Response to Pre-Bid Queries

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
1	99	10.1.2 Functional Specifications/17/Architecture Considerations/17.13	Supports Image Enable framework for image-enabling business applications.	Please mention the name of business application which OICL is looking to integrate the Document Management Solution.	Please refer RFP Section 3.2.
2	13:47	10.1.2 Functional Specifications/17/Architecture Considerations/17.22	The application should be able to support Hindi and English. Support in other Indian languages will be preferred.	As mentioned in the RFP the solution should be unicode and provided in Hindi & English Languages. Please elaborate about other Indian Languages and also mention the name of the other languages.	Clause is self explanatory.
3	107	10.2.2 Technical Specifications/2/Application Performance & Interoperability/2.2	Ability of the application to run on atleast two of the following Databases: Oracle (latest version) MS SQL (latest version)	As per our industry experience there are three main databases on which enterprise scalable applications runs i.e. Oracle (latest version), MS SQL (latest version), Postgre etc. The solution should be platform agnostic on which application can be run on these above databases. Please confirm my understanding.	As per RFP
4	44	Payment terms	Payments would be made on achiving the completion milestone	If any possibility to change the payment terms by including a certain percentage as advance payment	As per RFP
5	55	Hardware	Hardware and related software	Do we need to propose high availability at DR site as well? What is the location for DC and DR	a. Please refer point - k of RFP Section 3.4.1 b. DC-Bengaluru, DR-Navi Mumbai.
6	20	Supply and implementation of ECM solution /3.1.15	Successful bidder shall conduct training	Is training in a single location or multiple travel included to conduct training at different places	All trainings will be conducted in Delhi NCR
7	55	Hardware	Hardware and related software	we assume all Network equipments (Lan points, Switches Routers Firewall) Racks , power KVM to be proovided by Customer OR we need to propose the same	Racks for proposed servers to be supplied by Bidder. Further please refer RFP section 3.4.4.
8	108	10.2.2 Technical Specifications/4/Security/4.4	Should be able to support & implement digital signatures	what kind of integration with digital signature required from ECM - Complete scope of usability required?	System should have the ability to support digital signature for authentication of documents by authorized users. However, integration with digital signature is not in scope.
9	21	3.4.1 Hardware for DC & DR Site	b) Database servers shall be scalable horizontally and vertically for further upgradation	The database servers are verticilly scalable only. Request you to modify the clause	Understanding is correct.

Response to Pre-Bid Queries

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
10	21	3.4.1 Hardware for DC & DR Site	e) Currently OICL has Symantec Protection Suite Enterprise Edition 4.0. Bidder shall also factor Symantec Anti-virus for the servers as required for the solution.	Bidder needs to only provide additional AV licenes that will be required for the proposed servers part of this proposal. The existing AV console of OICL will be used for monitoring & management by Bank's existing team managing AV infra	Understanding is correct. However it will be Bidders responsibility to install and maintain the Anti Virus.
11	22	3.4.4 Exclusions	Procurement of Storage, LAN& WAN Infrastructure will not be in bidders scope	Please confirm whether the bidder needs to quote for Backup Solution or bank will extend their existing backup solution (Library & Software)	Backup will be OICL responsibility.
12	22	3.4.4 Exclusions	Procurement of Storage, LAN& WAN Infrastructure will not be in bidders scope	Do we need to quote for the racks for hosting the servers in DC & DRC or bank will provide the same	Bidder shall provide the Rack for proposed servers.
13	22	3.6 Warranty and Post Production Support	20. The bidder shall provide onsite support post Pilot Go-live of the ECM Solution during OICL business hours (Monday to Friday from 9 AM to 6 PM).Post business hours Bidder may provide support from their off-shore team to meet the SLA's. The primary responsibility of the helpdesk support team will be to resolve clarification related issues, configuration related issues, access related issues etc. 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.	Can the bidder provide the System/Database management from its offshore location on 24x7 basis only.	As per RFP
14	24	3.7 Period of Contract	The contract period for the project "Enterprise Content Management Solution" will be 6 years	Does this includes the Implementation period as well or this is post go-live	It includes the implementation period also.

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
15	25	3.8 project Timelines	3. Delivery of Application and Database Licenses Delivery, Installation and Acceptance of DC-DR Hardware & Scanners at respective locations	Request you to modify the timelines of the same to 16 weeks	As per RFP
16	25	3.8 project Timelines	Delivery, Installation and Acceptance of DC-DR Hardware & Scanners at respective locations	Request you to modify the timelines of Installation & delivery of scanners to 24 weeks	As per RFP
17	26	4 Service Level Agreements	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	There should be existing Enterprise Management system for Availability & performance monitoring /Helpdesk solution of OICL. Request you to confirm that OICL will extend the existing EMS to the bidder & we need not factor any EMS Solution & underying hardware/software for the same	Helpdesk tool shall be provided by OICL. OICL will extended the esiting EMS functionality for Hardware. For Application, it will be Bidders responsibility to meet the RFP requirement.
18	104	10.2.2 Technical Specifications	1.8 The solution architecture should be configured in an Active-Active cluster for Application and Database at the DC.	Request you to change the Database server requirement to Active-Passive Cluster at DC . The DR site will have no HA as per the RFP.	As per RFP
19	28	4 Service Level Agreements- Penalty		The maximum amount that can be levied by way of Penalty shall not exceed 10% of monthly support cost.	As per RFP
20	36	5.6.5 Performance Security		Performance security can be invoked only in case of material breach and after providing HP a cure period of 30 days.	As per RFP
21	44	7.4.1. Application License costs and DB License costs		Request 100% payment of the Application License and DB License to made on delivery of the license	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
22	44	7.4.2. Customization, and Implementation Costs		Request payment term to be changed to : <table><tr><td>S.No.</td><td>Completion Milestone (Successful Go Live)</td><td>Percenta ge</td></tr><tr><td>1</td><td>Contract Signing</td><td>20%</td></tr><tr><td>2</td><td>SRS Sign Off</td><td>20%</td></tr><tr><td>3</td><td>Successful completion of UAT</td><td>25%</td></tr><tr><td>4</td><td>Successful completion of Pilot</td><td>25%</td></tr><tr><td>5</td><td>Post Go-Live</td><td>10%</td></tr></table>	As per RFP
23	44	7.4.3. DC-DR Hardware & OS Costs		Request 100% payment to be made on Delivery of Hardware and OS at DC and DR	As per RFP
24	45	7.4.5. Support Cost		Request FM Cost to be paid monthly in arrears. AMC/ ATS would be payable yearly in advance.	As per RFP
25	45	7.4.6. Other payment terms	III. Escalation of Costs: The bidder will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account.	We understand from subpoint VI, that any escalation due to variation in tax rates would be on OICL's account. Please confirm.	As per RFP
26	54	9.1 Appendix 1: Bill of Material	OICL reserves the right to change the quantity of items quoted above at the time of placing order. In such case the value of the order will be the cost of items finally opted by OICL.	We submit that this is a fixed price contract. Any quantity stated in the RFP is the minimum commitment from OICL's end. Any increase in quantity above the minimum commitment would be initiated through a change request.	As per RFP
27	55	9.1 Appendix 1: Bill of Material		Table A requires cost has to be given including taxes and in all other tables cost has to be given excluding taxes. Please clarify. We suggest that all the tables should have cost excluding taxes.	As per RFP
28	82	9.10 Appendix 10: Statement of No Deviation – Commercial	There are no deviations (null deviations) from the overall requirements and Terms & Conditions of the tender. All the terms and conditions of the tender are acceptable to us.	We submit that upon down selection, we will discuss the terms in good faith in order to reach a mutual agreement.	As per RFP

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
				Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)	
29		Additional Clause		Payment would be made within 30 days of invoice date.	As per RFP
30	22	Clause 3.6	Warranty	We submit that OEM warranty will be passed on AS IS with additional support to meet the SLAs	As per RFP
31	36	Clause 5.6.5	Performance Security	We submit that since the contractual obligations will commence from the date of execution of the contract, the requirement of providing performance security should be applicable from the date the contract is signed and should be valid for the term of the contract. Besides, the following provision should be included: "Performance security may be invoked in the event bidder commits a material breach of the contract and fails to cure the same within 30 days of receipt of a written notice for cure. "	As per RFP
32	46	Clause 7.8	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.	Please clarify that any additional services other than the agreed scope will be performed under change order.	Clause is self explanatory
33	47	Clause 7.14	Termination for Default	We hereby submit that the termination provision mentioned herein should be applicable only in the events of breach of material obligations of the contract, which remain uncured even after expiry of the cure period of 30 days written notice provided to cure the breach. Besides, the termination provisions should be made mutual, including an express contractual right to bidder to terminate or suspend services in the event of OICL's failure to make payment of undisputed invoice within the credit period, in addition to a late payment interest of 2% pm.	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
34	47	Clause 7.14	Termination for Default	Please clarify that Bidder will be paid for services rendered till the termination of the contract	As per RFP
35	48	Clause 7.17	Termination for Convenience	We submit that this clause on termination for convenience should be deleted or a lock in period is provided followed by payment of early termination fee as mutually agreed in the contract	As per RFP
36	48	Clause 7.18	Arbitration	We propose the arbitration panel to be three members, parties appointing one arbitrator each and such appointed arbitrator appoint the umpire	As per RFP
37	51	Clause 7.31	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	We propose to amend the clause as: Bidder's cumulative liability for its obligations arising out of or under related to the contract regardless of the form of action, whether in contract, equity, negligence, tort or otherwise shall not exceed the Contract value and the bidder shall not be liable for incidental / consequential or indirect damages including or any loss of profit or saving or revenue or goodwil	As per RFP
38	52	Disclaimer	The information contained in this RFP may not be complete, accurate, adequate or correct.	Bid Proposal is prepared based on information mentioned in RFP. Please confirm that any Technical and commercial impact for any information in RFP that is later found to be incorrect/inaccurate/incomplete will be borne by OICL	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
39	47	Clause 7.13	Liquidated Damages	We submit that liquidated damages (LD) should be linked to value of the relevant product/service that suffers a delay in delivery. Hence the amount of LD should be changed to 0.5% of the value of the delayed deliverables per each week of delay, subject to a maximum of 10% of the value of such delayed deliverables. The LD and SLA penalty should be sole remedy for the events of delay/failure and should be applicable only if the delay/failure is solely attributable to the Bidder.	As per RFP
40	82	Appendix 10:	Statement of No Deviation	We understand that we can take technical assumptions while preparing the solution which will be discussed and closed at the evaluation stage. Also, please allow bidder to propose alternate position and certain assumptions on RFP terms which also could be closed at the evaluation stage.	As per RFP
41		Clause 7.3.2	OICL ownership of Intellectual Property Rights in Contract Material i. All Intellectual Property Rights in the Contract Material shall vest in OICL;	Please clarify if "Contract Material" means customization/development done exclusively for OICL under the contract and does not include bidder's back ground IP?	Understanding is correct.
42	14 of 180	1.5 Eligibility Criteria for Pre-Qualification of Bidders	The Bidder should have been in existence for a minimum period of FIVE years in India.	We request OICL to consider the following: In case of separation of business, bidder may utilize the credentials and track record of its predecessor to fulfil the evaluation criteria (eligibility/pre-qual and technical evaluation criteria), including year of operations.	Understanding is correct.
43	14 of 180	1.5 Eligibility Criteria for Pre-Qualification of Bidders	The Bidder should have implemented at least one enterprise wide multi-location ECM Solution in BFSI or PSU in India in last 5 Years.	We request OICL to consider the following: The Bidder should have implemented at least one enterprise wide multi-location ECM Solution in BFSI or PSU or Govt. Organization in India in last 5 Years.	As per RFP

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
44	38 of 180	6.2 Technical Evaluation	A. Experience / Credentials	We request the table to be modified as: Category / No. of credentials (Indian) / Marks SI – Implementation partner: 3 or more = 50; 2 = 40; 1 = 20	As per RFP
45	115 of 180	10.7 Annexure 7: Contract Form	10.7 Annexure 7: Contract Form	Do we have to submit this form as part of Bid Response?	No
46	14	1.5 Eligibility Criteria for Pre-Qualification of Bidders (8)	The Bidder should have implemented at least one enterprise wide multi-location ECM Solution in BFSI or PSU in India in last 5 Years.	Enterprise wide DMS is a new product for Banking and Insurance. Rarely installed in Banks & Insurance companies. Hence we request the OICl team to kindly amend the clause to "The Bidder/OEM should have implemented at least one enterprise wide multi-location ECM Solution in BFSI or PSU in India in last 5 Years."	As per RFP
47	44	7.4.1 Application License costs and DB License costs	Delivery of application license, DB and Other software Licenses: 70%	Delivery of application license, DB and Other software Licenses: 90%	As per RFP
			Successful completion of UAT : 15%	Successful completion of UAT : 10% on submission of PBG	
			Successful completion of Pilot : 15%		
48	44	7.4.2 ECM Implementation Cost	Successful completion of UAT : 25%	Successful completion of UAT : 40%	As per RFP
			Successful completion of Pilot: 25%	Successful completion of Pilot: 40%	
			Post Pan-India Go-Live: 50%	Post Pan-India Go-Live: 20%	
49	44	7.4.3 Hardware and Related Software	Delivery of DC-DR Hardware and Scanners at Respective Locations : 70%	Delivery of DC-DR Hardware and Scanners at Respective Locations : 90%	As per RFP
			Successful Installation, integration and Acceptance of equipment : 30%	Successful Installation, integration and Acceptance of equipment : 10% on submission of PBG	
			Implementation Cost for Hardware and Related Software : 100% pos ATR	Implementation Cost for Hardware and Related Software : 100% pos ATR	

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
50	21	f	Currently OICL is using Sanovi Cloud Continuity 6.0 for DRM (Disaster Recovery Management). Bidder shall factor required additional DRM licence required for ECM Solution.	Not clear about the additional DRM license. Are we required to specify additional Sanovi license?	For DRM solution, Bidder shall provide and install the required additional licences.
51	60	2.2.3	Claims Process: Verify the uploaded scanned images against the hard copy and approved the version in ECM.	Our understanding is that the document verification /approval workflow / step has to be built in the ECM system. Please confirm	All the buiness process workflows exists in the present core application
52	61	3	Team Leader/ Claims supervisor at SVC allocates the claims to Operating Officers	Is the Document Workflow for Claims to be built in the proposed ECM system? Do you have Claims processing workflow already built and in use?	All the buiness process workflows exists in the present core application.
53	61	10	Claims process: Depending on authority matrix claim is sent for approval from higher authority	Our understanding is that Claims approval process/ matrix / screens are available in INLIAS and will interface with the proposed ECM system to enabling viewing of claims related images	Understanding is correct
54	64	5.1	Underwriting process:approvals from higher authority	Is the basic workflow for approvals based on images to be created in the ECM system or will it be part of the current landscape requiring integration with ECM?	All the buiness process workflows exists in the present core application.
55	22	3.4.2	ECM solution will be deployed in a clustered environment and provides automatic failover between redundant systems in the event of system failure.	Is clustering is required in Active-Active or Active - Passive mode, Please specify ?	Please refer RFP Section 3.4.1
56	22	3.4.3	The bidder shall supply and support scanners (with 3 years warranty) whose numbers are mentioned in the following table	While the # of scanners are being explicitly mentioned, is there a possibility these # to change in the near future ?	As per RFP
57	60	Appendix 3: List of Interfaces & Process Diagrams post ECM Implementation	9.3.1 Appendix 3A: List of Interfaces List of Internal interfaces required 1. INLIAS – Core system used by OICL 2. OICL Internet Portal	Isthe integration scope limited to INLIAS core system and Internet Portal ? If not please elaborate on the systems.	Please refer RFP Section 3.2

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
58	88	1 Document capture	1.1.8The Capture product should support Browser based (Web)scanning and indexing capabilities from Remote locations	Is the understanding correct that a web based scanning solution with document indexing and extraction capability is required?	As per the RFP.
59	90		2Data entry	Is the understanding correct that scanning solution should be template independent ?	Yes
60	88		1.4 The ECM shall support temporarily storing the scanned images locally before uploading to the central server.	Please specify business requirement to store data locally as the entire purpose of a secure ECM system can be at risk.	All the data shall be stored in data centre storage
61	91		5 Document viewing	Are the documents in consideration are images and pdf documents only? Office Documents like word, excel, powerpoint are not in consideration ?	As per the RFP.
62	94	9	Security	How do you plan to protect the documents moving out of organisation? Information Rights Management Solution (IRM) should be part of the ECM strategy to ensure security of documents carrying sensitive & customer information?	Scope is already defined in the RFP.
63	96		Encyrption	While encyrption is an important part the requirment should also consist of storing files in non-proprietary format. This is important when its is required to migrate data or at the time of end of life of the system	Scope is already defined in the RFP.
64		1 Solution Architecture	1.9Ability to use the application through the following: Internet Intranet Direct access Mobile devices (GPRS, SMS) Thick/ thin client	please confirm the browsers to support the access through the mobile like safari, Chrome, Microsoft IE etc.	All leading browers IE,Google Chrome,Mozilla etc
65	66	Appendix 4: Business Volumes	Expected number of ECM users	Please specify the number of users for Document management system and workflow system?	As per RFP
66	20	3.1.14	3.1.14. The successful bidder shall impart requisite training to OICL's core team	Please let us know the frequency, resources to be trained, facilities, etc. for planning the training	Refer to Table F in commercial bid

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
67	20	3.2.2	3.2.2. ECM shall be integrated with Web Portal	Bidder assumes the web portal integration would be supported by the web portal customer team, however if there are any issues creating out of ECM solution would be supported by the vendor, please confirm	Understanding is correct.
68	20	3.2.4	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). The exact scope of such integrations would be decided as and when OICL deems it necessary to fulfil its business needs.	Bidder assumes this would be through CR request, please confirm	Understanding is correct.
69	21	3.4.1.o	The Bidder shall 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	Bidder assumes that remote connectivity would be provided by OICL bidder's premises. Please confirm.	Yes
70	22	3.4.2.4	Bidder shall ensure the availability of resource at DR site as and when required to maintain defined RPO & RTO	1. Please provide the frequency of DR Drills to be conducted in a year. 2. Please confirm that the resources would be required during DR drills as well as during any emergency failover to DR .	1. Quarterly 2. Yes
71	23	3.6 - 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, if any, once in a calendar quarter and should maintain proper records at each site for such PM.	Please confirm that the Preventive maintenance of scanners is out of scope.	Please refer to section 3.4.3
72	24	3.6 - 20 c -xi	Liaising with scanner vendors to resolve issues related to working of scanners	Bidder assumes that the day to day support for scanners and other end user devices is out of bidder's scope. We understand that we will only provide any breakfix support for scanners after the call is logged with our helpdesk.Pease validate.	As per RFP.

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
73	25	3.8 - Project Timelines	The scanning of documents will be in a decentralized fashion in-line with the current policy issuance model. For Claims, it will follow a hybrid model – centralized for SVC processing and decentralized for office operations.	Bidder assumes there is no scope for scanning the documents by Bidder's resources during the tenure of the contract. Please confirm.	Understanding is correct.
74	26	4.1 - Support SLA's	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?	Helpdesk tool shall be provided by OICL. OICL will extended the existing EMS functionality for Hardware. For Application, it will be Bidders responsibility to meet the RFP requirement.
75		4.1.1	I. Critical Any problem due to which Operating offices, HO, RO, Call Centre, Portal cannot access the ECM solution II. Key Any problem due to which ECM solution is partially unavailable (including configuration or user access related issue) to users at Operating offices, HO, RO, Call Centre, Portal	Bidder understands that the overall availability of ECM to any user in RO, HO or any opearting office will be dependent on the entire ecosystem of IT Infrastructure including wan links, wan devices and not only the ECM platform. 1. Bidder assumes the performance of the ECM solution would be calculated only on software /hardware attributable to Bidder's scope. 2. Bidder recommends that if OICL wants the perfromance to be measured at user end point locations, then an appropriate tool for performance measurement (e.g. Synthetic APM monitoring tool) shall be provisioned by OICL to identify and segregate the faults between the supplied ECM solution set up vs the OICL's existing set up. Bidder will not be penalised for the cause which is not attributable to bidder's scope.	1. Understanding is correct. 2. As per RFP.
76	28	4.2 Note	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 penallty when it comes to sustainence. Bidder requests to cap it to 5% of quarterly billing value of services.	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
77	22	3.4.3	The bidder shall supply and support scanners (with 3 years warranty)…..	Please clarify if only 3 years warranty and support is needed for scanners. For other hardware as per RFP support needed is for 6 years (3 years warranty + 3 years AMC)	Understanding is correct.
78	22	3.4.3	The bidder shall supply and support scanners (with 3 years warranty)…..	Please confirm there will be no manpower will be required to operate the scanner machines	Bidder will be responsible to supply, install and maintain the scanners as per RFP terms
79	23	3.6.3	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. For Hardware, the warranty will commence from the date acceptance and for ECM and Database from Pilot Go-live date. No parts, accessories of the systems like print heads etc. should be excluded from such warranty; and	Please Remove word "Comprehensive" bcoz for scanners - Exchange roller kit, Plastic gears, CIS Kit is part of consumables and not covered under warranty.We will be able to provide only OEM standard warranty	As per RFP
80	111	10.3.2	5. Scan speed, Min. 20 ppm; duplex mode, black and white, 200 dpi, 1-bit	Include Duplex Speed and mention as 20ppm / 40ipm as is the latest standard	As per RFP
81	81	9.9	We hereby extend our guarantee and warranty as per terms and conditions of the RFP and the contract for the hardware and services offered for supply against this RFP by the above-mentioned Vendor, and will extend full support for entire period of contract.	Remove word "Guarantee" as all the OEMs only provide the warranty on their products	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
82	1.6 (vii)	General Conditions	If at any stage of project work, it is observed that offered services do not meet OICL's requirement and/or fail to provide requisite performance and required reports due to any reason not attributable to the OICL, the bidder shall have to take suitable measures without any additional cost to the OICL.	If at any stage of project work, it is observed that offered services do not meet OICL's requirement and/or fail to provide requisite performance as required under the PO and SoW, and required reports due to any reason not attributable to the OICL, the bidder shall have to take suitable measures without any additional cost to the OICL.	As per RFP
83	3.1.9	Scope of work	The successful bidder shall customize the screens, design and layout of the application depending on the requirements of OICL, at no additional cost.	The successful bidder shall customize the screens, design and layout of the application as required under the PO and SoW, ~~depending on the requirements of OICL~~, at no additional cost.	As per RFP
84	3.4.1. (h)	Technical Requirements	The bidder shall 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.	The bidder shall 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. as per mutually agreed terms between OICL and the bidder ~~without any additional cost to OICL~~.	As per RFP
85	3.4.1 (n)	Technical Requirements	Bidder shall apply all software updates / version upgrades released by the respective OEMs during the contract period.	Bidder shall apply all software updates / version upgrades released by the respective OEMs during the contract period, under a change request order.	As per RFP
86	3.6 (4)	Warranty and Post Production Support	Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all required hardware, equipment, etc. covered by the tender. Bidder shall warrant all required hardware, equipment, spare parts etc. against any manufacturing defects during the warranty period.	Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all required hardware, equipment, etc. covered by the tender. ~~Bidder shall warrant all required hardware, equipment, spare parts etc. against any manufacturing defects during the warranty period.~~	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
87	5.4.4	Firm Price	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	The prices quoted should also include all rights (if any) of patent, registered design or trademark on the bespoke deliverables provided under the contract and the bidder shall indemnify OICL against all third party claims directly attributable to the use of the deliverables. ~~in respect of the same~~	As per RFP
88	7.3.2	OICL ownership of Intellectual Property Rights in Contract Material	i) All Intellectual Property Rights in the Contract Material shall vestin OICL; ii) 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 period specified in the Contract Details, a world-wide ,royalty free, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	All Intellectual Property Rights in the Contract Material, except for all COTS deliverable, shall vest in OICL,	As per RFP
89	7.3.5 (iii)	Remedy for breach of warranty	The Bidder will indemnify OICL against all third-party claims of infringement of patent, Intellectual Property Rights, IPR, trademark, copy right or industrial design rights arising from use of the Bidder's Solution or any part thereof throughout the Offices of OICL, including but not limited to the legal actions by any third party against OICL	The Bidder will indemnify OICL against all third-party claims of infringement of patent, Intellectual Property Rights, IPR, trademark, copy right or industrial design rights directly attributable to the ~~arising from~~ use of the Bidder's Solution or any part thereof throughout the Offices of OICL, including but not limited to the legal actions by any third party against OICL	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
90	7.3.6	Patent Rights and other litigation cost	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in OICL's country, the Bidder will act expeditiously to extinguish such claim. If the Bidder fails to comply and OICL is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation including all expenses (court costs and lawyer fees).	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights directly attributable to ~~arising from~~ the use of the systems or any parts thereof with relation to the contract deliverables, in OICL's country, the Bidder will act expeditiously to extinguish such claim. If the Bidder fails to comply and OICL is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation including all expenses ~~(court costs and lawyer fees)~~.	As per RFP
91	7.4.6 (i)	Other payment terms	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	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. However the bidder's delay to perform the services, or to meet agreed service levels shall be excused if and to the extent bidder's performance is effected or delayed due to the Bank's omissions or actions whatsoever.	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
92	7.13	Liquidated Damages	If the bidder fails to meet the milestones-3 specified in Section 3.8, within the specified timelines, 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. Performance of services shall be within the norms specified in the Service Level Agreement (SLA) forming a part of the contract. In case bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.	If the bidder fails to meet the milestones-3 specified in Section 3.8, within the specified timelines, for reasons solely attributable to the bidder, 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 5~~10~~% of the contract price. Once the maximum is reached, OICL may consider termination of the contract. Performance of services shall be within the norms specified in the Service Level Agreement (SLA) forming a part of the contract. In case bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA, subject to a cap of 10% of the annualised contract value.	As per RFP
93	7.14	termination for default	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	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. The liability of bidder in such an event shall not exceed 5% of the differential cost incurred by the customer. However, the bidder shall continue performance of the contract to the extent not terminated. The bidder may terminate the contract if OICL fails to make payments to the bidder, within 30 days of issue of invoice for the same.	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
94	7.17	Termination for 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	The notice of termination shall specify that termination is for either party~~OICL~~'s convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective	As per RFP
95	7.26	Confidentiality	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender and shall continue for a period of one year the expiration, termination or cancellation of the contract	As per RFP
96	New Clause	Deemed Acceptance	Clause to be added	Services and/or deliverables shall be deemed to be fully and finally accepted by OICL in the event when OICL has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when OICL 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 OICL.	As per RFP
97	New Clause	Site not ready	Clause to be added	OICL hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. OICL agrees that bidder shall not be in any manner be liable for any delay arising out of OICL's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of services under the terms of this contract	As per RFP
98	New Clause	Transfer of risk and title	Clause to be added	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto OICL on delivery of the material at the OICL location.	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
99	New Clause	Change Order	Clause to be added	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	As per RFP
100	New Clause	Right of Assignment of Debts	Clause to be added	Bidder request to have a right of assignment of debts to Financial institutions.	As per RFP
101	New Clause	Savings Clause	Clause to be added	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 or causes non-performance due to the Bank's omissions or actions whatsoever.	As per RFP
102	88	10.1.2 Functional Specifications/ Document capture/1.1	System should be able to capture following contents: Email Fax	As per the statement mentioned in RFP, the solution should be capable enough to capture FAXES & MAIL in central repository. Please confirm my understanding. If yes, then please mention the name of the Mail OICL is using currently. And also please elaborate more about capturing of FAXES in Content	1) As per RFP 2)Email in MS Exchange 3)Fax copy will be scanned and stored.
103	88	10.1.2 Functional Specifications/ Document capture/1.1.6/System generated documents/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.	As mentioned it is expected from the solution to upload documents from third party premises. Assuming that third party premises is refferening to branch office of OICL. Please confirm my understanding.	Third party premises is any location outside OICL network.

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
104	89	10.1.2 Functional Specifications/ Document capture/1.15	Ability to support multiple scan stations	As per our understanding, OICL has HO and RO Offices across India. As per statement mentioned in RFP document,OICL needs scanning activity to be held at branch level also . If Yes, so please help me to understand that How many scanning stations is required for scanning and indexing. (For Example: If OICL wants to scan all documents from HO, then their should one Scanning Operator who will do this scanning activity. For this activity, OICL needs to provide on desktop in which scanning solution will be installed.) (For Reference: 1 Scanning Desktop = 1 Scanning Station) How many scanning station is required for scanning the documents?	Query not clear. Scanning stations here refers to network scanners. A user should be able to get the documents scanned from any scanner in the network. No. and type of scanners already given in the RFP.
105	90	10.1.2 Functional Specifications/2/Data entry/2.1	Ability to Manual/Automatic Indexing using Barcode, MICR, CSV data from other applications	As per the statement, the solution should provide manual and automatic indexing using barcode and MICR. We understand well that indexing through OCR/ICR/MICR/barcode are standard methods which Newgen solution suppots. Please mention the use of CSV data from other applications in indexing.	Please quote as per requirements mentioned in the RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
106	94	10.1.2 Functional Specifications/7/Documents handling/7.1.23	Pre-defined workflow processes and ad-hoc routing	As per the RFP Document is reffering to Process Automation through Business Process Management Tool. We have an extensive experience in Business Process Management Tool in 1100 installations. Please help us to understand about which type Business Process of OICL is looking to automate. The desktop should support inbuilt Imaging capabilities and shall support complete and automatic integration of every step of the approval workflow with the underlying DMS for the purpose of document retrieving and processing. Please mention the name of the processes and brief explanation of each process. Also, please provide us the functional requirement of each processes.

(For Example: a. Grievance Redressal Process, b. New Business Process and Underwriting Process, c. Claims Management Process) | Please quote as per RFP. |
107	97	10.1.2 Functional Specifications/10/Workflow/10.1	Workflow for routing and tracking of documents, messages and Forms	Please mention the workflow process.	Refer to the reply to the above query
108	99	10.1.2 Functional Specifications/17/Architecture Considerations/17.13	Supports Image Enable framework for image-enabling business applications.	Please mention the name of business application which OICL is looking to integrate the Document Management Solution.	Business Applications to be integrated are clearly mentioned in the RFP section 3.2.
109	100	10.1.2 Functional Specifications/17/Architecture Considerations/17.22	The application should be able to support Hindi and English. Support in other Indian languages will be preferred.	As mentioned in the RFP the solution should be unicode and provided in Hindi & English Languages. Please elaborate about other Indian Languages and also mention the name of the other languages.	Minimum Hindi and English required. Other languages, if supported will be preferred.
110	107	10.2.2 Technical Specifications/2/Application Performance & Interoperability/2.2	Ability of the application to run on atleast two of the following Databases: Oracle (latest version) MS SQL (latest version)	As per our industry experience there are three main databases on which enterprise scalable applications runs i.e. Oracle (latest version), MS SQL (latest version), Postgre etc. The solution should be platform agnostic on which application can be run on these above databases. Please confirm my understanding.	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
111	109	10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Definition of standard interfaces through which system will exchange information in a consistent manner e.g., interface to Enterprise modules (HR, CRM)	Please elaborate more on scope of integration with Document Management Solution.	Scope of integration is clearly defined in section 3.2 of the RFP.
112	109	10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Definition of standard interfaces through which system will exchange information in a consistent manner e.g., interface to Data Warehousing	Please elaborate more on scope of integration with Document Management Solution.	Scope of integration is clearly defined in section 3.2 of the RFP.
113	109	10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Definition of standard interfaces through which system will exchange information in a consistent manner e.g., interface to Portal (Internet/ Intranet)	Please elaborate more on scope of integration with Document Management Solution.	Scope of integration is clearly defined in section 3.2 of the RFP.
114	109	10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Definition of standard interfaces through which system will exchange information in a consistent manner e.g., interface to Mailing system	Please elaborate more on scope of integration with Document Management Solution.	Scope of integration is clearly defined in section 3.2 of the RFP.
115	110	10.2.2 Technical Specifications/5/Interfaces and uploads/5.5	Should have the capability to integrate with other collaboration tools (e.g. Microsoft Outlook)	As per the statement mentioned in RFP Document, that the solution should have the capability to integrate with MS Outlook to archive emails in document management solution for future retreival. Please mention the number of users who will be uploading the mails in document management solution.	Please quote as per RFP requirements
116		General	Allow both physical and electronic documents to be managed in an integrated manner by integration with Document Management System and workflow.	OICL is looking for full fledged Record Management Solution along with DMS which provides such features physical tracking of documents, applying retention policies etc. The system should be certified to one of the Record Management standards i.e. DoD 5015.2, VERS and ISO 15489. Kindly confirm our understanding.	Please quote as per RFP requirement.

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
117		General	Related Record Management Solution	As per our understanding we assume that Records Management component should comply with regulatory and legal policies for long-term archival of content. The system should be certified to one of the Record Management standards i.e. DoD 5015.2, VERS and ISO 15489. The Solution should manage lifecycle of documents through record retention, storage, retrieval and destruction policies. The Solution should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories. The complete schedules would be as per the organizational policies. Please confirm our understanding.	Please quote as per RFP requirement.
118		General	Ability to manage RTI related, audit related and vigilance related information sourcing through a process monitoring of requests	As per our understanding we assume that the solution should provide facility to link cross-related documents like Application form and Grievance Re and reply sent etc. The Solution should have the capability to define the workflow for RTI Application in First Appeal and Second Appeal etc. The Solution should have the capability to assign the RTI request to concerned department. Please confirm our understanding.	Please quote as per RFP requirements only.All the buiness process workflows exists in the present core application

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
119		General	Ability to manage the complaint handling process, grievance handling process and vigilance clearance process.	We assume that OICL is looking for a BPEL, BPMN 2.2 and WFMC complied solution on which Complaint Handling process, grievance handling process and vigilance clearance process can be designed. The workflow management system shall support Inbuilt Graphical workflow designer for modeling Complaint Handling process, grievance handling process and vigilance clearance process using drag and drop facilities. The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge. The system should provide inbuilt facility to design Custom forms for all processes that can be attached at one or more stages of workflow. Based upon the OICL DOA, the approval hierarchy will be designed in the system. The scanning solution, DMS Solution and workflow solution should be tightly integrated with each other and Rapid Application Development component with less integration complexity. Please confirm our understanding.	Please quote as per RFP requirements only.
120		General	Number of users	As per mentioned in Appendix 4, that there are three types of Office users in OICL i.e. Underwriting users, claims handling users, support funcation users. In which there are in total 10019 at 1783 different locations. These are total number of users who will be accessing Document Management Applications through Portal or OICL Insurance application INLIAS Please confirm my understanding.	No. of Portal users is defined separately.
121		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Scanning	How many document types will be scanned through scanning solution? And how many indeces will be there for each document type? Is this scanning solution will be used even for workflow processes as entry points? If so, how many processes?	Scanning solution should be configurable and there should be no limitation related to type of document or number of indices.

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
122		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Scanning	If scanning is required, How many locations will be there to perform the scanning activities? Is it a centralized or decentralized scanning?	List of locations and no. of scanners in each location already provided in the RFP. Hence, requirement remains as per RFP.
123		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Migration and Backlog migration	What is the existing Volume size? How many document types will be there? What is the expected timeline to finish the Migration activity?	Please quote as per RFP requirements
124		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Migration and Backlog migration	Are there any physical copies to be scanned & digitized to new DMS system? If so, does any scanning services required to scan and upload the Backlog documents?	Please quote as per RFP requirements
125		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Integration	How many systems/applications needs to be integrated with DMS? How many integration touch points will be there?	Please refer to section 3.2 of the RFP
126		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Integration	What are all the major functionalities expected in integration? E.g. Upload, Fetch & View, Delete etc.	Please refer to section 3.2 of the RFP
127		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Integration	Is DMS will be accessed/ documents will be uploaded even from Mobiles?	Please quote as per RFP requirements
128		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Integration	Is there any LDAP/AD Integration required for DMS system?	Please quote as per RFP requirement.
129		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Hardware Sizing calculation	In ongoing activities, how many documents will be uploaded/added into DMS on a daily/monthly/yearly basis?	Please refer RFP Section 9.4
130		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Hardware Sizing calculation	How many users will be accessing the DMS system alone? And what would be the max. concurrency of DMS usage ?	Please refer RFP Section 9.4
131		10.2.2 Technical Specifications/5/Interfaces and uploads/5.1	Hardware Sizing calculation	Is the proposed system to be mounted on HA system?	Please refer RFP Section 3.4.1
132	7.4	Payment terms	Application License costs and DB License costs Delivery of application license, DB and Other software Licenses -70% Successful completion of UAT - 15% Successful completion of Pilot- 15%	Delivery of application license, DB and Other software Licenses -80 On installation - 20%	As per RFP

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
133	7.4	Payment terms	Hardware and relates softwqare costs Delivery of DC-DR Hardware and Scanners at Respective Locations - 70% Successful Installation, integration and Acceptance of equipment - 30%	Delivery of application license, DB and Other software Licenses -80 On installation - 20%	As per RFP
134	7.4	Payment terms	Implementation Cost for Hardware and Related Software 100% post ATR	100% on successful installation	As per RFP
135	7.4	Payment terms	ECM Implementation Cost Successful completion of UAT - 25% Successful completion of Pilot - 25% Post Pan-India Go-Live - 50%	20% on mobilization 30% on Solution Requirement Study (SRS) completion 30% of successful completion of UAT 10% on completion of Pilot 10% on GO-LIVE	As per RFP
136	7.34	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
137	66 to 75	Appendix 3: Business Volume	9.4	OICL has furnished expected document volume of core business functions & support functions in pages and also expected number of Photoes for claim. Is this volume to be digitized or it is readily available in electronic mode.	Please refer the scope of work section.

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
138	17	Background and Current IT infrastructure	2	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. Hardware load balancer 2. Details shall be provided to successful Bidder. 3. Stoarge based replication
139	22	ECM solution will be deployed in a clustered environment and provides automatic failover between redundant systems in the event of system failure.	3.4.2	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.	Please refer RFP section 3.4.1

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
140	23	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. For Hardware, the warranty will commence from the date acceptance and for ECM and Database from Pilot Go-live date. No parts, accessories of the systems like print heads etc. should be excluded from such warranty	3.6	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.	Please refer RFP section 3.4.1
141	22	Bidder is not expected to provide hosting space for ECM application at DC or DR sites.	3.4.4	Do we need to provide Server Racks	Yes
142	25	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.	3.8	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 scope of work section.

Enterprise Content Management Solution (Ref No: Tender No. OICL/HO/ITD/ECM/2016/01 dated 5th August 2016)

S.N.	Page	Section/ Para	Original Clause	Query/Clarification	OICL Response
143	21	The Enterprise content management solution shall be deployed on High-Availability architecture. The solution shall be designed without any single point of failure. The solution shall provide for load balancing in every required layer. The solution shall provide the ability to recover from failures and shall also provide clustering features, thus protecting against many multiple component failures.	3.4.1	Please clarify provisioning of Load balancer is also required as part of the solution or OICL will be provide the existing hardware	OIC will provide the hardware load balancer as per section 2.4
144	45	Training	7.4.4	Please indicate number of locations where training needs to be conducted	Delhi-NCR