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1	52	4.2.5.	8. All changes in various applications like INLIAS, Portal, and other non-core or business support systems required for integration with ECM would be the responsibility of the respective application vendor. The bidder is required to liaison and provide all the necessary assistance to the respective application vendor for successful implementation of the integration. The bidder is expected to provide such assistance irrespective of the location of development of the respective applications under consideration.	Does onsite assistance is required to support such type of activity?	Yes, bidder is expected to provide assistance irrespective of the location of development of the respective applications under consideration as and when required.
2	52	4.2.6.	1. The bidder needs to ensure that the system has undergone a successful „System Integration Testing“ (SIT) at its end before delivering the system to OICL for User Acceptance Testing (UAT).	SIT without the other applications i.e. INLIAS and Portal will be difficult. There will be a need to have SIT with these applications concurrently. If not, the applications need to provide stubs which can be used to consume these interfaces.	Yes, understanding is correct.
3	49	Point h) 4.2.1.1.1 Hardware for DC & DR Site	The Bidder is expected to provide various environments as per phases defined in section 4.4 project timelines: 1. Development 2. Test 3. Training 4. Production DC (Data Centre) 5. Production DR(Disaster Recovery) (DR = 100% of DC)	OICL is looking at separate physical environments or can we leverage Virtualisation and logically separate Development, Test in one physical server. How many types of test environment are envisaged and do they require separate environments? a) Please clarify % hardware needs to be proposed for different environment (Development, Test & Training) setup w.r.t Production sizing b) Please clarify when sizing of hardware as been asked as DR=100% of DC means DR solution is also required in High Availability mode.	Bidder can leverage the virtualization to design the solution. Bidder has to design & size the test environment as per solution requirement. Development & Test environment is required only at DC Site. A) Bidder has to design, size & propose the entire compute environment. B) DR solution is also required in High Availability mode.

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4	54	Point 2) 4.2.9 System Availability	ECM solution will be deployed in a clustered environment and provides automatic failover between redundant systems in the event of system failure.	Is Bank looking at Active-Active setup both at DC and DR? DR asked is 100% of DC. This will increase the license cost only as we can keep the same compute capacity at DR but setup can be Active-Passive at DR.	DR solution is also required in High Availability mode.
5	55	Point 3) 4.2.13 Warranty and Post Production Support	The products & services offered must include comprehensive on-site warranty as provided by the OEM Bidder from the date of installation and acceptance of the solution by OICL including all software, hardware for production and test, parts, media, patches, updates and licenses. The Warranty will commence from the date of acceptance. No parts, accessories of the systems like print heads etc. should be excluded from such warranty;	Is OICL expecting comprehensive onsite support from OEM on hardware also. As SI we tie up with OEMs for Spare , Parts and Remote support and onsite support is provided by SI engineers Viz replacement of part, rectifying any hardware issues.	Bidder is required to maintain the defined SLA.
6	56	Point 13) 4.2.13 Warranty and Post Production Support	The Bidder shall develop and maintain an inventory database to include the registered hardware warranties and software licenses existing as of the Start Date, and the warranties and licenses for hardware and software: a) Procured through the Bidder, or b) Procured by OICL with notification to the Bidder for inclusion in such data base	Does OICL has any Asset tracking/Inventory management software implemented which can be utilised by SI to update the inventory	Yes, OICL will provide the required system.
7	56	Point 21) 4.2.13 Warranty and Post Production Support	The bidder has to provide onsite DC support and help desk post go-live from the date of go live of phase 1 of implementation for the remainder of the Contract period(1 year warranty + 5 Year support).	Is there any helpdesk service desk tool available for logging tickets or SI has to propose?	OICL will provide the same.
8	57	Point d) 4.2.13 Warranty and Post Production Support	The Bidder should have a minimum of 5 full time resources for the initial period of 2 years. From year 3 onwards 3 resources will be required.	5 resources are for the L1 application support and 2 resources are mentioned as DC onsite for DC hardware support. Is this understanding correct?	It is clarified that - 5 full time resources for the initial period of 2 years and From year 3 onwards 2 resources will be required for Helpdesk support

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					<p>& 2 resources mentioned as DC onsite for DC application support.</p> <p>Please refer Point 21 of RFP Section 4.2.13 for the scope of Helpdesk Resources.</p> <p>Further, Please refer Table H - Helpdesk & FMS at Page 171 for better understanding.</p>
9	59	4.3 Period of Engagement	Warranty 1 year from successful Go live for phase 6	As per project plan 4.4 phase 6 is M17. 1 year warranty starts after Month 17. Complete project Tenure is 17 months+ 1 year warranty + 5 year AMC. Is that understanding correct.	It is clarified that- 1 year warranty starts after successful Go live for phase 6
10	63	4.6 Exclusions	1. Bidder is not expected to provide hosting space for ECM application at DC or DR sites.	Do we need to provide Server Racks?	Yes
11		General		<p>Does SI need to propose any EMS monitoring tools for application and hardware</p> <p>If OICL has any existing EMS solution and be leveraged for monitoring of the ECM solution?</p>	Please refer RFP Section 5.15
12		General	Network Equipment's like firewall, router ,switch at DC and DR	Will OICL provide the networking equipment's or we will have to provide the same	OICL will provide the same.
13		General	DC Onsite Resource scope of work	Please highlight the scope of work for DC onsite resource as it is listed for the helpdesk.	It is clarified that DC onsite resources shall be responsible for support of ECM solution deployed at DC.

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14	44	4.1.4. Search and Retrieval	ii. Document tagging: There should be an ability to tag scanned images of documents to transactions in transaction system such as INLIAS, Portal or other applications. This functionality will provide a link to scanned documents from INLIAS screens. E.g. INLIAS policy screen will have link to scanned Underwriting documents like proposal form, supporting documents.	The changes to INLIAS is out of scope for this project. The vendor managing will take care of integration of it	Please refer Point # 8 of RFP Section 4.2.5
15	45	4.1.7. Version Control	The system should have a mechanism to track all the versions of documents that are uploaded into the system along with required audit trail in terms of user-id and timestamp of upload, modify, print and delete.	Is there any requirement on purging the versioning data and audit trail information?	Yes, as and when required by OICL.
16	45	4.1.8 ECM Integrations	ii. ECM should be integrated with Portal. Through this integration, Portal users like customers, agents, surveyors etc. will get an interface to capture and upload documents into the ECM solution through the portal.	This facility is purely to capture and upload documents via. Portal. There is no requirement to search / view documents for the Portal. Please confirm	It is already mentioned in the RFP - Portal users would also be able to view the documents submitted by them.
17	46	4.1.9 Security Features	I. The ECM solution should have the ability to define password based protection for authentication on the basis of the password policy adopted by OICL.	What is the password policy at OICL?	will be shared with selected bidder.
18	45	4.1.6 Content Workflow	Workflows of the ECM solution should map to the in-scope process flows of INLIAS and Portal.	Please detail out the in scope and out of scope process flows of INLIAS and Portal	Detailed process flow will be shared with selected bidder.
19	45	4.1.8 ECM Integrations	iv. The system must have the capability to integrate with other non- core systems/ business support systems at OICL as and when they are procured (for example CRM system, HRMS, accounting or treasury systems).	How many non-core systems will OICL procure during the entire project period	The clause is self-explanatory.
20	60	4.4 Project Timelines	OICL may decide to scan old documents on need basis. Documents related to and relevant for any transactions in the future will be considered for storage in electronic form.	If all historical records are not to be digitized , what is the volume of present non digitized record and what percentage of historical data needs to be digitized	Please refer Appendix 3 of RFP document.

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21	48	4.2.1.1.1 Hardware for DC & DR Site	a. The Enterprise content management solution is expected to be deployed on a High- Availability architecture. The solution should be designed without any single point of failure. The solution should provide for load balancing in every required layer. The solution should provide the ability to recover from failures and should also provide clustering features, thus protecting against many multiple component failures.	Please clarify provisioning of Load balancer is also required as part of the solution or OICL will be provide the existing hardware	OICL will provide the same.
22	49	4.2.1.1.1 Hardware for DC & DR Site	General (Backup)	Please clarify about the Backup solution requirement. A) Will OICL will provide the required Backup software licenses and hardware on Both DC & DR location to take the backup?	OICL will provide the same.
23	49	4.2.1.1.1 Hardware for DC & DR Site	General (Technical Specification for Hardware & Database)	Please provide the server hardware/Database specification	Bidder has to size as per solution requiremnt.
24	66	4.7.1.2.2 Performance measures	Peak time daily utilization levels should be less than 70% at all times during working hours. (CPU, Memory)	Please clarify whether OICL will use their existing Tools (EMS tool) to measure the Performance parameter	Please refer RFP Section 5.15
25	49	4.2.1.1.1 Hardware for DC & DR Site:	The Bidder is also expected to provide on call / onsite OS support on a need basis throughout the contract period starting from the date of installation and configuration at DC and DRS.	Vendor assumes 2 DC administrators are required for support for the complete engagement, please validate Vendor assumes all the technologies proposed in the solution including servers, storage, backup, database, network, security etc needs to be supported by the vendor, please validate Vendor assumes remote connectivity would be provided by the OICL to vendor premises, please validate	Yes

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26	56	4.2.13 Warranty and Post Production Support: 19	Bidder shall provide technical information as reasonably requested by OICL for preparation and implementation of budgets and cost benefit analysis	Request you to please explain the requirement in detail	Clause is self-explanatory.
27	57	4.2.13 Warranty and Post Production Support: 22	Off-site support team needs to fix all the reported issues and deploy the fix to production servers.	Please let us know if the ECM infrastructure can be supported remotely from vendor premises by taking remote control of the system?	Yes
28	61	4.4 Project Timelines: 1	The focus will be on Motor Claims at SVCs, HO and ROs in first phase – 28 SVCs will be ECM enabled for Motor Claims process first along with 30 ROs and HO to completely enable Motor Claims processing through SVC	As per the project plan HO and RO are considered in Phase 6th, however Motor claims in HO and RO needs to be considered in phase 1 only, please validate	Yes
29	60	4.4 Project Timelines: 1	If operating offices associated with SVC receive any documents, those will be sent to SVC for scanning & processing	Vendor assumes there is no scope for scanning the documents by the vendor in the complete project, please validate	Yes
30	64	4.7.1.2 Support SLAs	Bidder shall use an appropriate tool for the purpose of such reporting.	Please let us know if the tool needs to be installed in customer premises or at vendor premises?	Please refer RFP Section 5.15
31	67	4.7.2 Liquidated Damages	The maximum amount that can be levied by way of Liquidated Damages and Penalty and Performance Guarantee liquidation shall not exceed 10% of total contract value.	10% of TCV would be a huge penalty when it comes to sustenance. E10Request to cap it to 5% of quarterly billing the support charges alone	As per RFP
32	49	4.2.1.1.1 Hardware for DC & DR Site	j) Bidder should provide 24x7 premium support or highest level of support service available from the concerned OEM	The service window for support is 9x5, however premium support asked is for 24x7. Please let us know how this will work when the teams would not be available after and before office hours?	Post office hours, Bidder shall provide the remote assistance to maintain the required SLA's.

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33	54	4.2.9 System Availability	3. The ECM solution has to be available 24 x 7 x 365 since it shall be integrated with INLIAS and OICL"s portal. The ECM solution should be available as per defined RPO & RTO	The support window is 9x5, however system should be available 24x7x365, vendor assumes beyond office hours, the systems can be supported remotely, please validate	Post office hours, Bidder shall provide the remote assistance to maintain the required SLA's.
34	55	4.2.13	8. The Bidder shall carry out Preventive Maintenance (PM) at the Data Centre and Disaster Recovery site of all required hardware and testing for virus,	Preventive maintenance of scanners is out of scope, please validate	Bidder is required to maintain the defined SLA as per RFP section 4.7.1.3
35	59	4.3 Period of Engagement	Support	Vendor assumes FMS support for scanners and other end user devices is out of scope from vendor perspective. Only breakdown AMC calls would be logged with vendor helpdesk, please validate	Yes, understanding is correct.
36	57	4.2.13 Warranty and Post Production Support: 21 D	The Bidder should have a minimum of 5 full time resources for the initial period of 2 years. From year 3 onwards 3 resources will be required	<p>Vendor assumes these resources will sit at OICL HO in Delhi, and complete infrastructure including seats, telephone, desktop, headsets etc would be provided by OICL. Please validate</p> <p>Please let us know the JD of the 2 DC resources asked in the solution. Do they have to support the Db and storage also?</p> <p>There is no governance planned over and above these resources. Project manager is very much required for the complete tenure to overlook the project and own the services delivered, please validate.</p>	<p>Vendor assumes these resources will sit at OICL HO in Delhi, and complete infrastructure including seats, telephone, desktop, headsets etc would be provided by OICL. - Yes</p> <p>Please let us know the JD of the 2 DC resources asked in the solution. - To support the ECM Solution deployed at DC.</p> <p>There is no governance planned over and above these resources. Project manager is very much required for the complete tenure to overlook the project and own the services delivered, please validate. - Please refer Annexure- 8</p>

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37	62	Phase wise procurement of scanners	Scanners to be procured	Please clarify the timelines for each phase. Also request QICL to share the office addresses where the scanners have to be delivered.	Please refer RFP section 4.4 for timelines for each phase. Also, office addresses are mentioned in Annexure - 11 of RFP.
38	63	Exclusions	As per bid	Please confirm the scope of power/UPS power at DC and all site office is in OICL scope. Also please confirm the racks and rack cabling of IT infra in DC/DR ha to be provided by bidder.	Power/UPS power at DC and all site office is out of scope of Bidder. Racks to host the Servers at DC & DR Site are to be provided by Bidder.
39	66	SLA for scanners	As per RFP	Request OICL to reduce the penalty and also increase the resolution time from 24 hour window to 48 hour. Also OICL may distribute cities into tier and define SLA'a accordingly.	It is clarified as: Any breakdown call should be resolved within 36 hours from the date and time of booking a call. However, the call should be attended to during working hours only. If the breakdown call is not resolved within the resolution time or no standby equipment is provided by the bidder, penalty will be charged (Post 36 hours as applicable), @Rs.1000/- per day for 1st and 2nd day, @Rs.1500/- per day for 3rd to 5th day and @Rs.2000/- per day from 6th day onwards.

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40	158	ADF scanner specifications	As per RFP point 4 Optical scanning resolution Min 1200 dpi	We request OICL to reduce it to 600 dpi, Normally document scanning requires 200-300 dpi and 1200 dpi is not required in such cases.	Clause should be read as: Min 600 dpi
41	158	ADF scanner specifications	As per RFP point 5 Bit depth of 48 bit	24-Bit (Sufficient for any document scanning), The output bit depth for colour is 24 bit colour for all OEM's, and hence should be changed. 48 bit not available with most of the OEM's.	Clause should be read as: Bit depth : 24-bit
42	158	ADF scanner specifications	As per RFP point 10: MS Windows 7 Professional/ 8 professional/ XP and latest Microsoft Windows client operating systems	Request change to MS Windows 7 Professional/ 8 professional and latest Microsoft Windows client operating systems	As per RFP
43			Scanner warranty and support	Please clarify if OICL is looking for comprehensive AMC post 3 year warranty period. Exchange roller kit, CIS and plastic parts will not be included in AMC. Need clarity on AMC.	As per RFP
44	74	5.14 Delays in the bidder's performance	Hardware delivery, Development and Implementation of the ECM solution as per the requirements specified in the RFP and performance of service shall be made by the bidder in accordance with the time schedule specified and agreed by OICL in the contract. Any delay by the bidder in the performance of his implementation / service/ other obligations will be evaluated by the Steering Committee comprising senior executives of OICL and decide a performance delay on account of bidder which shall render the bidder liable to any or all of the following sanctions: 1. forfeiture of his performance security, 2. imposition of liquidated damages, and/ or 3. termination of the contract for default.	We would request OICL to amend the clause as below: Hardware delivery, Development and Implementation of the ECM solution as per the requirements specified in the RFP and performance of service shall be made by the bidder in accordance with the time schedule specified and agreed by OICL in the contract. Any delay by the bidder in the performance of his implementation/service/other obligations will be evaluated by the Steering Committee comprising senior executives of OICL and decide a performance delay on account of bidder which shall render the bidder liable to any or all of the following sanctions: 1. forfeiture of his performance security,	As per RFP

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				2. imposition of liquidated damages, and/ or 3. termination of the contract for default.	
45	75	5.16 Liquidated Damages	The maximum amount that can be levied by way of Liquidated Damages and Penalty and Performance Guarantee liquidation shall not exceed 10% of total contract value..	We would request OICL to amend the clause as below: The maximum amount that can be levied by way of Liquidated Damages and SLA Penalty and Performance Guarantee liquidation shall not exceed 10% of total contract value..	As per RFP
46	76	5.17 Termination for Default	OICL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or in part: i. If the bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or ii. If the bidder fails to perform any other obligation(s) under the contract In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services. However, the bidder shall continue performance of the contract to the extent not terminated.	OICL may, without prejudice to any other remedy for breach of contract, by written notice to cure the breach within thirty days (30 days) of default sent to the bidder, terminate the contract in whole or in part: i. If the bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or ii. If the bidder fails to perform any other obligation(s) under the contract In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services. However, the bidder shall continue performance of the contract to the extent not terminated. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost	As per RFP

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				and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is terminated	
47	77	5.2 Termination for Convenience	As per RFP	There shall be 90 days notice prior to such termination. In the event of termination by OICL, the Bidder shall be paid for the: <ol style="list-style-type: none"> 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 6. unrecovered investments shall be paid by customer as per termination schedule till the date of termination. 	As per RFP
48	78	5.29 Confidentiality	As per RFP	This clause shall be mutual. The confidentiality obligations shall survive for a period of three years post the termination/expiration of the Agreement.	As per RFP
49	81	5.36 Corrupt or fraudulent practice:	a. Bidder shall observe the highest standard of ethics during the procurement and execution of the contract. b. OICL shall reject a proposal for award if it comes to the knowledge of OICL that the Bidder is engaged in corrupt or fraudulent practices in competing for the bid.	a. Bidder shall observe the highest standard of ethics during the procurement and execution of the contract. b. OICL shall reject a proposal for award if it comes to the knowledge of OICL that the Bidder is engaged in corrupt or fraudulent practices in competing for the bid.	As per RFP

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			c. OICL will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Bidder was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.	c. OICL will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time it is proven by the competent courts determines that the Bidder was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.	
50	81	5.37 Arithmetical Errors	The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.	The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.	As per RFP
51		Deemed Acceptance	Clause to be added in RFP	We would request OICL to incorporate the below clause in the RFP to ensure that project is implemented as per stipulated timelines. This will be treated as Program Governance adherence from both the sides i.e. Bidder & OICL. Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	As per RFP
52		Savings Clause	Clause to be added in RFP	We would request OICL to add this clause: Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed	As per RFP

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				or causes non-performance due to Customer's omissions or actions whatsoever.	
53		Transfer of risk and title	Clause to be added in RFP	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Customer on delivery of the material at the Customer location.	As per RFP
54		Solicitation of Employees	Clause to be added in RFP	Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.	As per RFP

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55	38	2.6.5 Performance Bank G	Within 15 days after receipt of Notification of award from OICL Bidder to furnish PBG equal to 10% of value of contract - valid till 6 months after date of expiry of seven & half year contract period	We would request OICL for 30 days timelines for arranging PBG	As per RFP
56	43	4.1 Functional & Technical Scope	ECM should also have features like document version management, document workflow and ability to integrate with INLIAS, Portal, and any other applications that may be procured by OICL for the support or core business functions	ECM should also have features like document version management, document workflow and ability to integrate with INLIAS, Portal, and any other applications that may be procured by OICL for the support or core business functions. OICL to provide clarity or list of applications expected to be integrated with ECM during the contract period.	As per RFP
57	48	4.2.1.1 How for DC DR site	At any stage during Contract period performance degrades due to any reason bidder is liable to take corrective steps with respect to HW/SW addition or Upgradation customization etc without any additional cost to OICL	The hardware sizing and license quantity will be done based on the projections given by OICL in the RFP. Incase there is any increase in transaction volumes or named users during the contract period, additional how and sw will have to be procured by OICL.	As per RFP
58	54	4.2.8 Quality Assurance	All functional documents would be reviewed by OICL and any gap if found against the requirements specified in RFP, would be corrected and included by bidder without additional cost	System requirement study (SRS) document will be prepared post award the contract and it will be treated as the final document. Incase there is any gap beyond SRS document it will be treated as "Change Request" and will be charged additionally.	As per RFP
59	73	5.9 Change Order	If any such change causes an increase or decrease in the cost of, or the time required for the bidders performance of any part of the work under the contract, whether changed or not changed by the order, an equitable adjustment shall be made in the contract price or events schedule, or both and the contract shall accordingly be amended. Any claims by the bidder for adjustment under this clause must be asserted within thirty days from the date of the bidder's receipt of OICL's change order	Request any change to be mutually accepted by both parties	As per RFP

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60	44	4.1.2 Indexing	i. The ECM solution should have a robust cataloging and indexing capability.	<p>Since the DMS would be used for storing various category of documents like claims, underwriting, reports etc.</p> <p>We understand that considering the document volume and various document types, multiple classes of indexing parameters would be used. there would be no limit on document types and indexing parameters.</p> <p>Please confirm if our understanding is correct.</p>	Bidder needs to propose the solution as per Fuctional Specifications (Annexure 7.2) & Technical Specifications (Annexure 7.3) mentioned in the RFP.
61	46	4.1.9 Security Features	iii. ECM solution should have ability to provide authorization for role based user access to folders/ documents and ECM solution should have the ability to provide activity based access rights.	<p>We understand that these rights would be extended to manage annotations also. So that user who doesn't have right to annotate will still be able to view document.</p> <p>This feature is of great help when hiding critical information using black marker available in annotation tool.</p> <p>Please confirm if our understanding is correct.</p>	Bidder needs to propose the solution as per Fuctional Specifications (Annexure 7.2) & Technical Specifications (Annexure 7.3) mentioned in the RFP.
62	44	4.1.5 Annotation of Documents	i. There should be a provision for users to annotate documents.	We recommend that the system should have facility to store annotation as separate layer so, it doesn't modify the original digital document.	As per RFP
63	General	General	Backlog	Please highlight if there is any requirement for backlog scanning, are archived physical files required to be digitized.	Please refer RFP section 4.4.
64	139	7.2.2 Functional Specifications, 9.12 Security	DMS platform should control and protect document even after they are retrieved from repository and shared. It should Rights Management systems to maintain complete control over access privileges.	Document right ,management outside DMS is mainly for companies exchanging lots of archived documents outside for access by their external partners. Understanding OICL nature of business, we don't think this feature would be required. Also this requires additional third arty IRM systems. Please clarify whether OICL needs this.	As per RFP

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65	157	7.4 Annexure4: Flat bed scanner	Scan Resolution 1200 dpi (with option of lower resolution scanning to be enabled through software)	<p>1200 DPI scanning is recommend for high detailed graphics or a high quality media scanning.</p> <p>This would lead to higher cost for scanners and storage, eventually it will also burden the network bandwidth.</p> <p>We recommend 200-300 dpi scanners would provide acceptable image quality for the nature of business of OICL.</p>	As per RFP
66	31	2.5.9.2	Technical Evaluation - A. Experience /Credentials SI - Implementation Partner - No. of credentials (India) is 4	Please confirm if these credentials are for any ECM implementation in any sector (BFSI or Govt etc.)	Yes
67	43	4.1	ECM should also have features like document version management, document workflow and ability to integrate with INLIAS, Portal, and any other applications that may be procured by OICL for the support or core business functions	Please suggest if the changes at core systems, such as INLIAS & Portal are in scope of proposal for the ECM integration? If so, request you to provide the integration details such as touch points etc. for effort calculations.	Please refer Point # 8 of RFP Section 4.2.5
68	43	4.1	ECM should also have features like document version management, document workflow and ability to integrate with INLIAS, Portal, and any other applications that may be procured by OICL for the support or core business functions	Integration of ECM with "Any other applications" is very open scope. Please suggest how we can consider the scope of other application integration	Please refer Point # 7 of RFP Section 4.2.5
69	45	4.1.6	ii. Workflows of the ECM solution should map to the in-scope process flows of INLIAS and Portal.	We assume INLIAS is full fledge solution and completely serving the OICL core insurance requirements. Is the core insurance business process handled in INLIAS? If so, please suggest, What & where the ECM workflows should be mapped with INLIAS processes?	Details shall be shared with selected bidder.
70	51	4.2.5	The following requirements are indicative in nature and the bidder will have to accommodate the requirements which are finalized during the requirement gathering phase:	Please suggest the integration touch points of INLIAS & Portal system to accommodate in scope.	Details shall be shared with selected bidder.

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
			1. The proposed ECM solution should be able to interface/integrate with the core insurance system INLIAS& Portal in order to fulfil the requirements of this tender.		
71	64	4.7.1.2	Support SLAs	Please suggest the application support window.	Bidder needs to maintain the SLA as defined in RFP.
72	59	4.3	Period of Engagement - Implementation period	Please suggest Onsite & Offshore model of implementation & support accepted to OICL?	Bidder needs to plan according to detailed scope defined in the RFP.
73	150	7.3.2 - 1.9	Ability to use the application through the following: Mobile devices (GPRS, SMS)	Please suggest what is the approach to use the application using SMS? Is SMS gateway already existing with OICL?	Approach is to be defined by bidder, however OICL will provide the SMS gateway while activating this feature.
74	55	4.2.13 - Point # 6	The warranty should not become void, if OICL buys, any other supplemental hardware from a third party and installs it within these machines with intimation to the Bidder. However, the warranty will not apply to such supplemental hardware items installed.	Please suggest if the proposed Application warranty & AMC should be applied to the supplemental third party software & hardware that OICL purchases. Please elaborate on the "VOID" clause here.	Clause is self explanatory.
75	86	6.2	Claim process	What is the front end for OICL users (Surveyor, Senior Management, Checker, Cashier, Dispatch department etc.) during the underwriting or claim processing? Is it INLIAS or DMS? What is the exact functional demarcation of DMS & INLIAS?	INLIAS & OICL Web-Portal.
76	86	6.2	Claim process	Where the core insurance process shall be present post ECM? in INLIAS or DMS?	in INLIAS.

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
77	130	7.2.2 - Point # 1.5	Ability to support quick scanning and indexing of bulk documents. Scanning through browser plug-in.	Please suggest the actual business requirement here. How the indexing of bulk documents happen with browser plug in?	Currently only functionality is required.
78	130	7.2.2 - Point # 1.7	It should be possible to scan and upload documents including pictures and images. Such document may be uploaded directly from third party premises over the web or from the office.	Please suggest if the scanning feature to be provided to Customers for "scan and upload of documents & images". Please elaborate on the usage point of view "from third party premises" here.	third party premises i.e. Portal Users
79	175	7.8 Annexure8:	Profiles	Is it allowed to provide indicative profiles of key resources as of now and provide actuals during the finalization of the project?	Yes
80	158	point 6 of scanner specification	Scan speed in preview mode: within 7 sec	Scan speed in preview mode is not a standard specification, request to remove the same	As per RFP
81	158	Additional recommended scanner specification		Need to mention the daily duty cycle, this is a key scanner specification Daily volume: 2,000 pages/day	As per RFP
82	158	Additional recommended scanner specification	Paper weight (thickness): 50 to 209 g/m2 (0.06 to 0.26 mm)	Need to mention the paper thickness that the scanner can handle	As per RFP
83	158	Additional recommended scanner specification		Scanner should be compliant to Energy Star &RoHS	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
84	66	4.7.1.3 Scanner SLAs	b) Any breakdown call should be resolved within 24 hours from the date and time of booking a call.	Resolution within 24 hours is very stringent and would increase support cost drastically. The response time and resolution time should be based on the location and changed accordingly.	It is clarified as: Any breakdown call should be resolved within 36 hours as applicable from the date and time of booking a call.
85	66	4.7.1.3 Scanner SLAs	d) Penalty	The penalty charges are very high compared to the scanner cost. The same need to be relaxed.	As per RFP
86	43	4.1.1	Document Capture- system generated Documents	What is the format of system generated documents? (Policy schedule, Claim settlement letter, Endorsement letter) How those are need to be captured and indexed?	Currently it is PDF format & bidder should suggest the methodology for documents to be captured and indexed.
87	44	4.1.2	Indexing - All system generated documents should be indexed automatically by the system without any user intervention.	All system generated documents should be indexed automatically by the system without any user intervention. - How it is expected?	Through Application integration.
88	45	4.1.6	Contect workflow - Workflows of the ECM solution should map to the in-scope process flows of INLIAS and Portal.	Why document flow is required when INLIAS is itself a workflow inbuilt solution. Document can be stored at the backend and the same can be retrieved from any stage of the core application.	As per RFP
89	46	4.1.9	Security Features - The ECM solution should have the capability to integrate with digital signature solutions if required.	what kind of integration with digital signature required from ECM - Complete scope of usability required?	Currently only functionality is required.
90	46	4.1.10	Language support - The ECM solution should be able to support both English and Hindi.	What kind of Hindi support? will application menus, indexing and search and storage would be in Hindi?	Solution should support Unicode.

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
91	86	6.2.2	Appendix 2B - Process diagram	Is there any provision of internet users to upload documents in ECM from portal? If so, then how the same is expected and how indexing to be captured and the same to be linked with core application.	Yes, provision of internet users to upload documents in ECM from portal. Detail will be shared with successful bidder.
92	134	7.2.2 (5.1 - 5.15)	Functional specification - Document viewing	What is the expectation for internet users to view documents from ECM? Will they view selected documents or entire set against the application?	this can be detailed during implementation
93	134	7.2.2 (5.1 - 5.15)	Functional specification - Document viewing	Is there any standard format to view documents irrespective of the document format got upload in ECM? (For internal and internet users)	this can be detailed during implementation
94	151	7.3.2 (1.90)	Technical Specification - Ability to use the application through mobile devices	What kind of application access required from mobile devices? What all features can be done from mobile?	Currently only functionality is required.
95	13	Bid Data Sheet	EMD (Earnest Money Deposit)	To reduce the Earnest Money Deposit fee from Rs. 1.55 Crore to Rs. 50 Lakhs .	As per RFP
96	48	4.2.1.1.1	Hardware for DC & DR Site	Do we need to propose High Availability at DR Location	Yes
97	48	4.2.1.1.1	Hardware for DC & DR Site	we assume all Network equipments (Lan points, Switches Routers Firewall) Racks , power KVM to be provided by Customer OR we need to propose the same	OICL will provide the all network equipment. Bidder shall provide the Rack to host the servers.

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98	48	4.2.1.1.1	Hardware for DC & DR Site	What will be the DC and DR Location	DC at Bangalore & DR at Mumbai
99	48	4.2.1.1.1	OICL shall provide the storage at the DC and DR sites along with replication and additional bandwidth if required.	Will OICL provide Storage access to all servers which requires Clustering. Also please mention the what is the current Configuration of SAN switch for compatible HBA i.e. 6GB or 8Gbps	OICL will provide the storage access to all the required servers. SAN Switch shall be 16 Gbps.
100	page 26	2.4, Sub-clause 9	The Bidder should have at least 1 implementation of an ECM Solution in BFSI or PSU in India .The implementation must be live as on the date of this RFP	We humbly request if the Government experience may also be included in the Pre-Qualification Clause. Or PSU cases under implementations should also be considered to enable the experienced system integrators to participate which will ensure wider participation from the experienced system integrators.	As per RFP
101	page 43	4	Scope of work	Services wrt scanning and indexing the documents at each locations on daily basis is out of scope of the RFP. Kindly confirm.	Manual scanning is out of bidder's scope.
102	page 45	4.1.8.iv	ECM Integrations	Since the scope of integration with other systems except INLIAS and portal is unclear, so the integration for the same should be treated as Change requests. Kindly confirm.	Understanding is correct
103	page 60	4.4	Project timelines Phase 6	Since the scope of work of integration of ECM with other applications being used by other support functions is unclear, so request to restrict the scope only to INLIAS and Portal only.	Understanding is correct

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104	page 110	Appendix 3	Business Volume	Kindly define the number of concurrent users of ECM solution.	The bidder is expected to refer to 6.3 Appendix 3: Business Volumes provided in the RFP to derive the concurrency.
105	page 110	Appendix 3	Business Volume	Kindly define the number of active user sessions in portal at a given point of time.	Expected number is around 40000.
106	page 60	4.4	Project Timelines	The project timelines suggested is too aggressive as it does not account for Requirement definition & System design phase. Hence we request for the extension in the project timelines.	As per RFP
107	page 171	Annexure 6	Table H Helpdesk & FMS (Excluding all taxes)	Can OICL bifurcate the resources in ECM helpdesk Support between L1, L2 and L3 resources? Also kindly define the service window.	Bidder has to decide & propose as per scope & SLA.
108	Page 64,	Clause 4.7.1.1	Liquidated Damages	we request to cap the Liquidated Damages at 5% of the contract value.	As per RFP
109	Page 66,	Clause 4.7.1.3	Scanner SLA	We request to cap the Scanner penalties at 10% of the proportionate cost.	As per RFP
110	Page 71.	Clause 5.6.1	Application License costs and DB License costs	We request to increase the payment from 40% to 75% as payments for licences to OEMS are given in advance and it creates anegative cash flow in the SI system.	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
111	Page 53	Clause 4.2.7	Training	Please indicate number of locations where training needs to be conducted	Training shall be conducted at OICL Delhi Office.
112	Page 53	Clause 4.2.7	Training	<p>Kindly specify training location: At selected bidder's location or at OICL premise If at OICL premise, then we assume that training venues will be equipped with the following:</p> <ul style="list-style-type: none"> • Classrooms for conducting training with seating arrangement • AC Classrooms with Equipment such as an LCD projector, projection screen, and flipchart with markers, computers, attendance sheets and feedback forms. • Man and machine ratio will be 1:1 • Internet facility will be provided to run the application on training location. Swan Connectivity will be extended for conducting training on real application. • Audio/ Video facility will be there to run the computer based audio/video training. • Memo pads and pencils are required for trainees 	Training Location & Facilities shall be provided by OICL
113	Page 53	Clause 4.2.7	Training	Please indicate whether selected bidder will be responsible for lodging /boarding of candidates. Please specify the Training Delivery Timelines to be scheduled	Training Location & Facilities shall be provided by OICL
114	Page 53	Clause 4.2.7	Training	<p>Kindly indicate whether OICL wants e-learning to be provided as Computer Based Training (CBT) / Web Based Training (WBT).</p> <p>In case WBT -please specify on whose LMS(learning management system) the WBT will run i.e. on OICL's LMS / Selected bidder's LMS</p>	No

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
115				How many pages would be scanned in go forward scenario? How many pages in a policy document would be requiring OCR, approximately how many fields would need to be OCR'ed?	Expected document volume is already provided in Appendix - 3. For OCR, currently only functionality is required.
116				<p>Since we are talking about huge number of documents, it is imperative that we should also talk about management of these storage tiers. We propose to add the following points into the Technical specifications which will help you manage the storage infrastructure better.</p> <p>Content Storage Optimization Provides a policy engine that can execute storage placement and migration policies to optimize storage, while reducing the content storage cost to the business and maintain accessibility and compliance needs as its value changes over time Provides content storage policy creation and management tools through a unified, web-based administration client Provides policy-based content placement and migration capabilities across storage devices from a wide variety of storage vendors such as EMC, IBM, Hewlett Packard, Hitachi, NetApp and others Provides content storage optimization audit trails and migration logs for detailed reporting and departmental chargeback capabilities Automates content archival according to storage policies based on business value and information Migration logs and audit trails should be provided so that content is traceable. User should be able to view retention dates to determine how long items will be kept in the system Content Storage policy should be possible to execute as a result of system events, as a part of batch processing, or on demand</p>	As per RFP

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				Administrator should be able to control storage allocation of content based in any default or custom attribute.	
117	48	4.2 Bidder Scope	All licenses provided by bidders should be perpetual and have no exclusion on working on a specific platform or hardware or operating system.”	There will be certain platforms like HPUX which will not be supported , is that a criteria in qualification based on above point.	No
118				Since we are talking about so many branches, it is imperative that we also talking about some caching mechanisms which will help the bandwidth from getting choked and thus maintain a central-repository and cache architecture. We propose to add the following points in technical specs: Must support distributed repositories or Remote Cache (architecture). Distributed architecture or Remote Cache architecture must provide the ability to support placement of content files at remote sites while metadata access is at a central location.	As per RFP
119	43	Scope of Work, Functional and Technical Scope	The ECM solution is expected to help OICL in digitizing physical documents and storing them centrally so that the digitized images of documents can be accessed / searched easily & can be used to process transactions.	We understand digitization of physical documents is not in scope of bidder. Please confirm.	Scanning of physical documents is not in scope of bidder.
120	47	4.1.12 Post Implementation Status	Once the ECM solution would be in place, underwriting and claims processes would undergo a change. In the interim period (before the entire operations stabilize), the bidder should implement a robust change management process to ensure that business doesn’t get impacted during the stabilization period. Details of	The bidder will provide the services to perform the different ECM activity during underwriting and claims process. The team owning the underwriting and claims processes will need to make the necessary changes	As per RFP

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			both the core processes post implementation (endstate scenario) are detailed in Appendix 2B - Processes Post ECM Implementation.	in the processes to integrated it with the ECM solution. Hence, implementation of change management process for this will be a joint activity of the bidder and customer's staff.	
121	49	4.2.1.1.1 Hardware for DC & DR Site	The Bidder is expected to provide various environments as per phases defined in section 4.4 project timelines: 1. Development 2. Test 3. Training 4. Production DC (Data Centre) 5. Production DR(Disaster Recovery) (DR = 100% of DC)	DR go-live timelines not clear in 4.4 Project Timelines.	DR should run parallel to DC according to phases defined in RFP section 4.4
122	50	4.2.1.2 Supply, Implementation, Customization, Installation, Commissioning and Maintenance of Software infrastructure	As such warranty period for software licenses for the production environment will start only from the „Go-live“ date of the last implementation phase (Phase 6 Go Live) of the ECM solution. During the implementation phases the bidder shall provide support for the software until all phases go Live.	Software warranty starts from delivery date or from license generation date. For this project, software will have to be delivered before phase 1 go-live. Or else how will software be installed in production and go-live happen for phases 1 to 5 ?? Hence, please explain from your RFP perspective how is it possible to start warranty period from go-live date of phase 6 ??	Please refer section 4.3
123	55	4.2.13 Warranty and Post Production Support	The warranty should not become void, if OICL buys, any other supplemental hardware from a third party and installs it within these machines with intimation to the Bidder. However, the warranty will not apply to such supplemental hardware items installed.	OEMs will not provide warranty if the hardware provided by them is modified by adding third party components. They will only provide warranty only if those components are certified by them. So, please review this clause.	As per RFP
124	110	Expected number of ECM users	Number of active user sessions in INLIAS at given point of time is approximate 4000	When document upload will happen from portal will it be initiated via INLIAS application or will their be independent document upload happening from portal ? If independent document upload will happen from portal then please provide expected ECM user	The bidder is expected to refer to 6.3 Appendix 3: Business Volumes provided in the RFP to derive the concurrency.

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				concurrency for document upload and viewing from portal end.	
125	Page 71	Payment Terms, Clause 5.5	As per milestones	Request to relook into Payment terms. Bidder will have to pay OEMs upfront but will get payment from OICL on milestone	As per RFP
126	Page 75	Liquidated Damage, Clause 5.16	If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, OICL may consider termination of the contract.	Request OICL to limit LD to 10% of the pending/ delayed services only and not on contract price	As per RFP
127	Page 72	Taxes, Clause 5.6.7	Prices payable to the successful Bidder will be as per commercial bid format. However taxes will be paid as applicable. Octroi incurred until delivery of the contracted services to OICL, if any, will be reimbursed only at actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the Bidder. The bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.	Separate column for taxes should be provided.	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
128	Page 76	Risk Purchase Clause	In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services	Request OICL to put a cap on this clause	As per RFP
129	29	2.5.9	Evaluation and Comparison of Bids	Kindly clarify what is the weightage of technical and commercial scoring?	All the qualified bidders in technical bid shall be eligible for commercial bid opening.
130	43	4.1.1	Document Capture	Please clarify is the Bidder required to scan the document and upload them or this task will be done by the OICL engineers?	scanning of physical documents is not in scope of bidder.
131	47	4.1.12	Post Implementation Status Once the ECM solution would be in place, underwriting and claims processes would undergo a change. In the interim period (before the entire operations stabilize), the bidder should implement a robust change management process to ensure that business doesn't get impacted during the stabilization period. Details of both the core processes post implementation (endstate scenario) are detailed in Appendix 2B - Processes Post ECM Implementation.	As per our understanding whenever change is required, OICL shall raise a commercial change request to bidder, OICL shall separately pay for the change request.	Understanding is correct
132	48	4.2.1.1.1.e	The bidder is expected to meet the defined SLA's of response time. If at any stage during the contract period, performance degrades due to any reason, the bidder is liable to take corrective steps with respect to hardware /software addition or upgradation, customization etc. without any additional cost to OICL.	In case there is any hardware required for the upgradation during the O&M phase, OICL shall raise a commercial change request for the same, please confirm?	The bidder is expected to size the hardware to ensure performance standards are met during the entire period of contract. No CR shall be raised in case of undersizing, the bidder will be expected to meet the SLAs. At no additional cost to OICL

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133	50	4.2.1.3	OICL may place repeat order against the original order for a quantity upto 50% of the original order quantity.	As per our understanding in case OICL increases the quantity there will be respective increase in the maintenance cost that OICL is expected to pay to the bidder, please confirm?	Yes, the OICL will pay corresponding increase in the maintenance cost as per the per unit rates quoted by the bidder in the commercial bid of this RFP response
134	55	4.2.13.1	The Bidder will be the single point of contact and responsible for AMC, ATS, guarantees & warranties for all components, hardware for build & test, software, etc.	As per our understanding Bidder will be responsible for the guarantees & warranties only for components that have been supplied by HP in the Bid, please confirm the understanding?	As per RFP
135	55	4.2.13.2.b	All software needs to be covered under a one year warranty post which the Bidders need to quote for applicable ATS.	As per our understanding only remote support shall be provided for software component, please confirm?	remote support shall be provided for software & hardware both.
136	55	4.2.13.6	The warranty should not become void, if OICL buys, any other supplemental hardware from a third party and installs it within these machines with intimation to the Bidder. However, the warranty will not apply to such supplemental hardware items installed.	If there is any downtime due to the peripheral equipment added in the system the bidder shall not be held attributable for such incidents and the downtime shall be not be calculated in the SLA and penalty calculations, please confirm?	Bidder is responsible for all downtime that are attributed to the hardware/equipment/software provided by the bidder. Any downtime attributed to reasons beyond the control of bidder shall not be considered while calculating SLA penalty.
137	55	4.2.13.7	In the event of system breakdown or failures at any stage, relevant protection available shall be specified which would include the following: b) Protection of data entered	Bidder shall work its best to prevent any data loss, but in case there is any data loss, the bidder shall not be penalized for the same, please confirm?	The bidder must meet the RTO and RPO specified in this RFP section 4.7.1.2.2 Performance measures
138	56	4.2.13.9	For implementing different versions of Application Software, if adjustments / change in the configuration are to be made in base memory the same should be carried out by the Bidder as a part of warranty.	In case, for implementing the application software any extra hardware is required, OICL shall raise a commercial change request for the same to bidder, please confirm?	the bidder is expected to include in its Bill of material all hardware that is required for implementing the proposed software. OICL shall raise no CR for it and is not liable to pay

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					any additional costs for the same
139	56	4.2.13.10	If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done at no additional cost during the period of contract. The Bidder shall provide or develop with the assistance of OICL.	Bidder shall install the additional copies provided by OICL, Bidder will not be responsible for provisioning of any additional copies, please confirm?	the bidder is expected to include in its bill of material appropriate operating systems that are required for implementing the proposed solution. OICL is not liable to pay any additional costs for the same.
140	56	4.2.13.21	The bidder has to provide onsite DC support and help desk post go-live from the date of go live of phase 1 of implementation for the remainder of the Contract period(1 year warranty + 5 Year support). The primary responsibility of the helpdesk support team will be to resolve clarification related issues, configuration related issues at their level. Issues that require code change or which cannot be resolved at their level need to be escalated to off-shore support team. The following is the indicative list of activities expected from the help desk support team.	<p>As per our understanding, OICL will provide the basic Infra, space, IT Infra, dedicated phones line, and all the other required Infra for the helpdesk professionals to work fully, please confirm?</p> <p>What shall be the qualification of the help desk resources?</p> <p>What will be the location of help desk?</p> <p>The tool for the help desk shall be provided by Bidder or OICL will provide the same, please confirm?</p>	<p>As per our understanding, OICL will provide the basic Infra, space, IT Infra, dedicated phones line, and all the other required Infra for the helpdesk professionals to work fully, please confirm - Yes</p> <p>What shall be the qualification of the help desk resources - Bidder has to decide as per scope</p> <p>What will be the location of help desk - Helpdesk shall be Delhi, however DC Onsite location is Bengaluru.</p> <p>The tool for the help desk shall be provided by Bidder or OICL will provide the same, please confirm - OICL</p>

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141	57	4.2.13.21.d	The Bidder should have a minimum of 5 full time resources for the initial period of 2 years. From year 3 onwards 3 resources will be required. OICL reserves the right to increase or decrease the number resources in onsite support depending on its requirements. The Bidder is expected to quote a per man-month rate for help desk support, which shall be used in case OICL asks for less or more number of resources for helpdesk support. OICL expects the Bidder to provide for helpdesk support for all activities and services that are part of scope. Helpdesk support will be required during business hours on all the working days on which OICL is functioning. On need basis, the Helpdesk and DC onsite team will have to extend support beyond business hours and on holidays.	<p>As per our understanding Subcontracting is allowed in this Bid, please confirm?</p> <p>As per our understanding business hours mean 8*5 support in a week, please confirm?</p> <p>As the number of resources can be increased or decreased as per OICL requirement, OICL shall pay the respective amount to the bidder according to the change, please confirm?</p> <p>It is mentioned in the clause that "On need basis, the Helpdesk and DC onsite team will have to extend support beyond business hours and on holidays", as per our understanding for any extra resources or extended support OICL will raise a commercial change request in advance and pay the bidder separately for this, please confirm?</p>	<p>Please refer clause 5.12 for subcontracting</p> <p>Business Hours = 9*5</p> <p>OICL shall pay as per the per unit rate quoted by the bidder in Response to this RFP,</p> <p>OICL shall pay no additional cost for support to be provided beyond business hours- bidder needs to factor such instances, in case of emergencies it may not be possible for OICL to communicate to the bidder in advance.</p>
142	64	4.7	Service Level Agreements	<p>What shall frequency of calculation of the SLA downtime?</p> <p>What will be the frequency for penalty calculation?</p> <p>For how many months consecutively if the SLA is not maintained to the desired level, will invoke a termination, please clarify?</p>	As per clause 4.7.1.2
143	5.15	75	Until such time till the procurement and deployment of EMS by OICL is complete. It is the responsibility of the bidder to provide for tools, reports and any other manual outputs that may be required for measuring these SLAs.	Bidder shall provide the tools to OICL as per requirement till the procurement of the EMS, OICL shall pay bidder additionally for the tools, please confirm?	Please refer RFP Section 5.15
144	5.34	80	Limitation of Liability Bidder's cumulative liability for its obligations under the contract shall not exceed the Contract value and the bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Request you to limit the liability to 5% of the annual value of the operating cost on per annum basis.	As per RFP

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145	General		Application Support	as per our understanding Bidder will only monitor the application and shall coordinate with the application vendor for any problem resolution, please confirm? Bidder will not be responsible for application maintenance and management.	Bidder is responsible for end to end application management and maintenance, the scope is further detailed in RFP
146	General		Subcontracting	As per our understanding subcontracting is allowed in this Bid, please confirm?	Please refer clause 5.12
147	7.6.d	167	DC-DR Hardware & Support	As per the pricing format the support for hardware and software shall be provided for 8 years, please confirm? For the evaluation purpose the cost for 6 years will be considered or cost of 8 years??	For Hardware: 8 Years For Software: 17 Month + 6 Years
148	General		DC Onsite Support	As per the RFP there are two resources required for onsite support, so kindly respond to the following requirements - What shall be the qualification of these resources? - What shall be the location where these resources shall be positioned? - As per our understanding the resources shall be present for 8*5 support, please confirm? -The onsite resources shall be responsible for what all activities, please elaborate?	- What shall be the qualification of these resources? - Bidder has to decide to meet the scope. - What shall be the location where these resources shall be positioned? - Bengaluru - As per our understanding the resources shall be present for 8*5 support, please confirm? - 9*5 -The onsite resources shall be responsible for what all activities, please elaborate? - For maintaining the proposed ECM Solution.

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149	14 18 21 22 160 164 179 182	1.5(ix) 2.2.1 2.3.2(B)(4) 2.3.2(C)(3) & (5)	Deviations Any request for the change in the terms and conditions of the RFP document, will not be accepted	Bidder clarifies that it will be allowed to submit deviations to tender T&Cs in the format provided under Cl. 7.9.2 and these deviations will be discussed and mutually agreed upon during the contracting stage.	Deviations are not allowed, please refer Annexure 7.5.5, 7.9.3 & 7.9.4
150	20	2.3.2(A)	NDA Template for Non-Disclosure Agreement will be provided at the time of Signing of the contract to the selected bidder.	Bidder requests OICL to share a copy of the NDA format in advance for its review.	As per RFP
151	23 69-70	2.3.5 5.3	IP Indemnity The prices quoted should also include all rights (if any) of patent, registered design or trademark and the bidder shall indemnify OICL against all claims in respect of the same.	Bidder proposes following alternate language: "The Bidder shall defend and/or settle any third-party claims against OICL alleging that the products manufactured and supplied by the Bidder to OICL under this contract infringe the intellectual property of such third-party in India, provided RBL: (i) promptly notifies the Bidder of the claim in writing; (ii) cooperates with the Bidder in the defense/ settlement of the claim; and (iii) grants sole control of the defense/ settlement of the claim to the Bidder. The Bidder shall pay the costs for defending the claim, settlement amounts and/or court-awarded damages. If such a claim appears likely, the Bidder may modify the product, procure any necessary license or replace it with a product of equivalent specifications. If the Bidder determines that none of these alternatives is reasonably available, the Bidder shall refund the price paid by OICL's to the Bidder for the product upon return of such product if within one year of delivery, or if later than one year, pay OICL its net book value for that product. However, the Bidder shall have no obligation for any claim of infringement arising from: (a) Bidder's compliance with OICL's designs,	As per RFP

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				specifications or instructions; (b) the Bidder's use of technical information or technology provided by OICL; (c) modification of the product by OICL, or a third party not authorized by Bidder; (d) use of the product in a way not indicated in a statement of work, in specifications or related application notes; (e) use of the product with products not supplied by the Bidder. This provision states the Bidder's entire liability for claims of intellectual property infringement."	
152	23 113	2.3.7 6.5(Appendix 5)	<p>Bid Security/EMD</p> <p>The bid security is required to protect OICL against the risk of bidder's conduct, which would warrant the security forfeiture in the following scenario:</p> <p>a) If a bidder withdraws his bid during the period of bid validity specified by the bidder in the bid; or</p> <p>b) In the case of a successful bidder, if the bidder fails to:</p> <p>i. Sign the contract in accordance with section 2.6.4; or</p> <p>ii. Furnish performance security in accordance with section 2.6.5.</p>	Bidder submits that the bid security should not be forfeited if the parties fail to reach an agreement on the terms and conditions of the contract.	As per RFP
153	38 111	2.6.5 6.4(Appendix 4)	Performance Security/PBG	<p>Bidder submits as follows:</p> <ol style="list-style-type: none"> 1. the timeline for PBG submission should start from the date of contract signature by Bidder; 2. the PBG should be valid till the date of contract expiry; 3. OICL should only forfeit PBG in case of material breach of by bidder which the bidder fails to rectify within a reasonable time after being notified of the breach in writing by OICL. 	As per RFP
154	50 50 55 59	4.2.1.2(c) 4.2.1.2(e) 4.2.13 4.3	<p>Warranty</p> <p>4.2.1.2(c): The bidder should ensure minimum 6 years of OEM support on the ECM solution. This period of 6 years includes one year warranty which will start after successful Go-Live of the last phase and five years maintenance support thereafter.</p> <p>4.2.1.2(e): As such warranty period for software</p>	<p>1. Bidder submits as follows:</p> <ol style="list-style-type: none"> (i) Warranty for hardware and software should commence from the date of delivery; (ii) Acceptance of Hardware and Software should take place on delivery; (iii) Bidder will warrant that software manufactured 	As per RFP

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			licenses for the production environment will start only from the "Go-live" date of the last implementation phase (Phase 6 Go Live) of the ECM solution. During the implementation phases the bidder shall provide support for the software until all phases go Live.	by it will materially conform to its specifications. The software warranty period HP-branded software will be ninety (90) days from the delivery date. Bidder will not warrant that the operation of software will be uninterrupted or error free, or that Software will operate in hardware and software combinations other than as expressly agreed by the parties or that the software will meet requirements specified by Customer; (iv) Bidder cannot warranty the whole solution but will provide product specific warranty and support. 2. Bidder clarifies that it will not warrant any third-party hardware and software, but will pass-on the OEM warranty to OICL on "AS IS" basis. 3. Bidder requests deletion of the following sentence under Cl. 4.2.13(8) as preventive maintenance is not covered by warranty: "Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM."	
155	50	4.2.1.3	Repeat Orders OICL may place Repeat Order against the original order for a quantity upto 50% of the original order quantity.	Bidder submits that the repeat orders for the products proposed shall be at the prices to be mutually agreed at the time of placing the repeat orders	As per RFP
156	52 63	4.2.6 4.5	UAT	1. Bidder clarifies that the parties shall develop and mutually agree upon an Acceptance Test Plan ("ATP"); 2. Bidder will notify OICL when a Deliverable is ready for acceptance testing and such testing will commence within five (5) business days of such notice. Within five (5) business days after completion of testing, OICL will either sign the acceptance report provided by Bidder or, if Bidder is unable to complete the ATP, notify Bidder in writing detailing any failure of the Deliverable to	As per RFP

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				<p>conform to the acceptance criteria in the ATP. Within a reasonable time, Bidder will correct any such non-conformance and redeliver the Deliverable for a repeat of the steps in the ATP process necessary to verify conformance with the ATP;</p> <p>3. Deliverables will be accepted when OICL so advises Bidder or at the end of five (5) business days if OICL fails to give Bidder written notice of non-conformance within that time period. However, if OICL, prior to either event, uses the Deliverable for productive use, it will be deemed accepted upon such use. If acceptance testing is delayed for reasons attributable to OICL, acceptance will be deemed to occur on the 10th day after notice by Bidder that a deliverable is ready for acceptance testing.</p> <p>4. Bidder requests inclusion of the following clause: "To the extent an Acceptance procedure is set forth in the Tender or the relevant SOW, such procedure and associated remedies apply to the Deliverables resulting from the Services and not to hardware or software, even if they can be used in connection with the Services or Deliverables. The hardware or software shall be accepted on delivery. It is clarified that refund or penalty, if any, set forth in this Agreement shall apply only to the fees for the Services."</p>	
157	59 69 69	4.2.14(16) 5.3.2 5.3.3	<p>Source Code and IP Ownership</p> <p>SI should provide along with the customized source code, object code and systems specifications, the other library files used and third party propriety files used if any in running the software to OICL without any cost and the SI shall provide the same along with other deliverables. If, SI updates / amends the codes, to complete the assigned contract in full, covered by the SRS pertaining to this Agreement or amended SRS to</p>	<p>Bidder submits that ownership of any and all intellectual property developed or created under this contract should vest with the Service Provider. The Service Provider will grant OICL a perpetual, fully-paid, non-exclusive, worldwide, non-transferable, right and license to use such intellectual property for its internal purposes.</p>	As per RFP

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			complete the assigned contract covered by this Agreement, and in doing so, if any third party propriety files, other library files are used, such files shall also be provided to OICL on completion of the work, without any additional cost. The source codes & intellectual property rights of all the software/ deliverable developed under this project shall be the exclusive property of OICL.		
158	64 - 68 74 75	4.7.1.1 4.7.2 4.7.2.1 5.14 5.16 4.7.1.2 4.7.1.3 4.7.2.2	Liquidated Damages The maximum amount that can be levied by way of Liquidated Damages shall not exceed 10% of total contract value.	Bidder submits that LD being a mutually agreed estimate of the damages should be the sole and exclusive remedy for delay in implementation. Bidder clarifies as follows: (i) forfeiture of PBG will be limited to the amount of LD imposable under te contract; (ii) as stated under Cl. 5.16, OICL will only terminate the contract after exhausting the maximum amount of LD imposable; and (iii) Bidder should not be liable for any delay not attributable to the bidder. (iv) Bidder further submits that the Liquidated Damges shall not exceed 10% of delayed deliverables for all the SLAs including Implementation SLAs, Support SLAs and Scanner SLAs	As per RFP
159	64-66	4.7.1.2	Performance Audit	Bidder submits as follows: (i) Prior to review by Auditor, OICL/its auditors should: (a) provide service provider ("SP") with at least thirty (30) days' notice for conducting the audit, such notice describing the issue(s) that will be the subject of the audit; and (b) be subject to SP's site/premises security obligations and have their access controlled/monitored by SP. (ii) Auditor shall NOT be given access to SP/ sub-contractor locations/ premises (or portions thereof) that are not related the Services;	As per RFP

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				(iii) Auditor shall not have access to records or documents relating to make-up of Bidder's direct costs, their relationship to the service charges, any financial cost models, calculation of services charges, internal audit reports, or any other information not relating to the services; (iv) The Auditor should: (a) not be a third party in dispute/conflict with the SP; (b) not have any other business relationship with OICL; and (c) should sign a confidentiality agreement acceptable to SP.	
160	70	5.4	Commencement of Timelines The Bidder will be expected to begin the project immediately upon receiving notification of award.....	Bidder submits that the date for commencement of services should be the date on which the contract is signed by both parties.	As per RFP
161	71	5.5	Payment Terms & Schedule	Bidder requests for modification of the Milestone for "5.6.1. Application License costs and DB License costs" to be paid on delivery of the licenses	As per RFP
162	72	5.6.7(IV) 5.6.7(V)	(IV) Octroi incurred until delivery of the contracted services to OICL, if any, will be reimbursed only at actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the Bidder. General Indemnity (V)Bidder agrees to reimburse and hold OICL harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause.....	GP to confirm flow-down to 3P OEMs and service providers. 1. Bidder submits that the Octroi will be billed and the appropriate receipts will be submitted along with the invoices including the Octroi incurred along with the Milestone billings agreed. 2. Bidder requests for deletion of this clause as accuracy of tax deductions on the payments is the responsibility of OICL and the Bidder shall not be held responsible for wrong deductions, further OICL shall provide the tax paid certificate from the	As per RFP

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				appropriate authority for the amount of taxes deducted from the payments under the contract	
163	73	5.6	Mode of Payment OICL shall make payments on all undisputed acknowledged invoices submitted in triplicate only through Electronic Payment mechanism	Bidder submits that any disputes regarding the invoiced amount should be notified by OICL to bidder within seven (7) days from the date of invoice, failing which the invoiced amount shall be deemed to be undisputed.	As per RFP
164	73	5.8	Insurance The insurance shall be for an amount equal to 100 percent of the value of the Products from Warehouse to final destination on "All Risks" basis including War Risks and Strikes, valid for a period not less than one month after installation and commissioning and issue of acceptance certificate by OICL. Should any loss or damage occur, the Supplier shall initiate and pursue claim till settlement and promptly make arrangements for repair and/or replacement of any damaged item irrespective of settlement of claim by the underwriters.	Bidder submits that the insurance for the products shall be valid till the products are delivered to the OICL premises. Any loss or damage to the products after the products are delivered to OICL premises shall be at the risk of OICL	As per RFP
165	73	5.9	Change Order OICL may at any time, by a written order given to the bidder pursuant to section 5.24 make changes within the general scope of the contract in the service to be provided by the bidder. If any such change causes an increase or decrease in the cost of, or the time required for the bidders performance of any part of the work under the contract, whether changed or not changed by the order, an equitable adjustment shall be made in the contract price or events schedule, or both and the contract shall accordingly be amended. Any claims by the bidder for adjustment under this clause must be asserted within thirty days from the date of the bidder's receipt of OICL's change order.	Bidder clarifies that the increase or decrease in price and delivery timeline required as a result of a Change Order shall be mutually agreed upon by the Parties.	As per RFP

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166	74	5.11	<p>Assignment</p> <p>The bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with OICL's prior written consent. The permission, if any, of OICL has to be taken before award of the contract.</p>	<p>Bidder propose the following modified language: "Both Parties shall not assign, in whole or in part, thier obligations under the contract, to any other party or persons, except with the other Party's prior written consent, which shall not be unreasonably withheld. Provided however that, the OICL shall not withhold its consent to any assignment or novation by bidder in connection with any corporate restricting or demerger undertaken by the bidder."</p>	As per RFP
167	74	5.12	<p>Subcontract</p> <p>The bidder shall notify OICL in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. OICL reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to OICL.</p>	<p>Bidder submits that since it is solely responsible for the performance of all obligations under the RFP, it should be free to sub-contract without seeking OICL's consent.</p>	As per RFP
168	75	5.17	<p>Termination</p>	<ol style="list-style-type: none"> 1. Bidder submits that the right of termination should be mutual; 2. Bidder clarifies that OICL should terminate the contract for delay only if the delay continues even after OICL has exhausted the maximum amount of LD imposable; 3. Bidder submits that a party should only be entitled to terminate the contract is case of "material breach"; 4. Bidder clarifies that before invoking the right of termination, OICL will notify Bidder of the breach in writing and grant a reasonable time to cure the breach; 5. In case of termination, Bidder shall be entitled to payment for all products supplied and services rendered till the effective date of termination. 	As per RFP

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169	76	5.17	<p>Risk Purchase</p> <p>In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services. However, the bidder shall continue performance of the contract to the extent not terminated.</p>	Bidder requests for deletion of this clause	As per RFP
170	76	5.20.	<p>Termination for Convenience</p> <p>OICL may by written notice sent to the bidder, terminate the contract, in whole or in part at any time of his convenience. The notice of termination shall specify that termination is for OICL's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.</p> <p>In such termination OICL shall pay to the bidder a mutually agreed amount for partially completed services by the bidder.</p>	Bidder requests for a 90 day notice for termination for convenience	As per RFP
171	78	5.26	<p>Deductions</p> <p>All payments shall be subject to deductions (such as TDS) of any amount, for which the bidder is liable under the agreement against this tender.</p>	Bidder submits that OICL shall provide with the tax paid receipts from the appropriate authorities for the TDS amounts	As per RFP
172	78	5.29	<p>Confidentiality</p> <p>Bidder understands and agrees that all materials and information marked and identified by OICL as "Confidential" are valuable assets of OICL and are to be considered OICL's proprietary information and property. Bidder will treat all confidential materials and information provided by OICL with the highest degree of care necessary to insure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by OICL without OICL's prior written approval.</p>	Bidder submits that it will use reasonable degree of care to insure that unauthorized disclosure does not occur.	As per RFP

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173	80	5.34	Limitation of Liability Bidder's cumulative liability for its obligations under the contract shall not exceed the Contract value and the bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Bidder propose the following modified language: "Bidder's cumulative liability for its obligations under the contract shall not exceed the Contract value and in no event shall the bidder be liable for incidental / consequential or indirect damages including loss of profit or saving or revenue; downtime costs; loss or unavailability of or damages to data; or software restoration."	As per RFP
174	44	4.1.5 Annotation of Documents	There should be a provision for users to annotate documents.	Please clarify the annotations are required to be done on the original document or seperate layer on the top of the documents.	to be detailed during implementation
175	46	4.1.9 Security Features	ECM solution should have ability to provide authorization for role based user access to folders/ documents and ECM solution should have the ability to provide activity based access rights.	We understand that these rights would be extended to manage annotations/Print/viewing a part of document file, So that user who does not have right to annotate/print will still be able to do specific operations as per the authorisation. Please confirm if our understanding is correct.	to be detailed during implementation
176	139	7.2.2 Functional Specifications, 9.12 Security	DMS platform should control and protect document even after they are retrieved from repository and shared. It should Rights Management systems to maintain complete control over access privileges.	We are proposing a web based Enterprise Content management solution wherein the documents can be accessed remote system/mobile device through a URL so we believe this feature is not required so kindly remove the clause.	As per RFP
177	53	4.2.7	Training	Pls provide the detail on the Number of users and the location for training that needs to be provided under the scope. We also understand that the training is logistics and venue and audience will be the onus of the client, pls confirm the understanding	Please refer table G on page170 of RFP, Bidder is expected to quote as per volumes provided. Your understanding is correct that OICL will assist in logistics for training

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178			SLA's of response time and resolution time for hardware & software	SLA needs to be factored for hardware and software. Also response time and resolution time for both hardware and software needs to be defined	The bidder must meet the RTO and RPO specified in this RFP section 4.7.1.2.2 Performance measures
179	62	4.4	Physical Locations for scanner supply	Number of offices and type of offices given but the actual location of offices are missing	Please refer Annexure 11
180	50	4.2.1.2	minimum 6 years of OEM support on the ECM solution. years includes one year warranty which will start after successful Go-Live of the last phase and five years maintenance support thereafter	If the warranty starts after go-live of last phase then what will happen in mid period. For example if 1st phase go live happen in Jan and last phase go live happen in Mar then what will happen in Jan and Feb	The bidder is expected to provide all necessary support until successful Go live of all implementation phases
181	49	4.2.1.1.1	provide on call / onsite OS support on a need basis	Request to pls detail the expectation for the on-site OS support and how shall it be delivered?	the same shall be delivered along with hardware.
182	52	4.2.5	The ECM solution must have the capability to integrate with other non- core systems/ business support systems at OICL as and when required (for example CRM system, HRMS).	Request to please provide the exact number of systems with which ECM needs to be integrated in the RFP requirements.	Currently only INLIAS & OICL Web-Portal
183	47	4.1.12	Change management process	Request to please clarify if this shall be a manual process.	Clause is self explanatory.
184	46	4.1.9	Digital Signatures	Pls clarify on the number of digital signatures required.	Currently only functionality is required.

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185	56	4.4	The bidder shall roll out the ECM solution to each office including SVCs.	Is the solution going to be thin client or thick client? Pls clarify on the Rollout location for the same.	Query is not clear. However OICL is not using any thin client.
186	60	7.2.2	Ability to Manual/Automatic Indexing using Barcode, MICR, CSV data from other applications	Please clarify that who will provide barcode machines.	Currently only functionality is required.
187	31		SI – Implementation partner	Please detail the experience in which SI is to share the credentials . We understand these can be in private and Public / PSU sector. Pls confirm.	Yes
188	53	4.2.7 Training	The bidder shall arrange required training tools for providing various essential trainings. Adequate training material which includes training manuals, quick reference cards etc. should be provided during the training sessions. The recommended aining material can be in paper / electronic media, business process overview, job activity training, and delivery options being online, instructor led class rooms, etc.	What language(s) do we need to prepare the training curriculum in?	English
189	53	4.2.7 Training	The bidder will be responsible for providing the users with the requisite training material in both hard, soft copies, e-learning courseware at least for the core team training, technical training, end user training and train the trainers. The onus of preparing the training material will be on the Bidder.	Would necessary training infrastructure - physical classrooms, furniture, PCs, projector, internet and power connectivity - etc., need to be provided by bidder or would be provided by Purchaser/other stakeholders	OICL will provide the same.
190		4.4 Project Timelines	All branch and divisional offices will be covered first as this is a new process that will get ECM enabled and will require training and handholding support.	Please share if training to be delivered at a centralized location or distributed location. If distributed, please share no of location, city and no of participants at each location	central location, Delhi

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191	158	High Speed Scanner with Automatic Document Feeder	Scan file format : Windows: BMP, JPEG, TIFF, TIFF compressed, PDF, PDF searchable, RTF, HTM, TXT	We request OIC to mention Standard file formats I,e,BMP, TIFF, JPEG, PDF, PDF Searchable	It is clarified as: Standard file formats: BMP, TIFF, JPEG, PDF, PDF Searchable
192	157	Flat bed colour scanner	File Format supported : BMP, TIFF, GIF,JPEG,TXT,PDF,HTML	We request OIC to mention standrd file formats I,e, BMP, TIFF, PEG,PDF	It is clarified as: File Format supported : BMP, TIFF, JPEG,PDF, PDF Searchable
193	130	7.2.2, 1.1.3	System Should be able to capture content from Email	Which Email Server does OICL use, do we need to capture Email from Server or local user mailbox too	Currently Sun-ONE mail messaging system is being used, however OICL in process of changing the mail messaging solution. Details shall be provided to successful bidder.
194	130	7.2.2, 1.4	The DMS shall support temporarily storing the scanned images locally before uploading to the central server.	Do we need propose and configure local remote content caches	Currently only functionality is required.
195	134	7.2.2, 5.4	Ability to support Applet free for viewing Image documents	Are you referring to HTML5 zero footprint viewer, Do we need to also propose Java applet based viewer	No run time environments should be installed at client machines for viewing image documents.
196	130	7.2.2, 1	Document Capture	Are you looking at CMIS support for the Document Capture as well	Solution should be CMIS compliant

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197	136	7.1.15	Record retention rules	How many record manager user and admin licenses we need to propose	Kindly refer RFP for number of branches.
198	137	7.1.23	Pre-defined workflow processes and ad-hoc routing	Do we need to propose workflow which will also do parallel routing of documents to users	System should support parallel, sequential, rule based and ad-hoc routing
199	137	8.1	Version control for tracking document revisions	Do you need major and minor level versioning of the documents	Yes
200	152	1.21	CMIS (Content Management Interoperability services)	Do we need to propose CMIS at all modules - document capture, DMS and workflow user interface and Server side	Solution should be CMIS compliant
201	166	TableA	ECM Application (enterprise wide)	How many users do we need to propose for DMS	details have been provided in RFP Appendix 3: Business Volumes
202	166	TableA	ECM Application (enterprise wide)	How many users do we need to propose for Scan and Capture and Indexing and verification	details have been provided in RFP Appendix 3: Business Volumes
203	166	TableA	ECM Application (enterprise wide)	How many users do we need to propose for document / content workflow	details have been provided in RFP Appendix 3: Business Volumes

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204	166	TableA	ECM Application (enterprise wide)	How many users do we need to propose for Record Manager	details have been provided in RFP Appendix 3: Business Volumes
205	166	TableA	ECM Application (enterprise wide)	How many mail boxes email do we need to interface with ECM Application	to be detailed during implementation
206	173	7.1 Bandwidth details	7.1 Bandwidth details	Can we take assumptions of doc size and calculate the bandwidth required , can you provide the details of existing bandwidth utilization of OICL and which all applications use the bandwidth and over all utilization with peak and non peak hours	details have been provided in RFP Appendix 3: Business Volumes, the bidder is expected to estimate sizing based on the volumes provided
207	45	4.1.6 - Content Workflow	Workflows of the ECM solution should map to the in-scope process flows of INLIAS and Portal.	It is assumed that workflows related to the processing of Underwriting, Endorsement, claims etc will be handled in INLIAS. However only the workflows which require document handling or document movement will be configured in ECM. Kindly confirm the understanding	Understanding is correct
208	48	4.2.1.1.1	Hardware for DC & DR Site	Do you have any preferred HW vendor for which such cost is to be provided or do you want vendor to exercise judgement to optimise price vs performance ?	Bidder has to size& propose the hardware as per solution requirement
209	48	4.2.1.1.1	Hardware for DC & DR Site	It is assumed that the solution will be deployed in existing DC and DR. Kindly confirm	Yes

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210	48	4.2.1.1.1 (b)	The Bidder should recommend and provide required compute (server) infrastructure along with necessary software licenses capable of handling business volumes as detailed in Appendix 3 of this RFP. Servers should be scalable horizontally and vertically for further upgradation.	Request to define the vertical scalability in term of % or in term of no of core and amount of memory.	100%
211	48	4.2.1.1.1 (d)	The bidder is required to provide the sizing for the required storage as per format mentioned in Annexure 7. OICL shall provide the storage at the DC and DR sites along with replication and additional bandwidth if required.	Bidders scope is limited to providing the requirement of storage only. Any backup would also be responsibility of OICL. Please confirm.	Yes
212	49	4.2.1.1.1 (h)	The Bidder is expected to provide various environments as per phases defined in section 4.4 project timelines: 1. Development 2. Test 3. Training 4. Production DC (Data Centre) 5. Production DR(Disaster Recovery) (DR = 100% of DC)	In point 5 it is mentioned that DR would be 100% of DC. Does the DR will have same level of availability (High Availability). Please confirm.	Yes
213	49	4.2.1.1.1 (l)	The Bidder is also expected to provide on call / onsite OS support on a need basis throughout the contract period starting from the date of installation and configuration at DC and DRS.	The bidder is expected to provide on call / Onsite support on need basis, it indicates that there is an operational support team to provide support on operational support. Please confirm.	Understanding is correct
214	50	4.2.1.2	The required software licenses with database licenses which need to be proposed as part of the new enterprise content management solution would need to be supplied and maintained by the bidder.	Is there any preference on the Database from OICL	As per Solution Requirement.
215	52	4.2.5	Solution should provide the ability to integrate email, SMS and audit trail activity in the related transaction wherever applicable.	It is assumed that email and sms gateway will be provided by OICL. Kindly confirm	Yes

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216	56	21	The bidder has to provide onsite DC support and help desk post go-live from the date of go live of phase 1 of implementation for the remainder of the Contract period(1 year warranty + 5 Year support).	Is there a helpdesk tool available with OICL which can be leveraged for this engagement or should the bidder provide it	OICL will provide the same.
217	57	4.2.13. - 21.d	The Bidder should have a minimum of 5 full time resources for the initial period of 2 years. From year 3 onwards 3 resources will be required. Whereas in Table H of commercial format , the count of Helpdesk support resources from Year 2 onwards is given as 2 (instead of 3 in the above clause)	Please clarify on the count needed	Please refer Table H of commercial format
218				Can the bidder propose the number of resources based on its implementation and support experience	As per RFP
219	59	4.3	Period of engagement - Support (Helpdesk) - Entire duration of contract	Does this mean that Support Helpdesk to be provided during 17 months implementation+1 yr warranty + 5 yrs support. We assume that Helpdesk support to be provided post Go-Live of Phase 1 i.e. Motor Claims - SVC till the end of contract period. Kindly clarify	Understanding is correct
220	64	4.7.1.2	Support SLAs	Please provide the system availability requirements	please refer section 4.2.9 System availability
221	64	4.7.1.2	The Bidder shall provide Availability Report on a daily, weekly, fortnightly, monthly basis as applicable and a review shall be conducted based on this report. The SLA report shall be provided to OICL as required periodically containing the summary of all incidents reported and associated Bidder performance measurement for that period. Bidder shall use an appropriate tool for the purpose of such reporting.	1.Does OICL has existing tools to measure the availability and Bidder need to integrates the same with ECM systems. Please confirm. 2. Does OICL suggest Bidder to proposed the measurement tools as well. Please confirm.	Please refer RFP Section 5.15

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222	64	4.7.1.2	Performance measurements would be assessed through audits or reports, as appropriate to be provided by the Bidder e.g. utilization reports, response time measurements reports, etc. The tools to perform the audit will need to be provided by the Bidder. Audits will normally be done on regular basis or as required by Company and will be performed by Company or Company appointed third party agencies.	Does OICL has deployed tools to measure different SLA metric like availability , performance , response time etc. Kindly share the details of the EMS tool deployed. Also please confirm any additional license for the EMS tool to include the proposed application and associated infrastructure would be provided by OICL.	Please refer RFP Section 5.15
223	65	4.7.1.2.1	I. Critical - a. Any problem due to which Operating offices, HO, RO, Call Centre, Portal cannot access the ECM solution II. Key -a. Any problem due to which ECM solution is partially unavailable to users at Operating offices, HO, RO, Call Centre, Portal.	We understand that the any problem / access issues due to network is excluded. Please confirm.	Understanding is correct
224	88	4.7.1.2.2	Peak time daily utilization levels should be less than 70% at all times during working hours. (CPU, Memory)	1. It is evident that spikes can be there, suggest to include clause of sustained period of "xx Minutes". 2. We understand OICL has its monitoring tool in place and will provides desired no of licenses. Please confirm.	Please refer RFP section 5.15
225	107	Appendix 3 - G	The document list provided above is indicative of the kind of documents which will be considered for integration of ECM with HRMS.	Is HRMS integration in scope of this RFP. It is mentioned on Page 46 that - "These support business functions will mainly use ECM as a centralized document repository i.e. these documents will not get tagged to any transaction in any system the way a claim file gets tagged to a claim transaction in INILIAS. All the related documents would be scanned and stored in a central location. It would facilitate the retrieval and search of a document as and when necessary". Kindly confirm.	Currently only INLIAS & OICL Web-Portal
226	110	Appendix 3 - Expected number of users - I	Users/Transactions from Portal:	Does the total number given under Total number of registered users includes Customers, Agents, Surveyors etc. Kindly confirm	Yes

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227	110	Appendix 3 - Expected number of users - I	Users/Transactions from Portal:	What would be the concurrent number of users accessing ECM through portal	The bidder is expected to refer to 6.3 Appendix 3: Business Volumes provided in the RFP to derive the concurrency.
228	110	Appendix 3 - Expected number of users - II	Office Users	What would be the concurrent number of Office users accessing ECM	The bidder is expected to refer to 6.3 Appendix 3: Business Volumes provided in the RFP to derive the concurrency.
229	132	1.22	Intelligent Document Classification - The system should support classification of documents not only on basis of barcode, or anchors but also pattern recognition and Intelligent Document Recognition	Kindly explain the requirement of Intelligent Document recognition in detail	Currently only functionality is required.
230			Others	We assume that migration of historical documents is not in scope of this RFP	Understanding is correct
231			Others	What is the current way of integration with INLIAS and Portal?	SOA based Architecture.
232			Others	Does OICL currently have any middleware that can be leveraged?	No
233			Others	Our assumption is that there is no requirement for digitization of existing documents and related services at OICL	Understanding is correct

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234			Others	While the bidders have to provide scanners at various locations, scanning functions will be carried out by OICL staff. Please confirm	Understanding is correct
235	57	4.2.13 Warranty and Post Production Support- Point 21-d	Helpdesk support will be required during business hours on all the working days on which OICL is functioning	Please specify business hours of OICL	Please refer clause 4.7.1.3
236		5.32 Supervision	The bidder shall ensure that all activities are carried out under the direct supervision of qualified / certified personnel.	Please clarify what do you mean by this clause?	Clause is self explanatory.
237	130	7.2.2 Functional Specification - 1.7	It should be possible to scan and upload documents including pictures and images. Such document may be uploaded directly from third party premises over the web or from the office.	Do you mean access by OICL Staff from third party premise? Agents/ Customers/ 3rd party will have access to only Portal as per our understanding	in case OICL chooses to engage with a third party for its scanning/ uploading functions, it must be possible to provide access to this system to such third party
238		7.2.2 Functional Specification - 1.9.1	It should be possible to set up and track both mandatory and non-mandatory documents	Please clarify what you mean by tracking of documents. Do you mean tracking and checking availability in DMS?	the documents once uploaded must be easily retrievable
239	135	7.2.2 Functional Specification - 6.11	Federated search into other sources of information such as static and dynamic web sites,RDBMSs, email repositories and content repositories, including the proposed content management system, from a single search blank	What is your functional use case for enterprise or federated search? Pls. clarify	Clause is self explanatory.
240	136	7.2.2 Functional Specification - 6.11	System must provide the ability to search bi-lingual content sources	Which bi-lingual content sources are you talking about?	English and Hindi

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241	138	7.2.2 Functional Specification - 9.8	The system shall support extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.	Typical best practice of ECM implementations is to integrate with LDAP/ Active Directory for user authentication. All these password policies and rules apply on the LDAP /Active Directory /SSO tools	the native ECM must have security features as those described in 7.2.2 functional specification
242	138	7.2.2 Functional Specification - 9.9	Ability of the system to allow the user (OICL) to define password policies for accessing the system.	See query related to 9.8. This criteria is a repetition of the previous one	the native ECM must have security features as those described in 7.2.2 functional specification
243	139	7.2.2 Functional Specification - 9.12	Encryption-• DMS platform should control and protect document even after they are retrieved from repository and shared. It should Rights Management systems to maintain complete control over access privileges.	Please share some details about the Rights Management requirement. Which departments or document categories have this requirement?	this can be detailed during implementation
244	141	7.2.2 Functional Specification - 11.2	An imaging system "s security should control who can view	Please explain this requirement	System must support Role based access control
245	143	7.2.2 Functional Specification - 17.4	The system shall support separate Document server for better management of documents	What do you mean by this requirement? Pls .clarify	Self explanatory
246	144	7.2.2 Functional Specification - 17.5	The application should be able to support online processing of documents	Please explain this requirement	the System must integrate with Portal so that the portal users can upload documents, the application must be multi tier, so that it can ope in a browser

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247	145	7.2.2 Functional Specification - 17.9	The system shall support unlimited storage capacity by automatic / manual creation of Volume disks of predefined sizes and disk labelling.	Different ECM products have various methods of handling storage and providing unlimited capacity. The need for a specific way of supporting by creation of Volume disks is not clear	Clause is self explanatory.
248	146	7.3.2 Technical Specification - 1.90	Ability to use the application through the following: Internet Intranet Direct access Mobile devices (GPRS, SMS) Thick/ thin client Application should be built on SOA based architecture. Below mentioned points are SOA related points and the vendor has to comply to the same.	Please clarify: What is the different between Internet / Intranet /Direct access. Do you mean through Portal/ Intranet / DMS Client? What is the use case for Mobile devices? Our assumption is browser based clients should render on the major devices	Clause is self explanatory. Used cases can be discussed during requirement gathering/implementation
249	151	7.3.2 Technical Specification - 1.12	Application should support integration of new services seamlessly into existing structure without significant changes or effort.	Please explain. While DMS tools provide API / WebServices for integration, there may be some effort involved in integrating the DMS platform with every new application depending on the requirement	The bidder needs to quote man day rate in the bid response (Year wise rate for next 6 years including 1 year warranty). These rates will be used to arrive at the cost of the implementation when the exact scope of integration is agreed with the bidder as part of the project.
250	151	7.3.2 Technical Specification - 1.14	Ability of the system to maintain activity relationships and segregate them in the following buckets Manual process Interface Upload	Not clear what activity relationships we are talking about	This referred to process acitivity type segregation. Whether the activities in the process are manual, just for view purpose or for bulk upload od documents.
251	152	7.3.2 Technical Specification - 1.24	Data Archival related requirements -software supports management of compatibility of archived data for any table alterations as part of new releases	Not clear what table alterations is spoken about here. In case of DMS solutions, archival typically deals with content as well as associated metadata and not just the database fields	That is correct

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252	154	7.3.2 Technical Specification - 4.8	Test data should be carefully selected from the existing live data and protected. The live data should be masked before porting to test bed.	Relevance of this requirement with DMS system is not clear.	prior to go live bidder must test the system using existing samples from OICL, bidder must ensure that sensitive customer information is masked
253	155	7.3.2 Technical Specification - 4.11-4.15	User Creation and Administration	All the requirements related to user passwords,policies are typically mapped with LDAP / Active Directory and should not be redefined again for DMS system. Please confirm	ECM must have the ability to ensure a secure log in of a user. Role based access to functionalities must be provided
254	156	7.3.2 Technical Specification - 5.3	Application should perform a virus check on all the uploaded files before uploading the files onto the server	Not a typical DMS feature and applicable for external content. Typically this can be handled by the portal / website /external interface or by a service prior to upload in DMS platform	Anti-virus shall be provided by OICL.
255	156	7.3.2 Technical Specification - 5.4	Integrate with image storage software & document management	Requirement is not clear. DMS platform provides document management and image handling capability. Are you referring to any existing tools /products in the organization?	DMS platform should provide document management and image handling capability.
256	156	7.3.2 Technical Specification - 5.9	Provide file/information download facility for customers based on rules	Please give some examples of rules. Typically users get access to view/ download information based on their access rights	to be detailed during implementation
257	156	7.3.2 Technical Specification - 5.10	Upload facility for various functions should be configurable	Please share some details/ examples	to be detailed during implementation
258	38	2.6.5 Performance Security	Format_ Performance security, which shall be equal to 10 percent of the value of the contract -valid till six months after date of.....	Please clarify if the percentage of 10% as Performance security can be further mutually discussed and reduced at the time of finalisation of the contract.	As per RFP

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259	71	5.5 Payment Terms & Schedule	Payment of Hardware and Software is milestone based.	We request to reconsider the payment which is milestone based. We propose to have 100% payment for hardware and software on delivery rather than linked to implementation.	As per RFP
260	14	1.5 General Conditions ix.	ix. Unless otherwise deleted or modified by mutual agreement between the OICL and the successful Bidder, all terms, conditions and provisions contained in the RFP shall be incorporated into the contract by default.	Unless otherwise deleted or modified by mutual agreement between the OICL and the successful Bidder, all terms, conditions and provisions contained in the RFP read with the suggestions and comments in the successful Bidder's proposal shall be incorporated into the contract by default	As per RFP
261	20	2.3.2 Documents comprising the bid	Note-Template for Non-Disclosure Agreement will be provided at the time of Signing of the contract to the selected bidder.	Note-Template for Mutual Non-Disclosure Agreement will be provided at the time of Signing of the contract to the selected bidder.	As per RFP
262	22	2.3.5 Firm Price	Prices quoted by the bidder should be all inclusive, firm and final, and shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price at site and should include all state and central taxes, Viz. sales tax, service tax, excise & custom duties on the final finished outputs/services tendered for. Octroi and local levies, if any payable, should be paid by the bidder and will be reimbursed on production of original receipts.	Prices quoted by the bidder should be all inclusive, firm and final, and unless otherwise specified shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price at site and should include exclude all state and central taxes, Viz. sales tax, service tax, excise & custom duties and taxes of similar nature on the final finished outputs/services tendered for. Octroi and local levies, if any payable, should be paid by the bidder and will be reimbursed on production of original receipts.	As per RFP
263	23	2.3.5 Firm Price	Prices should be shown separately for each item of services and other aspects as detailed in bid documents. Tenders not containing item-wise prices are liable to be rejected. The prices quoted should also include all rights (if any) of patent, registered design or trademark and the bidder shall indemnify OICL against all claims in respect of the same.	Prices should be shown separately for each item of services and other aspects as detailed in bid documents. Tenders not containing item-wise prices are liable to be rejected. The prices quoted should also include all rights (if any) of patent, registered design or trademark and the bidder shall indemnify OICL against all claims in respect of the same	As per RFP

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264	23	2.3.7 Bid Security		<p>b) In the case of a successful bidder, if the bidder fails to,</p> <p>i. Sign the mutually agreed contract in accordance with section 2.6.4; or</p> <p>ii. Furnish performance security in accordance with section 2.6.5.</p>	As per RFP
265	24	2.3.12 Proposal Ownership	<p>2.3.12 Proposal Ownership The proposal and all supporting documentation submitted by the vendor shall become the property of OICL.</p>	The proposal and all supporting documentation submitted by the vendor shall become the property of OICL and shall be used only for selection of the bidder for this RFP. However, OICL will maintain strict confidentiality of the proposal and all supporting documentation and shall not share the same or part thereof with any third party including other bidders.	As per RFP
266	25	6.The Bidder should not have been Blacklisted byany Government or PSU enterprise	Self-Declaration letter by Bidder authorized signatory duly authorized by the Board	Self-Declaration letter by Bidder authorized signatory duly authorized by the Board	As per RFP
267	38	2.6.7 Publicity	Any publicity by the bidder in which the name of OICL is to be used, should be done only with the explicit written permission from OICL	Any publicity by the bidder in which the name of OICL is to be used, should be done only with the explicit written permission from OICL. However, on execution of the Contract for the engagement resulting from this RFP, the selected Bidder shall be entitled to use OICL's name in its customers list and refer to its prospective clients.	As per RFP
268	48	4.2 Bidder Scope	The server hardwarealong with required software licences required for production, testing (including UAT), customisation, development, training and disaster recovery has to be supplied by the bidderas per project requirements.All licenses provided by bidders should be perpetual and have no exclusion on working on a specific platform or hardware or operating system.	The server hardwarealong with required software licences required for production, testing (including UAT), customisation, development, training and disaster recovery has to be supplied by the bidderas per project requirements.All licenses provided by bidders should be perpetual and will governed by the applicable end user license agreement (EULA) and have no exclusion on	As per RFP

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				working on a specific platform or hardware or operating system.	
269	49	4.2.1.1.1 Hardware for DC & DR Site	k) Bidder should apply all software updates / version upgrades released by the respective OEMs during the contract period.	k) Bidder should apply all software updates / version upgrades released by the respective OEMs during the contract period.	As per RFP
270	50	4.2.1.1.2 Scanners	c) For scanners, in case of problems that need to be addressed by removing the scanner should they persist or the equipment needs to be removed for repairs, a standby should be provided within 24 hours of receiving complaint. The standby equipment provided should be of equivalent or higher specifications. In this case, the repaired original equipment is to be re-installed back within 15 days of removal. Or else if the repaired equipment cannot be provided within 15 days in perfect working condition the bidder must provide a brand new replacement of same or higher specification within 7 days, after the 15 day period elapsing	c) For scanners, in case of problems that need to be addressed by removing the scanner should they persist or the equipment needs to be removed for repairs, a standby should be provided within 24 hours of receiving complaint and within practicable timelines. The standby equipment provided should be of equivalent or higher specifications. In this case, the repaired original equipment is to be re-installed back within 15 days of removal or longer period as may be mutually agreed. Or else if the repaired equipment cannot be provided within 15 days or the longer period as may be mutually agreed in perfect working condition the bidder must provide a brand new replacement of same or higher specification, if available within 7 days reasonable time frame, after the 15 day period elapsing.	It is clarified as: For scanners, in case of problems that need to be addressed by removing the scanner should they persist or the equipment needs to be removed for repairs, a standby should be provided within 36 hours as applicable of receiving complaint. The standby equipment provided should be of equivalent or higher specifications. In this case, the repaired original equipment is to be re-installed back within 15 days of removal. Or else if the repaired equipment cannot be provided within 15 days in perfect working condition the bidder must provide a brand new replacement of same or higher specification within 7 days, after the 15 day period elapsing.

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271	50	4.2.1.2 Supply, Implementation, Customization, Installation, Commissioning and Maintenance of Software infrastructure	b) All kind of licenses required for any software to meet the tender document requirements would need to be supplied and installed by the bidder in the name of OICL. The licenses mentioned in the Bill of Materials shall be genuine, enterprise-wide, perpetual, full use (view/upload/modify/edit/read/write etc. from internal offices or web portal) and should be provisioned with patches, fixes, security updates directly from the OEM at no additional cost to the OICL for the entire contract period.	b) All kind of licenses required for any software to meet the tender document requirements would need to be supplied and installed by the bidder in the name of OICL. The licenses mentioned in the Bill of Materials shall be genuine, enterprise-wide, perpetual, full use (view/upload/modify/edit/read/write etc. from internal offices or web portal) and should be provisioned with patches, fixes, security updates directly from the OEM at no additional cost to the OICL for the entire contract period. Licenses shall be subject to the terms end user license agreement (EULA) which OICL shall comply.	As per RFP
272	50	4.2.1.3 Repeat Order	OICL may place repeat order against the original order for a quantity upto 50% of the original order quantity	In accordance with the mutually agreed change control procedure OICL may within 30 days of the Contract execution place a repeat order against the original order for a quantity upto 50% of the original order quantity.	As per RFP
273	57	4.2.13 Warranty and Post Production Support	22. Off-site support team needs to fix all the reported issues and deploy the fix to production servers.	22. Off-site support team needs to fix all the reported issues and deploy the fix to production servers. Warranty on all third party items shall be subject to the conditions and terms of the relevant third party OEMs. The Bidder shall be shall not be liable for breach of warranty resulting from: (a) modification of the deliverable after delivery by Bidder if such modification was not made by or on behalf of Bidder, (b) use of the deliverable in combination/operation with other products or systems which are not approved by the Bidder and/or operation of the deliverables on incompatible hardware and/or software not recommended by Bidder, (c) if the deliverables has been used otherwise than in accordance with the relevant documentation and/or otherwise than for the purpose for which they have been developed or supplied, or (d)	As per RFP

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				defects in components or materials provided to Bidder by OICL in connection with the preparation of the deliverable.	
274		16.Customized Source	SI should provide along with the customized source code, object code and systems specifications, the other library files used and third party propriety files used if any in running the software to OICL without any cost and the SI shall provide the same along with other deliverables. If, SI updates / amends the codes, to complete the assigned contract in full, covered by the SRS pertaining to this Agreement or amended SRS to complete the assigned contract covered by this Agreement, and in doing so, if any third party propriety files, other library files are used, such files shall also be provided to OICL on completion of the work, without any additional cost The source codes & intellectual property rights of all the software/ deliverable developed under this project shall be the exclusive property of OICL.	Subject to third party approval and agreement where applicable, SI should provide along with the customized source code, object code and systems specifications, the other library files used and third party propriety files used if any in running the software to OICL without any cost and the SI shall provide the same along with other deliverables. If, SI updates / amends the codes, to complete the assigned contract in full, covered by the SRS pertaining to this Agreement or amended SRS to complete the assigned contract covered by this Agreement, and in doing so, if any third party propriety files, other library files are used, such files shall also be provided to OICL on completion of the work, without any additional cost The source codes & intellectual property rights of all the software/ deliverable specifically developed for OICL under this project shall be the exclusive property of OICL subject to receipt of corresponding payments by the selected bidder.	As per RFP
275	59	4.3 Period of Engagement-Warranty	1 year from successful Go live for phase 6	1 year from successful UATGo live for phase 6	As per RFP
276	65	{{Scheduled operation time – system downtime) / (scheduled operation time)} * 100%	1.“Scheduled operation time” means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.	1.“Scheduled operation time” means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time. Planned downtime will include time lost due to: (a) the scheduled outages planned in advance for OICL	As per RFP

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				and the link failures within SLA limits agreed with network service providers, (b) time lost due to power or environment failures, (c) time taken to recover the system because of power or environment failures, (d) time lost due to damage or malfunction of the equipment or any of the unites thereof due to causes attributable to OICL, such as attachment of additional devices, making alteration to the system, participate in maintenance of the system, etc., without selected Bidder's consent, (e) time taken for booting the systems, (f) time taken for OICL to approve the work around or fix, (g) time taken by the third party vendors and service providers for fixing a product related fault/ defect, replacement of part(s), or responding to clarifications.	
277	66	4.7.1.3 Scanner SLAs	d) If the breakdown call is not resolved within the resolution time or no standby equipment is provided by the bidder, penalty will be charged as per the rates below:	d)If the breakdown call is not resolved within the resolution time or no standby equipment is provided by the bidder, penalty will be charged as per the rates below:[Note: Penalties are high and needs to be reduced]	As per RFP
278	67	4.7.2 Liquidated Damages	The maximum amount that can be levied by way of Liquidated Damages and Penalty and Performance Guarantee liquidation shall not exceed 10% of total contract value.	The maximum total cumulative amount that can be levied by way of Liquidated Damages and Penalty and Performance Guarantee liquidation shall not exceed 105% of total contract value. Notwithstanding any other provisions contained in the Contract Bidder shall not be responsible for a failure to meet any Service Level in accordance with the Contract if such failure is caused due to reasons attributable to or failure of OICL or the other service providers to perform its or their obligations.	As per RFP

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279	69	5.2 Use of Contract document and Information	The bidder shall not, without OICL's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of OICL in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.	Subject to confidentiality provisions in the contract, Tthe bidder shall not, without OICL's prior written consent, disclose the terms of the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of OICL in connection therewith, to any person other than a person employed by the bidder or subcontractor appointed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.	As per RFP
280	69	5.3 Patent Rights	The Bidder shall indemnify OICL against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the supplied computer hardware, computer software, and service or any part thereof including Intellectual Property Rights (IPR).	<p>The Bidder shall indemnify and defend OICL against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the supplied computer hardware, computer software, and service or any part thereof including Intellectual Property Rights (IPR).</p> <p>Bidder shall not be responsible for breach of any claims of infringement resulting from (i) Bidder's compliance with OICL's specific technical designs, specifications or instructions; (ii) inclusion in Bidder's supplied items of any content or other materials provided by OICL and the infringement relates to or arises from such OICL materials or provided material; (iii) modification of Bidder's supplied items after delivery by Bidder to OICL if such modification was not made by or on behalf of the Bidder; (iv) operation or use of some or all of the Bidder's supplied items in combination with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the Bidder's supplied items for any purposes for which the same have not been designed or developed or other than in accordance with any</p>	As per RFP

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				<p>applicable specifications or documentation; or (v) use of a superseded release of some or all of the Deliverables or OICL's failure to use any modification of the Bidder's supplied items including, but not limited to, corrections, fixes, or enhancements made available by the Bidder.</p> <p>OICL shall indemnify and defend Bidder against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the Bidder supplied materials or assistance or any part thereof including Intellectual Property Rights (IPR).</p>	
281	69	5.3.2 OICL ownership of Intellectual Property Rights in Contract Material		<p>All Intellectual Property Rights in the Contract Material deliverables specifically developed for OICL shall vest in OICL subject to Bidder's receipt of corresponding payments; to the extent that OICL needs to use any of the Auxiliary Material provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder grants to, or must obtain for, OICL for the periods specified in the Contract Details, a world-wide, royalty free, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.</p>	As per RFP
282	69	5.3.3 Rights in Bidder's Pre-existing IPR	There shall be no assignment or transfer of any Bidder's pre-existing IPRs (including any amendments, modifications or enhancements thereto) pursuant to this Agreement	There shall be no assignment or transfer of any Bidder's pre-existing IPRs (including any amendments, modifications or enhancements thereto) (hereinafter referred as Bidder's pre-existing IPRs) pursuant to this Agreement	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
283	69	5.3.4 IPR Warranty		<p>Bidder suggests additional provision be included as under:</p> <p>Bidder shall not be responsible for breach of the warranty in clause 5.3.4 if infringement or violations results from (i) Bidder's compliance with OICL's specific technical designs, specifications or instructions; (ii) inclusion in Bidder's supplied items of any content or other materials provided by OICL and the infringement relates to or arises from such OICL materials or provided material; (iii) modification of Bidder's supplied items after delivery by Bidder to OICL if such modification was not made by or on behalf of the Bidder; (iv) operation or use of some or all of the Bidder's supplied items in combination with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the Bidder's supplied items for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation; or (v) use of a superseded release of some or all of the Deliverables or OICL's failure to use any modification of the Bidder's supplied items including, but not limited to, corrections, fixes, or enhancements made available by the Bidder.</p>	As per RFP
284	70	5.4 Schedule of events & Project Completion	The Bidder will be expected to begin the project immediately upon receiving notification of award and requires the Bidder to submit a detailed project plan with estimated Schedule of Events for implementation with the technical bid.	Subject to OICL performing its obligations in timely manner, the Bidder will be expected to begin the project immediately upon receiving notification of award and requires the Bidder to submit a detailed project plan with estimated Schedule of Events for implementation with the technical bid.	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
285	72	5.6.5. Training Costs	Training cost for every additional batch would be payable monthly at the end of the month for all the batches satisfactorily trained during that month.	Training cost for every additional batch would be payable monthly at the end of the month for all the batches satisfactorily trained during that month	As per RFP
286	72	5.6.7. Other payment terms	OICL will deduct taxes from the amounts due and payable to the successful Bidder wherever applicable. OICL will provide the Bidder with the statement of any taxes deducted by OICL on payments under the contract. The Bidder agrees to reimburse and hold OICL harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between OICL and the Bidder.	OICL will deduct taxes on Bidder's income from the amounts due and payable to the successful Bidder wherever applicable. OICL will provide the Bidder with the statement of any taxes deducted by OICL on payments under the contract. The Bidder agrees to reimburse and hold OICL harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include exclude taxes incurred on transactions between OICL and the Bidder.	As per RFP
287	73	5.8 Insurance	The insurance shall be for an amount equal to 100 percent of the value of the Products from Warehouse to final destination on "All Risks" basis including War Risks and Strikes, valid for a period not less than one month after installation and commissioning and issue of acceptance certificate by OICL. Should any loss or damage occur, the Supplier shall initiate and pursue claim till settlement and promptly make arrangements for repair and/or replacement of any damaged item irrespective of settlement of claim by the underwriters	Note: Bidder already has insurance in place to cover its world wide operations. Bidder is ready to share copy of certificate reflecting such insurance at the time of contract negotiation. The insurance shall be for an amount equal to 100 percent of the value of the Products from Warehouse to final destination on "All Risks" basis including War Risks and Strikes, valid for a period not less than one month after installation and commissioning and issue of acceptance certificate by OICL. Should any loss or damage occur, the Supplier shall initiate and pursue claim till settlement and promptly make arrangements for repair and/or replacement of any damaged item irrespective of settlement of claim by the underwriters.	As per RFP
288	73	5.9 Change Orders	OICL may at any time, by a written order given to the bidder pursuant to section 5.24 make changes within the general scope of the contract in the service to be provided by the bidder.	OICL may at any time, by a written order given to the bidder pursuant to section 5.24 make suggest changes within the general scope of the contract in the service to be provided by the bidder.	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
289	74	5.11 Assignment	The bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with OICL's prior written consent. The permission, if any, of OICL has to be taken before award of the contract	The bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with OICL's prior written consent which consent shall not be unreasonably delayed or denied. The permission, if any, of OICL has to be taken before award of the contract.	As per RFP
290	75	5.12 SubContract	The bidder shall notify OICL in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. OICL reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to OICL.	The bidder shall notify OICL in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. OICL reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to OICL however, in no case Bidder will be required to share the subcontracting documents including the commercial therein.	As per RFP
291	75	5.14 Delays in the bidder's performance		<p>Subject to OICL performing its obligations in timely manner, Hardware delivery, Development and Implementation of the ECM solution as per the requirements specified in the RFP and performance of service shall be made by the bidder in accordance with the time schedule specified and agreed by OICL in the contract.</p> <p>Any delay for reasons solely attributable to the Bidder, by the bidder in the performance of his implementation/service/other obligations will be evaluated by the Steering Committee comprising senior executives of OICL and decide a performance delay on account of bidder which shall render the bidder liable to any or all of the following sanctions:</p> <p>forfeiture of his performance security, imposition of agreed liquidated damages, if any, in the Contract, and/ or termination of the contract for</p>	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
				default in accordance with the termination provisions in the Contract.	
292	124	Annexure 1.3: ECM Application Credential	7.1	Kindly clarify whether these formats are given as specimen in order to make the prospective bidders to understand how to furnish the details pertaining to the ECM credentials	Yes
293	125	Annexure 1.4: ECM Application Credential	7.1	Kindly clarify whether these formats are given as specimen in order to make the prospective bidders to understand how to furnish the ECM credentials information	Yes
294	38	Consortiums	2.6.6	We, SHCIL Projects Ltd., are having in-depth hands-on experience in providing document management systems and scanning and digitization related services to various prestigious Regulators, Govt Entities/PSU Banks and Private Players. We are interested in participating in your tender and are well placed to offer you the services as stated in the RFP. In view of the above, we request you to kindly allow the participation in the tender through the Consortium which will attract a wide participation and it would be beneficial to OICL.	As per RFP
295	121	Annexure 1.1: Pre-qualification Criteria point No. 9 which says:	The Bidder should have at least 1 implementation of an ECM Solution in BFSI or PSU in India. The implementation must be live as on the date of RFP	As stated above that we are having in-depth hands-on experience in providing document management systems and scanning and digitization related services to various prestigious Regulators, Govt Entities/PSU Banks and Private Players. With this valuable exposure, we are confident of executing your requirement with precision & ease. As such, we request you to kindly consider the same to enable us to qualify this clause.	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
296	96	Appendix 3: Business Volume	6.3	OICL has furnished expected document volume of core business functions & support functions in pages and also expected number of Photos for claim. Is this volume to be digitized or it is readily available in electronic mode.	Scanning of documents is not within the scope of this RFP
297	40	Background and Current IT infrastructure	3	OICL has adopted an integrated non-life insurance application software named INLIAS. In this regard, Kindly clarify the following:- 1. What sort of Load Balancers are being used currently. Hardware or software based. 2. Who's the ISP for Primary and Secondary Links. 3. What is the current storage capacity & the mechanism being used for replication.	1. What sort of Load Balancers are being used currently. Hardware or software based ? - Hardware 2. Who's the ISP for Primary and Secondary Links ? - To be shared with selected bidder. 3. What is the current storage capacity & the mechanism being used for replication. - Stoarge based Replication.
298	40	3.1	Users open the application using a generic browser (IE 5 and above) with java component (Jinitiator 1.3.1.22) installed.	Does the new ECM solution work with IE5 ? As this version is out dated and may create compatibility issues.	It is clarified as IE8 and ABOVE
299	46	4.1.9 (ii)	Digital signatures would be a feature that may be required for securing and authenticating the system generated documents like policy schedule and incoming documents like surveyor or investigator report in case of approval basis soft copies.	Will OICL provide these digital signature ? Request you to provide the details of digital signature	OICL will provide the same.

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
300		4.1.10	The ECM solution should be able to support both English and Hindi.	Does this means that data should be stored in English & Hindi or just the interfaces should be in English & Hindi? What is the process of keying in Hindi content - using software or Hindi key board ?	It should support unicode.
301	52	4.2.5 (8)	All changes in various applications like INLIAS, Portal, and other non-core or business support systems required for integration with ECM would be the responsibility of the respective application vendor. The bidder is required to liaison and provide all the necessary assistance to the respective application vendor for successful implementation of the integration. The bidder is expected to provide such assistance irrespective of the location of development of the respective applications under consideration.	As the core & non core systems are provided & maintained by OICL's vendors, we request OICL to be part of liaison & governance group and resolve any coordination issues.	Unserstanding is clear.
302	53	4.2.7 (2)	The bidder shall provide the following type of trainings: i. Executive Awareness ii. Core Team/ Technical training iii. Train the trainers iv. End User Training	Request you to provide the location details of training for each of the category	OICL Office Delhi
303	54	4.2.7 (12)	A detailed training plan shall be submitted by the bidder. Logistics and support arrangements will be provided by OICL.	Does this means, OICL will provide training venue and required infrastructure ?	Yes
304	56	4.2.13 (21)	The bidder has to provide onsite DC support and help desk post go-live from the date of go live of phase 1 of implementation for the remainder of the Contract period(1 year warranty + 5 Year support).	Please let us know if a person has to be stationed in DC ? Should this be 24/7 ? Does OICL has an arrangement with DC where in which Bidder can station a resource?	Helpdesk resouces shall be stationed at OICL New Delhi & DC OnSite Resources shall be stationed at Bengaluru.
305	123	Annex1.2	Should have implemented the proposed ECM product at least at one BFSI client (Excluding Cooperative banks, Cooperative credit societies)	As per Eligibility criteria: The Bidder should have at least 1 implementation of an ECM Solution in BFSI or PSU in India .The implementation must be live as on the date of this RFP So Please clarify if PSU reference is eligible in this this	Yes, Please refer Point # 9 of Annexure 1.1

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
306	171	Table H	As per this table OCIL requires 5 resource each during implementation and warranty phase and 2 resources there after	As per page no 57 The Bidder should have a minimum of 5 full time resources for the initial period of 2 years. From year 3 onwards 3 resources will be required. What should be the number ?	Please refer Table H of Bill of Material
307	45	4.1.8/section I & II	ECM integration with INLIAS and portal	integration of ECM with INLIAS and portal will be through a Web Service interface. Is our understanding correct?	Yes
308	151	1.9	Ability to use the application through the Mobile Device GPRS , SMS)	Does this web application be rendered on the mobile devices if so let us know what type of devices (ex android, IOS) will be used? Also what specific functionalities will be available on the mobile devices?	Currently only functionality is required.
309	153	2.4	Ability of the application to be browser independent. Should be compatible with the following browser. (Please specify the minimum version if the application does not support the previous versions of that browser) Internet Explorer Mozilla Firefox or any other	We would like to know what version of Internet Explorer and Mozilla Firefox browser the application should support ? Also what other browsers apart from Internet Explorer and Firefox browser the application should support?	Should support latest browsers.
310	72	5.6.6. Support Cost	25% of the Annual Charges at the end of each quarter with applicable taxes.	25% of the Annual Charges at the beginning of each quarter with applicable taxes.	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
311	71	5.6.2. Customization, and Implementation Costs	Completion Milestone (Successful Go Live) Percentage of Implementation& Customization Costs to be paid Phase 1 - 20% Phase 2 - 15% Phase 3 - 15% Phase 4 - 15% Phase 5 - 15% Phase 6 - 20%	Request you to please make payment terms as follows: Phase 1 - 30% Phase 2 - 20% Phase 3 - 20% Phase 4 - 10% Phase 5 - 10% Phase 6 - 10%	As per RFP
312	72	5.6.7. Other payment terms	II. Prices payable to the successful Bidder will be as per commercial bid format. However taxes will be paid as applicable. VI. If there is any variation (upwards or downwards) in the tax rates, the benefit or burden arising from such change will be passed on to OICL.	Although it is clear that taxes will be charged on actual but reconfirming that all taxes will be paid extra as applicable at the time of billing by customer to bidder.	Yes
313	80	5.34 Limitation of Liability	Bidder"s cumulative liability for its obligations under the contract shall not exceed the Contract value and the bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Pl change total liability under this contract from 100% of contract value to 10% of annual order value.	As per RFP
314	67	4.7.2 Liquidated Damages		Max LD shall not exceed 5% of total Supply order value under this tender. Max SLA Penalty or any other penalty shall not exceed 5% of quarterly billing of AMC under this tender.	As per RFP
315	75	5.16 Liquidated Damages		Max LD shall not exceed 5% of total Supply order value under this tender.	As per RFP
316	76	5.2	Termination for Convenience	At least 90 days written notice should be given before termination of contract.	As per RFP

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317	76	5.17	Termination for Default	At least 30 days written notice should be given along with 30 days time period for remedy. Bidder shall not be liable for any excess costs incurred for procurement of such similar goods or services.	As per RFP
318	38	2.6.5 Performance Security		A PBG should be given 5% of contract value(Supply + Implemnetation+ Warranty) till end of warranty period + 30 days. A separate PBG can be provided for 5% of annual maintenance value valid for 5 years + 30 Days.	As per RFP
319	43	4.1.1		Who performs the Scanning?	OICL
320	60	4.4		Do the Old documents need to be Scanned and Digitized? Who does it?	Scanning of existing documents is not within the scope of this RFP
321	51	4.2.5	No. 1	What type of Integration is required with the INLIAS system?	to be detailed during requirment gathering
322	51	4.2.5	No. 1	If a Software/Coded Integration is required then who would be responsible from the INLIAS side?	responsibilities from OICL side would be decided post the implementationn commences

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323	51	4.2.5	No. 1	What type of Integration is required with the OICL system?	to be detailed during requirement gathering
324	51	4.2.5	No. 1	If a Software/Coded Integration is required then who would be responsible from the OICL side?	responsibilities from OICL side would be decided post the implementation commences
325	53	4.2.7	No. 2. iv.	What is the Expectation of the End User Training? How many End User Training Sessions will be conducted?	Bidder is expected to quote based on the indicative numbers provided in Annexure 6 Bill of material table G
326		New clause		Do you use Virtualization (VMWare/HyperV/Citrix etc) in your premise?	No
327	40 and 42	3.1		Is INIAS Service Oriented Architecture (SOA) Complaint Application? Does it have a Web Service Interface? Does it have Open API's?	Yes
328		New clause		Are there Shared setups like Oracle DBA's, Windows Admins etc? Can they be utilized by the Bidder to reduce cost.	No
329		New clause		Will the support be centralized? Will the bidder need to travel to the On-site locations?	Travel may be required

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
330	95	6.3:Appendix 3		What resolution will the documents be scanned in? What will be the average size per page of these documents?	Bidder to optimize the scanning resolution to ensure efficient utilization of storage & network. Bidder is expected to provide sizing accordingly
331	110	New clause	Expected no. of ECM Users	How many Non-Portal users will be accessing the application? Please also define who the portal users are? How many employees will be accessing the application?	The bidder is expected to refer to 6.3 Appendix 3: Business Volumes provided in the RFP to derive the required information.
332	110	New clause	Expected no. of ECM Users	Can you provide the following breakup of the users: %Heavy Users Active %Light Users Active Heavy Users/Busy hour Light users/Busy hour Users in Development Users in Test Users in Training	The bidder is expected to refer to 6.3 Appendix 3: Business Volumes provided in the RFP to derive the required information.
333		New clause		How many pages would be scanned in go forward scenario? How many pages in a policy document would be requiring OCR, approximately how many fields would need to be OCR'ed?	The bidder is expected to refer to 6.3 Appendix 3: Business Volumes provided in the RFP to derive the required information.
334	48	4.2 Bidder Scope	All licenses provided by bidders should be perpetual and have no exclusion on working on a specific platform or hardware or operating system."	There will be certain platforms like HPUX which will not be supported , is that a criteria in qualification based on above point.	No
335	71	5.6.1	Payment terms of application License costs and DB License costs are 40% on delivery, 30 % on customization of ph1 , ph 2 and ph 3	Since this payment is against the licence cost, 100% payment should be released on delivery of the licenses and should not be linked with the customization. Anyway customization is a separate line item and the payment against customization is already staggered as per clause no. 5.6.2	As per RFP

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336	49	4.2.1.1.2	a) The bidder shall supply and support scanners whose numbers are mentioned in the following table:	Specifications of the scanners are not mentioned. Need the complete specifications on the speed, duplex / simple, resolution, duty cycle etc.	Please refer Annexure-4
337	26	2.4/ Clause no. 9	The Bidder should have at least 1 implementation of an ECM Solution in BFSI or PSU in India .The implementation must be live as on the date of this RFP	The Bidder / OEM should have at least 1 implementation of an ECM Solution in BFSI or PSU in India .The implementation must be live as on the date of this RFP	As per RFP
338	72	5.6.5. Training Costs	5.6.5. Training Costs	Element of subjective satisfaction for the payment of training costs, parameters for subjective satisfaction must be provided for.	As per RFP
339	72	5.6.7.	<p>5.6.7. Other payment terms</p> <p>I. The successful bidder recognizes that all payments to the bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of milestones / deliverables / activities set out in the project plan and therefore any delay in achievement of such milestones / deliverables / activities shall automatically result in delay of such corresponding payment.</p>	<p>Need to put in deemed acceptance clause as below:</p> <p>Deemed Acceptance: The Deliverable(s)/Equipment(s)/Software(s)/Product(s) which requires acceptance test shall be deemed to be accepted (without requiring supporting signatures of the Customer), for the purpose of release of payment and for start of the warranty period and otherwise, on occurrence of any one of following events, whichever occurs earliest: a. if OICL fails to conduct or attend the acceptance test or does not provide a written notice of any rejection/confirmation of acceptance test, within seven (7) days from the date of Test readiness notification by the Bidder, or b. if OICL puts the Deliverable(s)/Equipment(s)/Software(s)/Product(s) into operational/ productive/ normal use prior to successful acceptance test, or</p>	

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
				c. if Equipment(s)/Software(s)/Deliverable(s)/Product(s) has been installed but, due to reasons beyond the control of the Bidder, it has not been possible during a period of seven (7) days from the date of notice by the Bidder, to proceed with the acceptance tests.	
340	73	5.9	Change orders Any claims by the bidder for adjustment under this clause must be asserted within thirty days from the date of the bidder's receipt of OICL's change order.	Claim for change orders only within 30 days	As per RFP
341	74	5.12	5.12 Sub-Contract The bidder shall notify OICL in writing of all subcontracts awarded under the contract if not already specified in his bid.	The bidder shall notify OICL in writing of all subcontracts awarded under the contract if not already specified in his bid.	As per RFP
342	74	5.14	5.14 Delays in the bidder's performance	Delay shall render the bidder liable to any or all of the following sanctions: 1. forfeiture of his performance security, 2. imposition of liquidated damages, and/ or 3. termination of the contract for default.	As per RFP
343	75	5.17	5.17 Termination for Default	Following clause may be added after clause 5.17 "In the event of termination of the Contract by the Customer for any reason whatsoever, the Customer shall pay the Bidder the following amounts: (a) The Contract Price, attributable to the parts of the System(s)/Work(s) executed including goods and services delivered (including also the Work in Progress) by the Bidder up to the date of termination. In respect of capital items deployed in the Project, the Customer must purchase at the Written Down Value (WDV) from the Bidder all IT & non-IT infrastructure and the software deployed. Written Down Value (WDV) shall be computed at depreciated value by applying ten per cent (10%)	As per RFP

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				<p>depreciation per annum on written down value basis, on the value of the infrastructure deployed hereunder. VAT and other taxes as applicable shall be payable by the Customer on such WDV. In case the Customer is unable to purchase as mentioned above, the Customer must pay as Liquidated Damages on written down value of all IT & non-IT infrastructure and the software deployed by applying depreciation @ fifteen per cent (15%) per annum.</p> <p>(b) The costs reasonably incurred by HCL in the ramp down / disengagement of HCL's and its subcontractors' personnel;</p> <p>(c) Any amount to be paid by HCL to its subcontractors in connection with the termination of any subcontracts, including any cancellation charges;</p> <p>(d) Costs incurred by HCL in protecting the System(s)/ Work(s) and leaving the site in a clean and safe condition pursuant to this clause; and</p> <p>(e) The cost of satisfying all other obligations, commitments, and claims that HCL may in good faith have undertaken with third parties in connection with the contract</p>	
344	76	5.2	5.20 Termination for Convenience	Work in progress. The term "work in progress" shall include but not limited to the value of goods meant for delivery to the Customer for which prior to the date of termination (i) manufacturing process was initiated by Bidder or its vendors; or (ii) order was placed by HCL on its vendors."	As per RFP
345	76	5.18	5.18 Force Majeure	Following clause must be added to clause 5.18 "...If the delay resulting from Force Majeure exceeds two (2) months, either Party may cancel the unperformed part. Payment shall remain due for the performed part, and the Parties shall promptly settle their accounts accordingly."	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
346	77	5.21	<p>Arbitration</p> <p>In the case of a dispute or difference arising between OICL and the bidder relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by OICL and the other to be nominated by the bidder or in case of the said arbitrators not agreeing, then to the award of an umpire to be appointed by the arbitrators in writing before proceedings to the reference, and in case arbitrators cannot agree to the umpire, he may be nominated by the Arbitration Council of India/ Institution of Engineers, India. The award of the arbitrators, and in the event of their not agreeing, of the umpire appointed by them or by the Arbitration Council of India/ Institution of Engineers, India shall be final and binding on the parties.</p>	Highlighted portion is not acceptable. This should be removed	As per RFP
347	78	5.28	<p>The bidder shall not be entitled to make any claim whatsoever against OICL under or by virtue of or arising out of this contract, nor shall OICL entertain or consider any such claim, if made by the bidder after he shall have signed a “No Claim” certificate in favour of OICL in such forms as shall be required by OICL after the works are finally accepted.</p>	The extracted provision from the relevant clause to be revised and bidder must be granted right to claim	As per RFP
348	63	Clause 4.5	<p>“Facility to scan, upload, index, tag and annotate documents either through the core system for operating offices”</p>	Does OICL have any existing Application for scanning?	No

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
349	46	Clause 4.11.11	“these documents will not get tagged to any transaction in any system the way a claim file gets tagged to a claim transaction in INILIAS”	Will INLIAS and other system (like HRMS, CRM etc) expose web services for integration?	Yes
350	26	Clause 2.4	The Bidder should have at least 1 implementation of an ECM Solution in BFSI or PSU in India .The implementation must be live as on the date of this RFP	Since, the scope is heavily pertaining to DMS, we request that the clause be changed to 1 implementation of a DMS solution in BFSI.	ECM and DMS abbreviations are used interchangeably in the RFP. However the scope of the submitted reference should be similar to OICL requirement.
351	53	Clause 4.2.7	Training	Will the training be done at a central location or distributed mode?	central location
352	NA	NA	Meta data	How many fields of meta data entry needs to be done?	to be decided during implementation
353	NA	NA	Data Digitization	a) How many locations will digitization be carried out in? b) Will the documents be bundled or unbundled? c) How old will be these documents?	to be decided during implementation, Kindly Refer Appendix 3 Business volumes for details
354	NA	NA	Details of the Proposed Web server	i) What web servers are supported? ii) Do we have to buy the web server software separately or does the bidder provide it? iii) Can the vendor propose open-source tools for application and web server? Can the common web server deployed for other applications integrate with this application?	The proposed solution must satisfy RFP requirements, SI is the single point of contact for OICL and bears complete responsibility of procurements deployment etc.

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
355	NA	NA	Data Replication	Vendor shall be responsible for implementing only its own solution. Data/document replication between primary site and DR . Configuration shall be done by the Client. Please confirm.	Please refer RFP Section 4.2.1.1.1
356	NA	NA	BCP and DR	Typically BCP and DR plan are client specific and dependent upon the data center policy of the OICL. Request OICL to clarify what is expected from the bidder under this requirement.	Please refer RFP Section 4.2.1.1.1
357	NA	NA	Network	Does OICL looking to implement the solution over the internet or only on intranet.	Kindly refer 7.3.2 Technical Specification -1.90
358	NA	NA	Details of existing infrastructure	Request OICL to provide details of any pre-existing infrastructure that can be used for this project. Request OICL also to provide the preferred platform (Hardware, Operating system, Database, Application server). Since the OICL is asking for enterprise license of application software, Quantity of underlying system software cannot be sized without knowing the total named users of the system. Request OICL to provide these details.	Bidder is required to propose as per solution requirement. Kindly refer Appendix 3.
359	NA	NA	Load Balancing	Is it required?	Yes
360	NA	NA	Open Office	Integration with Open Office required or not?	As per RFP

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
361	NA	NA	Reports and audit trails	Any specific formats in which the reports need to be prepared?	to be detailed during implementation
362		Tender Page no: 158 Clause no: 7.4 , s	Scan Speed: 20ppm and ADF capacity 50 ppm.	We suggest OICL to increase the scan speed and ADF capacity because the scan volume given in tender Page No: 93, clause 6.3 appendix 3: Business Volume is very high and at the peak load, lower speed and ADF capacity may become bottleneck and transaction time will increase .	As per RFP
363		Tender Page no: 158 Clause no: 7.4 , s		We suggest OICL to kindly incorporate per day duty cycle = 3000 or more for ADF scanners to take the full load of scanning during the peak load days.	As per RFP
364				Apart from INLIAS, what are the other systems that needs to be integrate with DMS ?	INLIAS & OICL Web-Portal.
365				INLIAS is what technology based application ? for example Java or SAP or other ? Is it in-house application of OICL ?	INLIAS is based on Oracle Forms. It is 3rd Party Application.
366				System generated documents like Policy Schedule, Claim settlement letter, endorsement letter etc. , do they be captured from external system ?	Query not clear
367				Could you please provide more detail on Workflows of the ECM solution, should they be mapped to the in-scope process flows of INLIAS and Portal ?	Please refer Point 10 of RFP Section 7.2.2

S.N.	Page #	Point #	Original Clause	Query/Clarification	OICL Response
368				ECM needs to be integrated with the Portal, in this case what is the portal application ?	Liferay
369				The grievance module in the portal should be integrated with ECM for the purpose of tagging of related communication. In this case, could you please provide in detail information as to what is the grievance module ?	shall be provided to selected bidder
370				Does Oriental have any preference on the DMS tool / technology ?	As per RFP
371		Evaluation Criteria:	The Bidder should have at least 1 implementation of an ECM Solution in BFSI or PSU in India :	Can this be relaxed to Global implementation Or is that Indian Implementation is mandatory?	As per RFP
372			1 client reference in bfsi in india / site visit and client feedback :	Can this be relaxed to any client in India (Non BFS clients too)?	As per RFP
373	27	2.4 Eligibility Criteria for Pre-Qualification of Bidders	The proposed Enterprise Content Management Application should have At least 1 live implementation in BFSI sector in India.	Please allow under implementation experiences for past project experiences	As per RFP