRS
279	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 4. Payment approval notes	Could you please share the use case and detailed functional specifications related to this workflow item?		To be decided at the time of SRS

280	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 5. Preparation of the purchase order in a prescribed template and sending it to third party or within departments	Please share the use case and the full set of functional requirements for this workflow item.		To be decided at the time of SRS
281	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 6. Storing a scanned copy of the signed agreements	Kindly furnish the corresponding use case and end-to-end functional requirement details for this workflow item.		To be decided at the time of SRS

282	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 7. Linking of approval payment notes with payment vouchers	Kindly provide the use case and detailed complete functional requirements for this workflow item		To be decided at the time of SRS
283	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 8. Various kind of reports/MIS/Statistics	We would appreciate it if you could provide the use case and the detailed functional requirements for this workflow item.		To be decided at the time of SRS

284	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 9. Field visit reports	Kindly provide the use case and detailed complete functional requirements for this workflow item.		To be decided at the time of SRS
285	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 10. Tour Planner and reports	Please share the complete use case and detailed functional requirement documentation for this workflow item.		To be decided at the time of SRS
286	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 11. Council meeting notes	Kindly provide the use case and detailed complete functional requirements for this workflow item		To be decided at the time of SRS

287	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 12. Executive Committee/IT Committee/Exam Committee etc. note	Requesting to elaborate the use case and exhaustive functional requirement details pertaining to this workflow item.		To be decided at the time of SRS
288	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 13. Department wise correspondence notes for internal or external parties for approval	Kindly provide the use case and detailed complete functional requirements for this workflow item		To be decided at the time of SRS

289	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 14. Exam Unfair Notes and letters	Requesting the use case and detailed functional requirements for this particular workflow item.		To be decided at the time of SRS
290	6. Brief Scope of Work, Specifications, and Requirements	6.2.2 Work-flow services: For example, the following indicative workflow items should be generated from the DMS with workflow system: - 15. Various other notes and documents	Kindly provide the use case and detailed complete functional requirements for this workflow item.		To be decided at the time of SRS
291	11. System Acceptance Testing	The bidder has to release UAT for all customized modules, test them to the satisfaction of user departments and implement the same.	Please specify the environments (like DC, DR, UAT, etc) to be provisioned.		All environment is required

292	14. Terms and Conditions:	Any changes in the business logic affecting the existing applications must be covered under maintenance charges.	Please confirm that the bidder will not be responsible for maintaining or modifying any legacy or third-party applications that fall outside the proposed solution scope.		Bidder to decide as it is a turnkey project
293	15. Earnest Money Deposit (EMD):	15. Earnest Money Deposit (EMD): • A bidder who wishes to respond to the RFP should deposit earnest money of Rs.5,00,000/- (Rupees Five Lakh only) in the form of a Bank Guarantee from any commercial bank favoring to Indian Institute of Banking & Finance and payable at Mumbai. The EMD must be valid for six months from the last date of submission of application. • EMD should be accompanied by the technical bid. The EMD will not carry any interest.	As per Public Procurement Policy for Micro and Small Enterprises Order, 2012 (under section 11 of Micro, Small and Medium Enterprises Development Act, 2006, notified vide Gazette Notification No. S.O. 581(E) dated 23 March 2012), registered micro and small enterprises (MSEs) are exempt from payment of Earnest Money Deposit (EMD) while participating in government tenders. Please Confirm.		Bidder to submit the relevant certificates in this regards form the Govt Body

294	Annexure – I	Annexure – I Commercial Template for one time setup/licensing charges, cloud Hosting and Maintaining the DMS & Work Flow (Item wise Price)	Query: As the proposed solution is a cloud-based SaaS model, the commercial template currently does not provide any provision to quote the cost based on the number of users/licenses. The RFP specifies 110 user licenses at present; however, the number of users may increase during the contract period (5 years + 2 years extension). Since the SaaS subscription and cloud hosting costs are directly linked to the number of active users, it is not feasible to quote a fixed turnkey cost for the entire duration. Request for Clarification/Change: We request the inclusion of a separate line item for “Per User License Cost (Per Annum)” in the commercial bid format to accommodate any increase in the number of users in the future. This will enable transparent and scalable pricing as per the SaaS deployment model.		No change in RFP Clause. As it is a turnkey project bidder is expected to offer the quote based on the template mentioned in annexure-I for 7 years.
295	Cloud Hosting and management	The bidder must submit a “Safe to Host” certificate before commissioning the hosting. Subsequently, the bidder must renew the certificate on a yearly basis and submit the same to the Institute during the entire contract period.	Please clarify the process and format for obtaining the “Safe to Host” certificate.		A safe to host certificate to be provided by CERT-IN empanelled auditor.
296	Minimum Eligibility Criteria	The bidder should have executed at least three orders of similar nature / value and preferably in multiple locations	Kindly amend the clause as:- The bidder should have executed at least three projects of similar nature and value, preferably in multiple locations or in domains such as Web Application Design Development		No change in RFP Clause.

297	5.1 Technical Evaluation	ice in the DMS with	Please clarify what qualifies as "Past Experience": Is it implementation, maintenance, or both?		No change in RFP Clause.
298	12. Training	A onsite training should be provided to the all the staff members of the Institute. The training should cover the operational aspects of the DMS & Work Flow, after successful commencement of the same.	This will be onsite or virtual training. Please clarify.		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people
299	5. Brief Scope of Work	To provide business continuity by ensuring availability of important documents through DMS and create a back-up to the paper-based documents to serve as a Disaster Recovery system; in the event of any disaster occurs.	Will the DR site be only storage based to replicate the data to a secondary site? Please clarify.		Cold/Passive DR
300	NA	General Query	Is consortium allowed in the tender?		No
301	NA	General Query	Is sub-contracting allowed in the tender?		Refer to RFP

302	5. Brief Scope of Work	In case a bidder do not own data center, bidder has to enter into an agreement with ISP holding a valid audit certificate in respect of its data center for a period of 5 years from the date of hosting and to be extendable for 2 more years on yearly basis at a time on the same terms and conditions as the original agreement. A copy of the valid agreement from the ISP must be submitted to the Institute after receipt of the order letter. In case the bidder fails to submit the copy of the said agreement, the order shall stand cancelled and EMD will be forfeited.	Please amend the clause as:- In case a bidder do not own data center, bidder has to enter into an agreement with ISP CSP holding a valid audit certificate in respect of its data center for a period of 5 years from the date of hosting and to be extendable for 2 more years on yearly basis at a time on the same terms and conditions as the original agreement. A copy of the valid agreement from the ISP CSP must be submitted to the Institute after receipt of the order letter. In case the bidder fails to submit the copy of the said agreement, the order shall stand cancelled and EMD will be forfeited.		No change in RFP Clause.
303	Inputs of Technical	Authorization letters from OEMs (Original Equipment Manufacturers / Software Bidder) of the quoted products, in case of 3rd party products.	Do we need to submit MAF from CSP as well? Please clarify.		Yes
304			What types of documents are to be managed? (PDFs, Word, Excel, images, emails, etc.)		All Types of Documents

305			How many unique workflows need to be developed initially?		To be decided at the time of SRS
306			Is training expected to be conducted on-site or online?		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people
307			Are department-specific workflows to be standardized across the Institute or customized per department?		To be decided at the time of SRS
308			What integration protocols or APIs are available for the existing systems?		To be decided at the time of SRS
309			Should the centralized repository support versioning, document retention policies, and audit trails?		Yes
310			Are the documents already digitized and indexed? If not, is OCR (Optical Character Recognition) with metadata extraction part of the scope?		Only scanned documents are available
311			How many documents (or GB/TB) are expected to be migrated?		Approx. 2 TB
312			Can you clarify the projected annual growth in storage and compute requirements?		15% Yearly
313			Could you please specify the existing applications (besides MS Office 365) that the DMS needs to integrate with? Are there any APIs or integration standards currently used?		To be decided at the time of SRS
314			What is the approximate volume (number of documents/pages and data size) of the existing scanned copies to be migrated? What file formats are these currently stored in?		Approx. 2 TB
315			What is the expected duration and mode of the end-user training? How many users across departments and locations will require training?		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people
316			Could you specify any performance benchmarks or scalability expectations (e.g., concurrent users, document retrieval times)?		Refer to RFP
317			Could you elaborate on the expectations regarding DLP mechanisms? Are there preferred vendors or solutions already in place?		Bidder to decide as it is a turnkey project
318			How often should VAPT be conducted—quarterly, biannually, or annually?		Annually
319			Will the Institute provide any existing licenses or software that need integration with the new system?		Bidder to decide as it is a turnkey project

320			Please confirm that the bidder is responsible for all software licenses including enterprise licenses and that no additional license costs will be reimbursed by the Institute.		Bidder to decide as it is a turnkey project
321			Could you please confirm the preferred day and time window for performing the full weekly backup and the daily incremental backups to avoid system performance impact?		Bidder to decide as it is a turnkey project
322			Should the quarterly backup copy be physically delivered onsite, or is secure digital transfer (e.g., encrypted cloud transfer) acceptable as an alternative?		Yes
323			After providing the quarterly backup copy on the external hard drive, will the backup HDD be returned to the bidder, or is it expected to be retained at the Institute's premises?		It will be retained in the Institute. And could be reused for next cycle of backup.
324			Could you please clarify if the Institute requires the proposed Document Management System (DMS) and workflow solution to be implemented using a 3-tier architecture (presentation, application, and database layers)? If not, please specify the preferred architecture model.?		Bidder to decide latest architecture
325	Section 6 : Brief Scope of Work, Specifications, and Requirements		The scope outlined in the RFP appears to be at a high level. We would like to confirm whether a detailed requirement document is available and can be shared with us. If such documentation is not currently available, we recommend initiating a comprehensive requirement gathering phase as the first step. While we can provide a budgetary estimate at this stage, the final cost for development/customization will be determined after the detailed requirements are finalized. Additionally, we would appreciate clarification on the following: Has a detailed scope of functionality for the Document Management System (DMS) been documented? If not, can the requirement gathering phase be treated as a separate activity, distinct from the proposed 3-month development/customization timeline? We look forward to your confirmation on the above points to proceed accordingly.		No Change in the RFP Clause.

326	Section 6 : Brief Scope of Work, Specifications, and Requirements		The RFP notes a preference for an off-the-shelf product with necessary customization. In line with this, we would like to propose Microsoft SharePoint as the base platform for the Document Management System (DMS), with required customizations to meet IIBF's specific needs. We believe this approach offers a robust, scalable, and cost-effective solution while ensuring faster implementation and ease of integration. Kindly confirm if this recommendation is acceptable to IIBF.		No Change in the RFP Clause.
327	Section 6 : Training		The RFP mentions that training is to be provided. Our recommendation is to adopt a "Train-the-Trainer" approach, wherein we will conduct training sessions for a selected group of key users or administrators. This trained group can then cascade the training to the broader user base within the organization. We believe this model ensures scalability, sustainability, and efficient knowledge transfer. Kindly confirm if this approach is acceptable to IIBF.		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people
328	Section 6 : Infrastructure		The production environments should ideally to be managed by the IIBF team, which aligns with industry best practices for governance, control, and security. Synoverge can extend full support in managing the application and infrastructure, including deployment assistance, monitoring, and issue resolution, while ensuring a smooth handover and knowledge transfer to the IIBF team. We kindly request you to share IIBF's view on the same		No Change in the RFP Clause.
329	Section 6 : Infrastructure		In the event that Microsoft SharePoint Online is selected as the platform for the DMS solution, the infrastructure management responsibilities would lie with Microsoft, as part of their cloud service offering. In such a scenario, we would like to clarify whether Synoverge would still be expected to provide infrastructure-level SLAs and management, or if our role would be limited to application-level support and customization. Kindly confirm IIBF's acceptance and expectation in this scenario		Bidder to take care as it is a turnkey project
330	Section 6 : Brief Scope of Work, Specifications, and Requirements		As per our understanding, access to the cloud-based DMS solution is intended to be through the latest version of a web browser only. Kindly confirm if this is correct. Additionally, please confirm whether a mobile application for DMS management is not required as part of the current scope.		DMS should support all types of devices and Standard browsers.

331	Section 6 : Brief Scope of Work, Specifications, and Requirements		In note its mentioned that Off the shelf product shall be preferable along with necessary customization. For this one of our recommendation is to use Microsoft SharePoint with customization for the DMS solution. Will this be acceptable to IIFB?		No Change in the RFP Clause.
332	Section 6 : Brief Scope of Work, Specifications, and Requirements		Do IIFB have SharePoint or M365 Licenses? If yes, what is the type of license and count of license		No Change in the RFP Clause.
333	Section 6 : Brief Scope of Work, Specifications, and Requirements		Average Size (in KB) & number of documents that will be uploaded on a monthly basis		Approx. 100 GB per Month
334	Section 6 : Brief Scope of Work, Specifications, and Requirements		For Migration, what is the estimated volume of documents to be scanned and uploaded? What types of documents are included (e.g., handwritten, typed, printed)?		No scanning needed from the bidder. 2 TB scanned documents will be provided for uploading (to begin with)
335	Section 6 : Brief Scope of Work, Specifications, and Requirements		Migration - Existing documents are located at what location .. Any storage or existing system where they are currently maintained?		File Based
336	Section 6 : Brief Scope of Work, Specifications, and Requirements		Are there any specific scanning resolutions or formats required (PDF, TIFF, etc.)? Should OCR (Optical Character Recognition) be applied to scanned documents?		All kinds of file formats should be supported. OCR may be required to be applied on case to case basis.
337	Section 6 : Brief Scope of Work, Specifications, and Requirements		For document indexing , what metadata fields should be captured (e.g., date, department, author)? Should indexing support keyword search, full-text search, or both?		To be decided at the time of SRS
338	Section 6 : Brief Scope of Work, Specifications, and Requirements - Security & Access Control		What are the roles and access levels required across departments?		To be decided at the time of SRS
339	Section 6 : Brief Scope of Work, Specifications, and Requirements - Security & Access Control		What are document security and access requirement i.e. Who should have access to which documents? Should access be role-based or department-based?		Department wise hierarchical access to be provided.

340	Section 6 : Brief Scope of Work, Specifications, and Requirements - Security & Access Control		Should the system support integration with existing identity management systems (e.g., LDAP, Active Directory)?		To be decided at the time of SRS
341	Section 6 : Brief Scope of Work, Specifications, and Requirements - Security & Access Control		Is multi-factor authentication (MFA) required for users?		To be decided at the time of SRS
342	Section 6 : Brief Scope of Work, Specifications, and Requirements - Security & Access Control		Will each department have its own repository or a shared one with access controls?		To be decided at the time of SRS
343	Section 6 : Brief Scope of Work, Specifications, and Requirements		Should the system support email ingestion or integration with external portals?		To be decided at the time of SRS
344	Section 6 : Brief Scope of Work, Specifications, and Requirements		What file types should be supported for upload (e.g., DOCX, XLSX, JPG, ZIP)?		all types of documents
345	Section 6 : Brief Scope of Work, Specifications, and Requirements		Are there existing systems or manual processes that need to be replicated or improved as part of workflow?		To be decided at the time of SRS
346	Section 6 : Brief Scope of Work, Specifications, and Requirements		What are the inter-departmental document sharing protocols?		To be decided at the time of SRS
347	Section 6 : Brief Scope of Work, Specifications, and Requirements - Workflow Management		Should workflows be rule-based or user-configurable? Can workflows be customizable by end users		To be decided at the time of SRS

348	Section 6 : Brief Scope of Work, Specifications, and Requirements - Workflow Management		Are there specific document types or processes unique to each department?		To be decided at the time of SRS
349	Section 6 : Brief Scope of Work, Specifications, and Requirements - Audit Trails & Document History		Should users be able to view version history and revert to previous versions?		Yes
350	Section 6 : Brief Scope of Work, Specifications, and Requirements - Audit Trails & Document History		How long should audit logs be retained?		During entire contract period.
351	Section 6 : Brief Scope of Work, Specifications, and Requirements -Third-Party Linkages		What are the existing third-party systems that need to be integrated? If yes, the is there a need for real-time data exchange or batch processing?		To be decided at the time of SRS
352	Section 6 : Brief Scope of Work, Specifications, and Requirements -Third-Party Linkages		Should the system support future integrations via APIs or middleware?		Yes
353	Section 6 : Brief Scope of Work, Specifications, and Requirements - Reporting And Dashboards		Can IIFB share sample report formats/definitior of reports required?		To be provided at the time of SRS
354	Section 6 : Brief Scope of Work, Specifications, and Requirements - Reporting And Dashboards		Should the platform include dashboards or analytics for usage and workflow efficiency?		Yes

355	Section 6.1 -Cloud Hosting and Management - Hosting and Infrastructure		If technical solution involves SharePoint Online, the ownership will be with Microsoft or of Synoverge?		Bidder to take care as it is a turnkey project
356	Section 6.1 -Cloud Hosting and Management - Hosting and Infrastructure		Is there a requirement for data residency (e.g., must be hosted within India)?		Data should process and reside within India
357	Section 6.1 -Cloud Hosting and Management - Hosting and Infrastructure		Should the system support geo-redundancy or offsite backups?		Refer to RFP clause
358	Section 6.1 : Clout Hosting and Management - Document Retention		What is the retention policy for different document types? i.e. do all document type have same retention period i.e. 7 years		Yes
359	Section 6.1 : Clout Hosting and Management - Archival		Should there be an approval mechanism before documents are achieved?. Kindly share archival mechansim		To be decided at the time of SRS
360	Section 6.2.2 : Workflow Services		As noted, digital signatures are required for certain documents within the workflow. Kindly confirm if there is any preference for a third-party API or service provider to be used for implementing digital signature functionality		Digital Signature shall be procured and provided by IIBF which is be integrated wherever required
361	Section 12: Training		What is the preferred mode of training (in-person, virtual, recorded sessions)?User Training, the medium of training will be English?		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people
362	Section 12: Training		Ttraining materials are to be provided in English language only.		Yes
363	Section 18 : Project Schedule		It is stated that the project schedule for designing, developing, and commissioning the cloud-based DMS is planned for completion within 3 months. However, this timeline is contingent upon the scope, which will be defined in the yet-to-be-created SRS document. Is IIBR open to flexibility in the proposed schedule?		to be decided while placing the PO.

364	Section 18 :		Migration effort will not be part of 3 months.. It would be done post implementation/development completeion		It is part of project schedule
365	Section 20 : Payment Schedule.		Can Synoverge propose a different payment schedule ?		No Change in the RFP Clause.
366	Section 21 : Site Dump		Quarterly Backups are to be provided in what medium ? For IIFB verification, IIFB will manage the environment		Refer to RFP clause
367	Section 24 - Penalty Clause		Delay in response, may be due to network issues at the user end also.? How it will be identified there is not network issue at client end		Suitable monitoring tool to be deployed by the bidder.
368	Section 24 - Penalty Clause		Our understanding is that the support of the DMS application is required only on Monday to Friday between 9:00 am to 6 :00 pm. . Kindly confirm. No support is required on the public holidays.		No Change in the RFP Clause.
369		DMS should include modules such as Correspondence/ DAK, Document, File, Workflow, Office Note, and Committee Management	Please mention whether the listed modules are available out of the box or if the platform supports developing these modules as per IIBF requirements.		Query not clear
370		Workflow items include meeting notes, approvals, purchase orders, etc.	Kindly share sample formats/templates of key workflows (e.g., Office Notes, PO, Committee Notes) to assess customization effort.		To be provided at the time of SRS
371		Integration with MS Office 365 and existing IIBF systems	Please specify the number of systems to be integrated and preferred method (API/web services/SFTP).		To be provided at the time of SRS
372		Migration of existing scanned documents with indexing	How many documents (approximate count/size in GB/TB) are to be migrated?		Approx 2 TB to begin with

373		Scanning of old documents (office notes, ledgers, journals, etc.)	Will physical document scanning be part of bidder's scope, or will IIBF provide scanned copies?		No, IIBF shall provide scanned files
374		Indexing and metadata entry required	Please confirm metadata fields (e.g., Department, Year, Subject, Author, etc.) and expected search parameters.		To be provided at the time of SRS
375		Initial storage requirement 5TB with scalability	Please confirm expected yearly growth rate or estimated total storage at end of contract (5+2 years).		15% year on year
376		"Safe to Host" certificate required annually	Please confirm accepted certifying authorities and audit scope for "Safe to Host".		Safe to host certificate should be provided by a cert-in empanelled IS auditor.
377		The bidder must carry out Vulnerability Assessment and Penetration Testing regularly (VAPT), with the help of IS Auditor who is empaneled by authorities such as Cert-in etc.	Is the VAPT required to be performed by a CERT-IN-empaneled auditor every year or quarterly, and will the cost be borne by the bidder or IIBF?		Every year, The cost will be borne by the bidder as a part of project scope.
378		Detailed Architectural Design, including fail over methodology/ strategy at both Primary & DR Site.	Please confirm whether the DR should be a replica of the DC or can be set up with 50% of the DC infrastructure size, and how many DR drills are required to be conducted in a year.		Passive with Reduced DR. One DR in a year.

379		To ensure security of documents by implementing a robust mechanism of multi-level access control and audit trails with appropriate security measures.	Please confirm if integration with IIBF's Active Directory or internal IAM is required.		To be provided at the time of SRS
380		few of the document notes need to be imbedded with digital signature of scanned specimen signature in to solutions	Please confirm if IIBF will provide DSC certificates or bidder needs to integrate digital signature API.		Yes, DSC certificate will be provided by IIBF.
381		A onsite training should be provided to the all the staff members of the Institute. The training should cover the operational aspects of the DMS & Work Flow, after successful commencement of the same.	Please provide number of users, number of trainings and training locations (Mumbai, Delhi, Chennai, etc.).		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people
382		Other	What is the expected number of administrator users and concurrent users for system sizing?		110 Named users.

383		Note :- Off the shelf product shall be preferable along with necessary customization	We would suggest that instead of a COTS product, the bidders should propose an Enterprise Open Source platform as it will add significant benefits over COTS such as source code availability, no vendor lock-in, flexibly customizations, and back to back OEM support. While a COTS product might restrict IIBF on the above lines, an Enterprise Open Source product would grant greater flexibility for the DMS implementation.		no change in the RFP
384		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.	Should the proposed DMS also include a scanning engine to scan documents or the bank will already have scanning done separately?		No

385		The bidder has to release UAT for all customized modules, test them to the satisfaction of user departments and implement the same.	Please suggest if there is a preferred non-Production compute that should be followed like a pre-production or staging environment to be provisioned.		Bidder to decide
386		13. Infrastructure Sizing:	Please provide inputs on the below queries to derive an adequate sizing: 1.) Number of concurrent users per minute accessing the DMS at a peak usage. 2.) How many documents will be scanned/ uploaded per min or hour or per day 3.) Apart from document upload, how many users will be viewing the documents per minute at a peak usage?		1. 110 Named users 2. apprx 3GB per day 3.110 named users
387	Page 4 – Brief Scope of Work	“Design, development, deployment and hosting of cloud-based document management system (DMS) with workflow by integrating with the existing application such as MS Office 365.”	Please clarify the extent of integration expected with MS Office 365 — is it limited to document creation/editing or also includes email, calendar, and Teams integration?		To be decided at the time of SRS
388	Page 4 – Scope of Work	“Migration of existing scanned copies of documents with proper indexing.”	Kindly specify the approximate data volume (number of files, total size in GB/TB) and metadata fields available for migration. Is the data currently in any existing DMS or stored as loose files?		scanned files data stored in the

389	Page 4 – Scope of Work	“Training for end-users of various departments of the Institute.”	Please confirm the number of end-users and training locations to plan logistics and training modules accordingly. Will virtual training be acceptable for remote PDCs?		Onsite Training to be given to 75 people at Head office Mumbai. For other locations virtual training could be arranged for around 35 people
390	Page 4 – Scope of Work	“Five Professional Development Centres (PDCs) located at... and newly going to be opened PDCs at Lucknow and Bangalore.”	Should the proposed solution support multi-location access with role-based restrictions? Are these centers connected via VPN or public internet?		Yes, Connected by WAN and accessible by LAN locally.
391	Page 4 – Note	“Off-the-shelf product shall be preferable along with necessary customization.”	Please confirm if open-source DMS platforms (with customization) will be acceptable or only commercially licensed products are preferred.		No Change in the RFP Clause.
392	Page 5 – Software / Hosting	“Bidder should own the data center... In case bidder does not own DC, bidder has to enter into an agreement with ISP holding valid audit certificate (Tier III or higher).”	Can bidders propose cloud platforms from major providers (AWS, Azure, GCP) instead of owning or leasing a DC? If yes, what certifications are mandatory (ISO 27001, MeitY empanelment, etc.)?		Bidder to decide as it is a turnkey project.
393	Page 5 – Hosting	“The DMS with workflow must have the capability to capture and maintain audit trails and audit logs.”	Please specify the retention period required for audit logs and whether these should be exportable for compliance reviews.		Audit logs to be retained during entire contract period.

394	Page 6 – Cloud Hosting	“Initial signing of storage shall be 5TB... incremental resources to be covered within AMC.”	Kindly clarify how incremental resource usage (storage, RAM, bandwidth) will be measured and billed within AMC — is there a cap or pay-as-you-grow model?		Refer RFP clause.
395	Page 6 – Security Requirements	“Protected from all kinds of security threats... bidder should configure IDS, ZTNA, firewalls etc.”	Will the institute conduct its own security audit/VAPT or rely on bidder's reports? Please confirm the frequency and reporting format for submission.		Bidder to provide VAPT reports by MIETY certified vendors.
396	Page 6 – Data Security	“Bidder must submit 'Safe to Host' certificate and renew annually.”	Is there any specific authority or auditor prescribed for issuing this certificate (e.g., CERT-In empaneled auditor)?		Bidder to provide VAPT reports by MIETY certified vendors.
397	Page 6 – Backup	“Full backup once in a week and incremental backup daily... copy to be provided quarterly on external drive.”	Please clarify if the external hard drives will be provided by the Institute or the bidder and how secure transfer/logistics should be handled.		Bidder to take care.
398	Page 6 – Data Retention	“Bidder must retain entire data for 5 years... extendable to 7 years.”	In case of contract termination, please confirm data handover process and whether data must be handed over in a specific format (e.g., XML, CSV, PDF/A).		Refer RFP termination clause.
399	Page 7 – DMS Functionality	“DMS should help to scan old documents and create catalogues accessible by departments.”	Please clarify if on-premises scanning will be required at multiple PDCs, or can documents be centrally scanned and uploaded by a single team?		Not applicable

400	Page 7 – Workflow	“Internal notes get initiated by inter-departments... routed for approval...”	Should the workflow builder be configurable by admin users (low-code/no-code) or expected to be hardcoded/customized by vendor?		To be decided at the time of SRS
401	Page 7 – Workflow	“Few document notes need to be embedded with digital signature of scanned specimen signature.”	Please confirm if digital signing should use eSign (Aadhaar-based) / DSC Token / scanned signatures only?		DSC shall be provided by the IIBF
402	Page 8 – Workflow Examples	“Agenda of meetings, minutes, payment approvals, tour planners, etc.”	Please confirm whether mobile access (Android/iOS app or responsive web) is required for workflows and approvals.		DMS should support all kinds of devices such as mobile, tabs, laptops and desktops.
403	Page 8 – Reports	“Various kinds of reports/MIS/Statistics.”	Kindly specify if custom report builder or dashboard analytics is required (e.g., by department, date, document type).		Yes
404	Page 16 – Infrastructure Sizing	“Bidder must deploy optimal infrastructure and extrapolate for 5 years.”	Please provide expected number of concurrent users and growth projection to design scalable infrastructure.		110 named users with 15% YOY increase
405	Page 16 – Performance	“Solution deployed should match requisite performance response time of less than 3 seconds.”	Please specify the test conditions or environment under which this 3-second response time will be measured (network latency, user load, etc.).		Page loading/ response time
406	Page 16 – Security Audits	“Hosting environment must be audited by certified security auditor every 6 months.”	Can this security audit be done by bidder’s empaneled auditor, or does the Institute appoint its own third-party auditor?		Bidder to take care.

