

Reply to Bidder Query for Tender No. CM17832 Implementation of E-Office solutions for IGL

S.no.	page	Clause as Per RFP	Query	Remarks /Clarification from IGL
1	8	The Bidder should have technical support center/office operational in Delhi/ NCR having at least 3 technical resources.	Kindly specify if we can submit a self declaration in this regards	Same has already been mentioned on tender given in note section 7.3 on page 8.
2	8	In case the Bidder is an OEM, then the Bidder should provide the self undertaking. In case the Bidder is an authorized partner of OEM, then the Bidder should provide a certificate from OEM stating that the Bidder is an authorized partner of OEM along with manufacturer authorization form specific to this tender	Will MAF on OEM letter head suffice this requirement?	Same has already been mentioned on tender given in note section 7.3 on page 8.
3	52	Proposed e-office application should not be developed on open source technology and it should be proprietary solution of OEM	The bidder/OEM can be the solution provider of the E-office solution built on OEM platform. Kindly confirm	The proposed solution shall be built on OEM platform. However bidder shall provide the source code of application to IGL after completion of warranty and support period.
4	60	The bidder shall ensure uptime of e-Office services as 99.99% on monthly basis during the contract period.	Kindly confirm if the requirement for E-office solution for 99.99 is required on monthly or yearly basis?	Tender condition prevails.
5	60	The bidder shall ensure uptime of e-Office services as 99.99% on monthly basis during the contract period.	Kindly specify the penalty clause if the bidder is not able to achieve this requirement as currently it does not point towards a penalty clause	Penalty as per the PRS clause.
6	64	OEM should have ISO 27001 certified.	The ISO certification should be on the bidder and not OEM	Bidder/OEM of the proposed solution should have ISO 27001 certified.
7	65	Bidder has to provide the 24*7*365 days support service for e-Office solution.	The ask for 24*7*365 is quite stringent for support and requires a dedicated team or you need only provision to log tickets and provide L1 support during office hours	Application should be run as per the SLA and full support during office hours and for non-office hours, remote support is required.
8	65	Single Bidder should provide the single point of contact form OEM to expedite support and emergency response.	OEM support is governed by EULA and OEM global support team follows follow the sun and hence a OEM member is not required from a SPOC standpoint. A SPOC from OEM/bidder should suffice this requirement, kindly confirm?	Bidder should provide the single point of contact form both OEM and Bidder to expedite support and emergency response
9	65	The bidder shall ensure uptime of e-Office services as 99.99% on monthly basis during the contract period.	In the clause "Scope of Work" point no.50 you have specified Active-Passive and here you are mentioning High Availability and 99.99 % which are contradictory requirements. Kindly clarify	Kindly refer the reply of S.no. 4

10	60	Scope of Work	As part of the bid the bidder needs to respond to both the " Technical Compliance Sheet for E-office Solution" mentioned on page 64 and the Scope of Work document on page 60 as part of the bidder response. Kindly clarify as they are mentioned in separate sections and it seems Scope of Work document can be left and is just for bidders information	Technical Compliance sheet needs to be submit separately.
11	3	. e-Office solution shall consist of the following: . 3)Extended Component: The Extended component module shall be used as platform for integration of e-Office solution with any existing or future application of IGL and seamless working of on mobile-	Please Clarify	Proposed e-office solution should integrate of existing appliation(i.e. SAP, Office 365, Active Directory, Digital Signature) & upccoming SAP HANA and other business IT systems of IGL (maximum of 3 applications) and it should be compatiable with working on any mobile of iOS & Android.
12	6	Currently we are having OpenText xECM version v16 & DB version communications builder (16.6.2 GA Bulid 397) for content server which is being used for – I. Workspace for various business objects viz. PR, PO, etc II. Creation of PDF invoices of PNG customers.. Hence, the bidder may propose the solution, which is compatible with these versions without any version upgrade.	Please Clarify	Proposed solution should be compatible with existing version and for implement posped e-office soluton, existing version of XECM need not to be upgrade for proposed solution. This is specific to solution proposed on Open text Platform.
13	18	18. The solution shall provide interface with and other existing (SAP, Office 365, Active Directory, Digital Signature) & upcoming core and business IT systems of IGL, to push or pull data from respective systems	Please Clarify	Please refer the reply of S.No. 11
14	19	19. Any kind of integration of e-Office solution with any existing or future application of IGL will be in scope of the bidders	Please Clarify How many Future application name specific	Please refer the reply of S.No. 11
15	20	20. To implement suitable workflows for IGL's business processes.	Please Clarify	Suitable workflow as defined by IGL to be implemented in proposed e-office solution. Currently the workflows count is around 20 nos. Another 4-5 more workflows may comes in future. However users should have option for selction of employees and their designations for creation of dynamic workflows.
16	page 67 Section IV	Software License Cost for paperless office solution for 256 users	It is understood that total number of E-Office Users will be 256. Should we consider same number of User Concurrency or Concurrency of Users will be different?	Total active/named users will 256 as per license requirement, however the active session/ concurrent users will be maximum of 30% for infra sizing prospective.

17	Page 61, section/point 1	The File and Note Sheet management system aims to replicate the physical filing as close as possible i.e. electronic files shall look similar to Physical file with right hand side of the file holding the "Correspondence" & left hand side of the file holding the "Note-Sheets".	It is understood that the proposed E-Office Solution will have its source channel of documents as the the physical files which will be scanned, indexed & pushed to E-Office Workflow for processing and decision making. Please confirm if that understanding is correct.	The e-file should looks similar like physical file once created where approval notesheet should be on left side and other corrsopondence and annexure will be displayed on the right hand side of the file.
18	Page 61, section/point 1	The File and Note Sheet management system aims to replicate the physical filing as close as possible i.e. electronic files shall look similar to Physical file with right hand side of the file holding the "Correspondence" & left hand side of the file holding the "Note-Sheets".	In the assumption of the above understanding is correct, requesting IGL to confirm the number of such scanning workstations or number of the scanners where this digitization activity will take place.	No digitization activity is required.
19	Page 61, section/point 19	Any kind of integration of e-Office solution with any existing or future application of IGL will be in scope of the bidders.	For the interest of finalizing project scope, requesting IGL to consider the limit of such integration. Therefore, requesting to accept the fdollowing integration scope, 1. Open Text ECM 2. SAP 3. Office 365 4. Active Directory 5. Digital Signature 6. 5 Existing or Upcoming Business IT System (To Push / Pull Data) Please confirm if that understanding is correct.	Please refer the reply of S.No. 11
20	Page 61, section/point 20	To implement suitable workflows for IGL's business processes	In respect to RFP Scope of Work, it's understood that IGL requires the following processes to be automated, 1. Files & Correspondence Management 2. Office Note Management 3. Committee & Meeting Management 4. Parliamentary Query Management Please confirm if there will be any other processes apart from mentioned above, that needs to be automated using workflow platform.	Kindly refer the reply of S.No. 15
21	Page 61, section/point 11	Bidder to comply OWASP mobile application security verification standard (MASVS) for developing of mobile application	From the RFP study, it is understood that the proposed E-Office Solution should be accessible through iOS & Andriod based Mobile or Tab devioice. Development of any Mobile App is not in scope. Please confirm if that understanding is correct.	E-office solution should be compatible for all the mobile devices(android and IOS .it must be accessible through mobile or tab devices.

22	Page 61, section/point 4	The system shall allow adding documents to the electronic-file directly from the drive or e-Mail.	In respect to the mentioned statement, it is understood that the E-Office solution should have the capability to add documents from a drive location where e-mail attachments is stored in structured way. Please confirm if that understanding is correct.	E-office should be capable of adding the files directly from the drive or e-mails into the e-file created in e-office solution.
23	Page 61, section/point 5	The system shall provide a facility to add new documents in the file by calling native application like Word, Excel etc. from the same interface.	From the statement, it is understood that the proposed E-Office solution should have the capability to add any type office documents like Word, Excel etc. from the workstation's drive location. Please confirm whether this understanding is correct.	proposed E-Office solution should have the capability to add any type office documents like Word, Excel etc. directly calling native application within the e-office interface.
24	Page 62, section/point 10	Any type of documents like Images, PDF files, Office files (word, Excel, power point presentations), AutoCAD drawings etc. should be added to the electronic file in the Correspondence side.	In respect to the mentioned statement, it is understood that at any stage of workflow authorized user can be able to add different document like PDF, Tiff, Office Files, AutoCAD files etc. But for viewing the AutoCAD files, respective user will download the same and view it in the native application. Please confirm if that understanding is correct.	Any type of documents like Images, PDF files, Office files (word, Excel, power point presentations etc) should be viewed on e-office interface but AutoCAD drawings for viewing the AutoCAD files, respective user will download the same and view it in the native application
25	Page 62, section/point 12	The solution should allow the user to search structured and unstructured text, indexes, images and content	In reference to the mentioned statement, it is understood that the proposed solution should have a search facility based on content or indexes, even out from digitized document. Please confirm if that understanding is correct.	Tender condition prevails.
26	Page 62, section/point 38	Facility to integrate e-Office solution with SAP, Office 365, Active directory & digital signature	In respect to the mentioned statement, requesting IGL to confirm the objective of the integration for following applications, 1. SAP 2. Office 365 Please clarify the integration objective.	Please refer the reply of S.No. 11
27	Page 63, section/point 43	E-Office solution should have capability of using AI/ML features	In respect to mentioned statement, requesting IGL to clarify the requirement with proper Use Case scenario.	Same was already disussed in prebid meeeting and cleared.

28	Page 63, section/point 50	System should have capable to host/run instance of development/quality, production (Active-Passive) and DR environment so that license policy should not restrict IGL to run instances on it.	As understood from the mentioned statement that IGL requires solution license for following environments, 1. Development / Quality (Stand Alone) 2. Production (Active-Passive) 3. DR (Active-Passive) Please mention any other environments, in case IGL requires license for that environment as well.	DR is not required. System should have capable of DR. System should have capable to run/host DEV/QAS , PRD enironment on supplied liceses and license policy should not restrict IGL to run instance on these lincese.
29	Page 63, section/point 53	System should have AI/ML capability and support summarization of notesheet/ supporting documents for note filing for senior management	In respect to mentioned staement, requesting IGL to clarify the requirement with proper Use Case scenario.	Apart from viewing complete notesheet and documents, e-office solution uses AI/ML functionality to generate summary of the complete notesheet/ supporting documents of the approval notesheet/ supporting documents for only senior management's viewing as additional features etc.
30	3	. e-Office solution shall consist of the following: . 3)Extended Component: The Extended component module shall be used as platform for integration of e-Office solution with any existing or future application of IGL and seamless working of on mobile-	Please Clarify	proposed e-office solution should be capable of seamless integtration of any existing or furture application of IGL and it should be compatiabile with working on mobile.
31	6	Currently we are having OpenText xECM version v16 & DB version communications builder (16.6.2 GA Bulid 397) for content server which is being used for – I. Workspace for various business objects viz. PR, PO, etc II. Creation of PDF invoices of PNG customers.. Hence, the bidder may propose the solution, which is compatible with these versions without any version upgrade.	Please Clarify	Please refer the reply of S.No. 12
32	18	18. The solution shall provide interface with and other existing (SAP, Office 365, Active Directory, Digital Signature) & upcoming core and business IT systems of IGL, to push or pull data from respective systems	Please Clarify	Please refer the reply of S.No. 11
33	19	19. Any kind of integration of e-Office solution with any existing or future application of IGL will be in scope of the bidders	Please Clarify How many Future application name specific	Please refer the reply of S.No. 11
34	20	To implement suitable workflows for IGL's business processes.	Please Clarify	Kindly refer the reply of S.No. 15.
35		General	How do you want the solution to be implementred On Prem - on VM(traditional) or Containers ?	On-premise
36		General		
37		General	How many of Users would be using the solution ?	256 users

38		General	How many Concurrent Users are you expecting to access the solution at once ?	Please refer the reply of S.No. 16
39		General	Can you please specify the number of documents required to be ingested per day or per month or per year ie.Transaction Volume ?	Can't specify at this earlier stage.
40		General	What is the expected Year on year growth of transaction and users ?	YOY growth of users would be 10%.
41		General	Do you want migration from the existing OpenText ECM ?	Not required
42		General	If yes what is the volume of data that requires migration ?	Kindly refer the reply of S.no. 41
43		General	Are you expecting new DMS should have the data availability from day 1 ?	Data should be available form day 1.
44		General	What should be the compute capacity for development/quality environment when compared to Production Environment ?	max 30% of porduction environment.
45		General	What is the digital signature provider you currently using?	Details will be shared once contract is awarded. E-signature is also required.
46		General	Are you expecting development and quality as a single environment ?	DEV/QAS as single staging environment.
47		General	Please clarify - "Hence, the bidder may propose the solution, which is compatible with these versions without any version upgrade."	kindly refer the reply of S.no. 12
48		General	Since the e- office would work as an on prem solution with no internet connectivity (as mentioned in Point 44,page 63) ,will you still need a ISO 27001 compliance as it is for SAAS offerings?	Tender conditon prevails.
49	60	The Workflow Module of e-Office solution shall be used as a platform for automating and streamline the flow of office notes. Online workflows for office notes shall be easy to design/modify at every stage of document creation with an option of the e-signature/digital signature to ensure authorization.	a) Are there any application being used ? B) Will there be data migration and data cleansing required ?	A). Initially e-signature is required in the solution. B). No migration and data cleansing required.

50	60	I. Workspace for various business objects viz. PR, PO, etc II. Creation of PDF invoices of PNG customers.. Hence, the bidder may propose the solution, which is compatible with these versions without any version upgrade.	Need to know the current tech stack	kindly refer the reply of S.no. 12
51	61	19. Any kind of integration of e-Office solution with any existing or future application of IGL will be in scope of the bidders.	Will the department share the APIs for integration ?	API for Integration will be shared by IGL during implementation, if required
52	63	43. E-Office solution should have capability of using AI/ML features.	What are the AI/ML features ? Where would they be required ?	kindly refer the reply of s.no. 27
53	60	. Supply of user licenses, installation, implementation, commissioning and maintenance for 2.5 years (implementation period of 6 months and support period of 2 years after go live) of e-Office solution in IGL.	6 months to implement is too less. Need 8 months. The main process would be to study the current flow and provide a documentation	Tender conditon prevails.
54	60	15. The bidder will be responsible for the implementation and support of the solution including training to the employees. The bidder should provide a detailed project plan of the activities required in the	How many resources are to be trained ? Will training be an ongoing process ?	Training will be an ongoing process.
55	General	No of Concurrent Users	How many concurrent users are there	kindly refer the reply of s.no. 16
56	General	Max Transaction per Day	What is the number of transactions per day	kindly refer the reply of s.no. 39
57	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	kindly refer the reply of s.no. 39
58	General	Any Document Upload Permitted	Is there any document upload required	Supporting document/Annexures including email corrspodence is required to be upload as supporting documents of notesheet.
59	General	Max Size of File in MB	What is the file Upload size in MB	can't say at this early stage, it should depends upon the content size and suporting documents attached.
60	General	Max Files per User	What is the file upload per user required	Need not to be restricted in the solution.
61	General	Database Backup Policy	What is the database backup policy	not defined, It will be at shared the time of implementation.
62	General	Database Retention Policy	What is database retention policy	kindly refer the reply of s.no. 61
63	General	DC - DR Policy	What is Data recovery policy	kindly refer the reply of s.no. 61
64	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	DR is not required
65	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	DR is not required.
66	General	Data Archival Policy	What is the Data Archival Policy	kindly refer the reply of s.no. 61

67	General	What is Project Budget ?	What is the Project Budget ?	Need not to be mentioned, kindly quote as per the SOW and SOR mentioned in the tender documents.
68	Special Conditon of contract	Software license specified in SOR should also include OS(enterprise) and DB (enterprise) license as per the hardware sizing proposed by OEM for running the e-Office solution.		Clarification: DB(enterprise) should be same as that of existing SAP Application(i.e. Oracle DB) of IGL.
69	Special Conditon of contract	Bidder should ensure no additional license is required to run the proposed solution other than the OS, DB and software as mentioned in the SOR/SOW.		Clarification: e-signature license cost for 256 named users to be included in the license cost for the software, if required additioanlly.