

Clarification/Response

Sr. No.	Page No.	Clause No.	Point / Section	Query	Clarifications/Response
1	11.Scope of Work	Clause-7	point B.: AMC/ATS for Hardware/Software Infrastructure (Annexure 1 A)	Please share details of Hardware Life Cycle and ongoing ATS contract validity details for each hardware component	Details of HW /SW provided in Annexure-1A. The OEM may be contacted for Life Cycle and ongoing ATS contract validity details for each hardware component
2	12.Scope of Work	Clause-7	point B: Onsite Support Role & Responsibility:-	Please share details of resources currently available onsite	2 (Two)
3	11	Clause-7- A	Point 15: Training- a) Train the Bank team for development and making changes in application/workflow.	Kindly, elaborate on the workflow scope. We understand that the scope is limited to document management solution only. Please confirm.	Scope will be as per the business requirement of the Bank. Scope will be related to Document Management Solution workflows.
4	11	Clause-7- A	Point 16: Efforts required in Making the new module are to be calculated through Functional Point Analysis [FPA] method of effort estimation in man-days (as per Annexure-14)	We have our own effort calculation methodology. We will provide the implementation cost basis the same. Please confirm.	FPA method of effort estimationas suggested by the Bank to be followed.
5	11	Clause-7- A	Point 18: SI also to ensure development and implementation of any other work flow module required by Bank.	Kindly, elaborate on the workflow scope. We understand that the scope is limited to document management solution only. Please confirm.	Scope will be as per the business requirement of the Bank. Scope will be related to Document Management Solution workflows.
6	15	Clause-10	The OEM onsite support should also be capable of development/modifications of existing and new workflows and also train the Banks team for development of workflows.	Kindly, elaborate on the workflow scope. We understand that the scope is limited to document management solution only. Please confirm.	Scope will be as per the business requirement of the Bank. Scope will be related to Document Management Solution workflows.
7	19	Clause-17	ESCROW	We understand that the escrow arrangment is for the source code of the csutomized part only. Please, confirm.	The escrow arrangment is for full source code and subsequent updations for changes.

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8	10	Clause-7	Point -C (IV): Digitization of various departments of Bank including Archival and development of workflow/Application as per Bank's requirement.	Kindly, elaborate on the workflow scope. We understand that the scope is limited to document management solution only. Please confirm.	Scope will be as per the business requirement of the Bank. Scope will be related to Document Management Solution workflows.
9	50	Annexure-2 Commercial Bid	Schedule A PART-IV Unit Rate for FM/onsite support resource 2. On-site support for DMS Application from OEM	We understand, support from OEM would be made available 5 days in a Week (Monday to Friday) from 9:00 am to 6:00 pm. Kindly confirm.	Support will be required from 9:00 am to 6:00 pm on all working days of the Bank which is in line with support provided by other vendors.
10	11	Clause-7 AMC/ATS for Hardware/Software Infrastructure (Annexure 1 A) :	Point-B: AMC/ATS Support services to be provided for existing Hardware/Software infrastructure installed at DC Mumbai and DRC Hyderabad. It includes onsite support for Operating Systems, Database, Middleware, Application, Other Software and Subscriptions.	Kindly provide details for hardware and software: 1. OEM back to back support is required 2. SLA requirement is 8x5xNBD or 24x7 3. Quaterly Preventive maintenance required 4. Currently the devices are under OEM contract, if Yes the last date of the contract 5. For RHEL kindly provide the copy of the license	1.OEM Back to back support is required. 2. As per Banking working hours and working days. 3. Quaterly Preventive maintenance should be part of AMC support. 4 & 5.Details of OEM are provided in RFP. OEM may be contacted for details.
11	10	Clause-7	Point-A: AMC for DMS ApplicationAMC and on-site support services for DMS solution including existing Modules and New application to be implemented as per Bank's requirements under RFP and Change Requests.	Kindly provide details 1. DMS - existitng modules details of license (with number of concurrent users) with version details	1. Omnidocs -2300 (Concurrent 600). 2. OMNI Scan-50
12	46	Annexure-1A-AMC for Hardware & Software of Document Management Solution	Dell SC4020 Storage controller (95182Y1) Dell SC4020 Storage controller (95182Y1) Dell SC4020 Storage controller (6KLVH82) Dell SC4020 Storage controller (6KLVH82)	Kindly provide the service tag details for the storage controllers in DC and DR	Details of HW /SW provided in Annexure-1A. The OEM may be contacted for any further details.

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13	10	Clause-7 -- AMC for DMS Application:	Point-A: SI to utilize the existing Document Management System application (OmniDocs) available with Bank.	What version of OmniDocs is currently in use?	Version-9
14	51	Annexure-2 Commercial Bid: PART- VII: Cost of additional Licenses for DMS Application (Valid for 5 Years)	Cost of additional OMNISCAN license	What version of OmniScan is currently in use?	Version-1.1
15	51	Annexure-2 Commercial Bid:	PART- VIII: Other items (Valid for 5 Years)	Currently, who scans their forms/documents and stores in DMS?	Bank staff
16	20	Clause-18. Disaster Recovery Setup	Successful bidder is required to establish the Disaster Recovery (DR) set up for the proposed solution	Is DR setup currently not in place?	Yes-In place
17		General		How many people currently supporting the DMS?	2
18		General		How many tickets/issues/CR are raised per month?	10 to 15
19		General		What percentage of customization is done over OOTS product (OmniDocs)?	OM Module is present. New Archival module is to be implemented.
20		General		How many flows in DMS are configured?	2 (one not in use)
21		General		How many templates are there in OmniScan?	Will be informed as per the requirements of new functionalities.
22	20	Clause-19	Even though the DC application is functioning and DR application could not make up with the stipulated recovery time objective, the penalty for the non-functioning of DR set will be same as mentioned in the Point No.15 of Guarantee on System uptime.	Point no. 15 is Land Border sharing clause. Kindly clarify	Even though the DC application is functioning and DR application could not make up with the stipulated recovery time objective, the penalty for the non-functioning of DR set will be same as mentioned in the Point No.16 of Guarantee on System uptime.

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23		General		What type of workflows are expected in future? Only 1 to 1 level approval workflows can be created in OmniDocs. For advance level workflows, IBPS is needed.	Not only 1 to 1, but also 1 to many depending upon requirement of approvals.
24		General		Is IBPS available?	Yes (Egov, Omnidocs and Omni scan are available)
25		General		What kind of integrations will be done in future? If can provide names of any specific ERP.	List of applications for integrations are provided in RFP
26		General		Is any third party integration is already present in the system?	Yes
27		General		Number of Users, number of Document Types and Number of Data classes.	2300 users and Please Refer RFP other details.
28		General		If any upload/download utility is configured in the system.	Yes
29	46	Annexure-1A–AMC for Hardware & Software	1.Red Hat Enterprise Linux for Virtual Datacenters, Premium - QTY: 2. 2. Red Hat Enterprise Linux for Virtual Datacenters, Standard - , QTY: 3. 3.Red Hat Enterprise Linux Server, Premium (Physical or Virtual Nodes) - QTY: 2 . 4.High Availability - QTY: 4. 5. Red Hat JBoss Enterprise Application Platform, 16-Core Premium - , QTY: 4. 6.Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes) - , QTY: 2	Part Number to be added	1.Red Hat Enterprise Linux for Virtual Datacenters, Premium - SKU:RH00001RN, QTY: 2. 2. Red Hat Enterprise Linux for Virtual Datacenters, Standard - SKU: RH00002RN, QTY: 3. 3.Red Hat Enterprise Linux Server, Premium (Physical or Virtual Nodes) - SKU: RH00003RN, QTY: 2 . 4.High Availability - SKU: RH00025RN, QTY: 4. 5. Red Hat JBoss Enterprise Application Platform, 16-Core Premium - SKU: MW0153748RN, QTY: 4. 6.Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes) - SKU: RH00004RN, QTY: 2