March 02, 2021

Pre-Bid Meeting - Corrigendum

RFP Ref. No	EXIM/RFP/2020-21/040
RFP Title	Supply, Installation, Implementation, Commissioning, and Maintenance of Electronic Office Automation System for Export-Import Bank of India
Pre-Bid Meeting Date	February 26, 2021 at 3.00 pm through Video Conference
Corrigendum Number	02
Corrigendum Publish Date	March 02, 2021

Sr. No	Page No	Clarification Required for	Exim Bank Response
1	Page No. 4	**Section No. 2 : Important Information:** Extension of Bid submission date.	Agreed. The last date for Bid submission is extended till March 15, 2021, 2.00 PM IST Document Downloading End Date : March 14 , 2021 , 5.00 PM IST Opening Of Tender: March 15, 2021, 5.00 PM IST
2	Page No. 27	**Section No: 11 : Eligibility Criteria** The successful bidder must submit a Performance Bank Guarantee equivalent to 10% of the Project Cost. Request Bank to reduce Performance Bank Guarantee from 10% of Project Cost for successful bidder.	Agreed The successful bidder must submit a Performance Bank Guarantee equivalent to 5% of the Project Cost.
3	Page No. 22	**Section No. 9.8 : Data Migration** Request more information on the existing " ContentVerse DMS application".	1. The application is a client-server architecture. 2. Client-side is a .Net framework and Server is on Java technology. 3. As of date total document count in PDF format is around Six Lakhs in DMS. 4. Total size of the document is around 200 GB. 5. The documents are stored in the Filesystem, not in DB. 6. Five to 10 metadata migration is required.

4	Page No. 25	**Section No. 9.14 : On-Site Support** Document does not specify Service Level Agreement [SLA] matrices envisioned by Bank.	SLA will be executed within three weeks with the successful bidder after the award of the contract.
5	Page No. 61	**Section Annexure XII : Detailed Scope Of Project , Integration Scope** Integration with Digital Signature – Class III (Sign & Encryption) Please advise on the provider of Digital Signature used in the Bank to be integrated.	The Certified Authority [CA] approved digital signature integration is required.
6	Page No. 89	**Section Annexure XIII : Functional and Technical Specification Compliance Point No. 180** Shall it be assumed that approval/rejection of task is the only requirement for Mobile App?	Apart from approve/reject tasks, the bank may require workflows/forms/dashboard in Mobile Apps (Android & IOS).
7	Page No. 40	**Section Annexure VI: Commercial Proposal For E-Office Automation** Sr.No B and G are the same, hence pls, remove Sr.No G.	Agreed. Sr.No [**G**] : Project implementation Charges is not applicable.
8	Page No. 40	**Section Annexure VI: Commercial Proposal For E-Office Automation** **Correction in Sr.No [H]** Man-month Rate for Continuous additional development/customization/Change Request/ Workflow [100 Man-months] will be utilised after Go-Live on actual basis	Corrected Clause: **Sr. No [H] should read as** : Total 1000 Man Days for additional development/customization/ change request which will be utilized after Go-Live of the project on actual basis within four years from the date of go-live period.
9	Page No. 72	**Section Annexure XIII : Functional and Technical Specification Compliance Point No. 48** The system shall support viewing documents in a native application.	Agreed. Corrected Clause Point No: 48 The system should support viewing documents without native applications.

10	Page No. 31	**Section No: 12.3 Technical Evaluation** Distribution of 15 Marks in Clause C	Distribution of Clause C- 15 Marks.

<table>
<tr><td colspan="4">Distribution of Clause C- 15 Marks.</td></tr>
<tr><th>Number Of Projects Completed</th><th>Count</th><th>Marks</th><th>Maximum Marks</th></tr>
<tr><td>In BFSI Sector</td><td>Up to 2</td><td>4</td><td rowspan="2">8</td></tr>
<tr><td>In BFSI Sector</td><td>3 and above</td><td>8</td></tr>
<tr><td>In PSU Sector</td><td>Up to 2</td><td>3</td><td rowspan="2">5</td></tr>
<tr><td>In PSU Sector</td><td>3 and above</td><td>5</td></tr>
<tr><td>Large private sector (More than 500 employee strength)</td><td>1 and above</td><td>2</td><td>2</td></tr>
<tr><td colspan="3">**Total Marks**</td><td>**15**</td></tr>
</table>

11	Page No. 31	**Section No: 12.3 Technical Evaluation** Correction in Sub point [**E**]. Proof of Concept will include two references where the bidder/OEM has implemented a full suite of Electronic Office Automation System as stated under [11.1 Eligibility – Point No. 6] with bilingual functionality and Rajbhasha compliance as per Government of India requirement including क ख ग reporting. The user interface of the application should have Hindi and English labels together.	Correction in Sub point [**E**] read as : Two references where the **bidder and the OEM** has implemented a full suite of Electronic Office Automation System as stated under [11.1 Eligibility – Point No. 6] with bilingual functionality and Rajbhasha compliance as per Government of India requirement including क ख ग reporting. The user interface of the application should have Hindi and English labels together. The Bank may call the references provided by the bidder and the bidder and the OEM must arrange site visits if required to Bank officials.
12	Page No.40	**Section Annexure VI: Commercial Proposal For E-Office Automation** Correction in Sub point [**A**] Electronic Office Automation Software Enterprise licenses with Active-Active Mode between DC and DR. Clarity on Total number of licenses and total concurrent user license required.ss	Correction in Sub point [**A**] read as Electronic Office Automation Software Enterprise licenses with Active-Active Mode between DC and DR for 500 concurrent users. The solution should allow the bank to create unlimited number of user profile. Licensing shall be based on 500 concurrent users. **Clarification:** The bank has required a total of 500 Concurrent user access licenses at any

			point in time.
			The license cost must include the following servers. 1. Primary Server with High Availability at Data Centre [DC], Mumbai 2. Secondary Server at Disaster Recovery Site [DR], Bangalore 3. UAT/Test Server installation at Mumbai.
13	Page No. 57	**Section Annexure XII: Detailed Scope Of Project** General Clarification: Mention other business IT systems that would be involved as part of integration.	At present Bank is having the following systems to integrate with the proposed E-Office Solution. 1. Finacle Core/Treasury Banking Solution. 2. Microsoft Sharepoint 2013 Intranet Portal. 3. Data Classification Software/ DLP 4. Microsoft Office 365 5. Other applications where the solution provides standard APIs. The proposed solution must have standard API such as REST, SOAP, JSON-RPC, XML-RPC, etc to communicate with other applications.
14	Page No.68	**Section Annexure XIII: Functional and Technical Specification Compliance Bid.** Point No. 23 Highly Secured E-Data Room Provide more clarity on functional requirements of highly secured E-Data Room.	E-Data Room is a place where Bank can share critical documents with external and internal stakeholders in a highly secured medium. Following minimum security features are required in E-Data Room. 1. User Access Control 2. Rights Management such as View, Download, print, Copy, Save As /Save. 3. CAPTCHA. 4. One Time Password to log in. 5. Time-based expiry. 6. Full Activity Log for monitoring. 7. SSL (Bank will Provide) 8. Watermark layer 9. Timestamp with IP
15	Page No. 68	**Section Annexure XIII: Functional and Technical Specification Compliance Bid.** Point No. 22 Robotic Process Automation [RPA] for standard process. Request to remove this clause.	Agreed It is an optional feature. Necessary change will be done e-tender form.
16	Page No. 20	**Section No. 9.7 Testing** Please advise on the Satisfactory Performance criteria and Open Source tools test result is acceptable or not.	Open-Source Performance test Tools are acceptable to the Bank for performance measurement. The Satisfactory Performance criteria are mentioned in Annexure XVI. Pls. fill and upload.

17	Page No. 92	**Section Annexure XIII: Functional and Technical Specification Compliance Bid.** **Adding additional Points as per Pre-Bid recommendation**	**Point No. 213** Mandatory : Yes Clause: The proposed Electronic Office Automation solution must be Compliant with Business Process Model and Notation [BPMN 2.0] and Content Management Interoperability Services [CMIS] standard. **Point No. 214** Mandatory : Yes **Clause:** The proposed solution must have DoD 5015.02 certification.

Application's Satisfactory Performance Parameters

Sr.No	Activity	LAN Users	WAN Users	Compliance Filled by bidder (Yes/No)
1	Menu Navigation – Displaying the appropriate menu as per defined user role and profile	<1 Sec	< 1.5 Sec	
2	Screen Opening – Display of the meta data/ document upload screen/ process forms	<1 Sec	< 1.5 Sec	
3	Field Navigation – Navigation between different data entry fields in the Screen	<1 Sec	< 1.5 Sec	
4	Look up response – Display of items from a List of Values from the paperless system	<1 Sec	< 1.5 Sec	
5	Look up response – Display of items from a List of Values from the third party system (provided the third party system is functional and responding to query)	<2 Sec	< 3 Sec	
6	Screen Navigation – Navigation between different data entry screens (from one to another)	<1 Sec	< 1.5 Sec	
7	Upload/Download of document after committing the upload/download transaction by end user (<1 Mb size document)	<10 Sec	< 12 Sec	
8	Navigation to specific page within the document (in a 500 page document)	<4 Sec	< 6 Sec	
9	Simple search (On the basis of document name/department)	<4 Sec	< 6 Sec	
10	Medium Complexity search (Full text search with one additional parameter)	<7 Sec	< 12 Sec	
11	High Complexity search (Full text search in a set of 1 million documents)	<10 Sec	< 15 Sec	
12	Simple Report (report spooled from single table/ view)	<10 Sec	< 15 Sec	
13	Medium Complexity report (report spooled from two tables/ views)	<12 Sec	< 17 Sec	
14	High Complexity report (report spooled from more than two tables/views)	<50 Sec	< 120 Sec	