

## Clarifications to Pre-Bid Queries regarding Tender Notification No-IS/RBU/144/12/2016 Dated.28-12-2016 for WDMS and eFile Solution

Sr No	RFP Page No	RFP Statement	Clarification Required	RBU Clarification
1	Page 15	The WDMS should be capable of incorporating UMS (University Management System shortly to be implemented in RBU) generated data from the UMS server through scaling / expansion	Please provide the objective of this integration. Besides that, please confirm whether this is integration in in current scope or for future project.	RBU is using some software like Tally, Student Management Software, Library Management Software and is in the process of procuring/developing software for few departments. These software are and will be used to manage the regular departmental activities and MIS. The reports, data and information generated from these software will be passed on to the WDMS for approval, notice, communication, etc. and feedback that comes back through the WDMS workflow will be fed back to these software. Integration will be required to allow smooth flow of data and information between these software and the WDMS.
2	Page 15	WDMS must have University Logo on all pages / screens	Along with University Logo, Company Logo will also be there. Hope that will be acceptable.	OK. But all reports and printable pages must have only RBU Name, Logo and address, no other company information or logo.
3	Page 19	User accessing the system from a location within the university's local network should be authenticated using their User Name, Password and Finger Print scan	For this type of biometric authentication, all related hardwares and respective softwares should be arranged by university. Company will integrate its solution with that softwarefor authentication purpose. Please confirm whether this understanding is correct.	RBU will procure the hardware and drivers for biometric authentication. However, the software should ensure that it should be compatible with all standard and generic hardware and drivers for biometric authentication. The bidder will be required to suggest the hardware and software specifications for the same as part of the Technical Bid document. Atleast three (3) different hardware Brands (OEMs) with their Model Numbers should be mentioned as examples. Suggesting proprietary specification shall lead to rejection of such bids.
4	Page 19	User accessing the system from a remote location should be authenticated using their Username-Password and an OTP sent by the system to the user's mobile phone and e-mail	For this type of authentication, Company requires SMS Gateway & Mail Server access which need to be arranged by university. Company will do the required integration. Please confirm whether this understanding is correct.	RBU uses hired webserver and SMS Gateway. The IMAP/SMTP addresses and ports of this webserver will be provided to the bidder for Email integration. Similarly, APIs for SMS Gateway will be provided to the bidder for SMS integration.
5	Page 20	Section 4, Point (d): The proposed system should not have any limitations on the number of users using the system. The system should support unlimited number of users.	Please confirm the total number or concurrent number of users. That is required for finalizing the commercial and finalizing the HW configuration.	Already clarified in the RFP document that the system should support unlimited number of users. However, the estimated concurrent number of users is expected to be from 100 to 150 approx. initially. But the bidders must keep in mind while proposing there system that this concurrent number of users may grow eventually with passing years which the system should be capable of supporting. Hardware will be scaled/upgraded by the university to support the increased number of concurrent users when such situation arises.
6	Page 20	Best efforts have to be put in to ensure that all the interfaces are accessible to people with visual disabilities.	The proposed solution is having the facility of Zoom-in & Zoom-out in document viewing screen. Hope that will serve the purpose of the	The contents of the web-based software pages should be PWD friendly and should adhere to level A of the Web Content Accessibility Guidelines (WCAG) 2.0 laid down by the World Wide Web Consortium (W3C).

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7	Page 20	Microsoft Office Integration	Please elaborate this point in terms of integration objective and touch point. Also please confirm the number of users who will be having that kind of facility as that plug-in needs to be deployed per workstation basis.	Software should be able to import MS Office files (Word, Excel, etc.) and display its contents in editable mode. Also, contents copied from MS Word or Excel documents to the WDMS working area should remain intact (without losing format). This should be universal to the WDMS and not be dependent on the number of users.
8	Page 20	Record Management with Bar Code	Please confirm whether university is having the requirement of a proper Record Management System which can track the location of physical documents and also set its retention policy. Also please provide the used case of Bar Code generation facility.	Please refer to Page 20, 5.b. Hybrid System. Here, Record Management with Bar Code will be required for all external files/documents that any department of RBU receives. Such files will be digitized and processed through the WDMS workflow. Finally, the outcome of the file will be printed and put in the file to be sent back to the external source, if required. However, if the physical file/document is retained by RBU (concerned department) then physical file/document should be available under file tracking facility. Retention policy: original or any ink signed document if filed, is retained forever. RBU will procure Barcode Scanners and Printers. However, the software should ensure that it should be compatible with all standard and generic Barcode Scanners and Printers. The bidder will be required to suggest the hardware specifications for the same as part of the Technical Bid document. Atleast three (3) different hardware Brands (OEMs) with their Model Numbers should be mentioned as examples. Suggesting proprietary specification shall lead to rejection of such bids.
9	Page 20	Optical Character Recognition	Please confirm the quality of paper and printed matter as there are multiple parameters on which automatic OCR extraction is dependent. Based on those parameters, percentage of extraction is decided.	Primary requirement of this point is Full Text Search (FTS) of the contents of the documents scanned into the WDMS. It is not necessary to have a separate OCR module, however the WDMS should be able to scan and store the documents as Full Text Content Searchable documents i.e. the entire text content (not metadata) of the scanned document should be searchable.
10	Page 21	Digital Signature Integration for signing of notes	University needs to arrange this Digital Signature and Company will integrate the same with its solution. Please confirm whether this understanding is correct.	Yes. DSCs will be purchased by RBU for its selected officials.

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11	Page 21	Automatic maintenance of File Register	Please elaborate that point.	Automatic maintenance of File Register (for each department): Maintain a detailed list of all files - that have been created by the concerned department, that comes in the department from other departments or external sources, that are sent to other departments or external sources.
12	Page 23	On-the-fly Spellchecker with add to dictionary option Dictionary (English-to-English, English-to-Bengali, Bengali-to-English, Hindi-to-English, Hindi-to-Bengali). On-the-fly reference within any module. Google Translator	Request university to exclude these points from the RFP as in current solution scenario, those are not feasible.	These are readily available tools that can be easily integrated to any web-based system. Most of them are freely available. Some examples are - [Google Translator plugin: <a href="https://support.google.com/translate/answer/2534601?hl=en">https://support.google.com/translate/answer/2534601?hl=en</a> ]. [on-the-fly spellchecker plugin: <a href="http://tinymcepellcheck.com/">http://tinymcepellcheck.com/</a> ]. [Dictionary integration: <a href="http://www.thefreedictionary.com/lookup.htm#searchbox">http://www.thefreedictionary.com/lookup.htm#searchbox</a> ]. Dictionary integration may be done using third-party browser plug-ins.
13	Page 24	The system should offer Multi-lingual operations i.e. Bengali, English and Hindi. User should be able to select the language by a simple menu driven option. Users should be able to use phonetic typing.	Multi-lingual operation is complied with proposed solution but requesting university to exclude phonetic typing requirement, as in current solution scenario, it's not feasible.	These are readily available tools that can be easily integrated to any web-based system. Most of them are freely available.
14	Page 24	The application architecture should allow clustering to ensure scalability as the usage of system keeps increasing over time. The University shall reserve the right to deploy additional systems as required without any extra cost towards additional licenses for various systems software (like database engine etc.) and any third party software that may be integrated into the WDMS to provide the requisite functionalities.	Please elaborate this point in terms of requirement of clustering model (Active-Active or Active-Passive). In case of clustering architecture, additional licenses need to be purchased by university. Please confirm.	Clustering is not the primary intent. The intent is to ensure that the WDMS software should be independent of the hardware architecture. The university shall upgrade and deploy additional/new hardware as per its needs in future and the software should be immune to such upgradations and new deployments. No additional or upgrade in licenses, etc. should be required in such cases.
15	Page 25	The images should be merged into database	As per Company solution architecture, we keep only metadata in the database and place digitized documents (In encrypted format) in a file server. That worldwide standard policy decrases load of database and chance of database corruption. Requesting you to exclude that point from the RFP.	This point is to ensure the security of the scanned documents and images. However, if the scanned documents and images are stored in a file server in encrypted and secured format then that should also serve the purpose.

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16	Page 6	Use of Stylus / Digital Pen to add notes / comments in the file, in addition to typing	For this integration, university needs to arrange all required hardwares and its respective softwares. Company will integrate the same with its WDMS application. Please confirm whether this understanding is correct.	RBU will procure the hardware and software for Stylus and Digital Pen. However, the software should ensure that it should be compatible with all standard and generic hardware and software for Stylus and Digital Pen. The bidder will be required to suggest the hardware and software specifications for the same as part of the Technical Bid document. Atleast three (3) different hardware Brands (OEMs) with their Model Numbers should be mentioned as examples. Suggesting proprietary specification shall lead to rejection of such bids.
17	Page 27	Scope of work under annual maintenance contract- Database Administration and Fine Tuning	Company's responsibility during the project execution, warranty and AMC period is to support and maintain its own WDMS application. Purchase, installation, configuration and maintenance of all system softwares such as OS, Database etc. and all 3rd party softwares need to be done by university.	Purchase, installation, configuration and maintenance of all system softwares such as OS, Database etc. and all 3rd party softwares need to be done by university. However, Fine Tuning of Database associated with the WDMS, if required, for the smooth functioning of the system and an smooth user experience will have to be done by the bidder.
18	Page 27	Scope of work under annual maintenance contract- Making changes in the source code of WDMS (As and when required)	As Company is a product company and it has a clear product roadmap in terms of incorporating enhanced functionalities, we have a policy to make changes in product source code which can not be done as when required. This is applicable for Company's core products. However, in the customization section which will be done exclusively for university, its source code can be changed as when required against agreed effort & cost. Please confirm whether this understanding is correct.	This understanding mentioned under "Clarification Required" column is correct for product based solution. For bespoke development, source code of the WDMS may be required to be changed as and when required by the university.
19	Page 27	Scope of work under annual maintenance contract- Design workflow & process automation	During warranty & AMC period, requesting university to define the scope for support. Additional process automation & workflow design is involved with extra effort and respective cost. Please confirm whether this understanding is correct.	During Warranty Period: Bidder will train RBU personnel to design additional process automation & workflow design so that they are capable of undertaking such activities. Bidder will be required to assist RBU personnel to design additional process automation & workflow design over phone and email. During AMC Period: Bidder is required to deploy a trained manpower who will design additional process automation & workflow design as per RBU's requirements.

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20	Page 27	Scope of work under annual maintenance contract-Find all non-operative functions of WDMS and make them operative	Company's entire WDMS solution consists of several plug-ins basis which can be provided to its client based on specific requirement. Against specific requirement, clients purchase respective plug-ins. Thus non-operative functions get operative. Please confirm whether this understanding is correct and applicable in this scenario.	The bidder should specifically mention each and every modules, plug-ins, links, etc. that will remain active and that will not remain active after the handover and GoLive of the software. The Technical Bid should also include the prices of the additional (inactive) plug-ins, modules, etc. in percentage with respect to the quoted price of the WDMS software (Item 1.1 in BOQ). Actual amount (monetary value) should not be mentioned under any circumstances.
21	Page 36	Third Party Software Integration	In RFP this point is quite open. Requesting university to define the integration requirement in terms of number of legacy application, used case of integration and integration touch points. Confirmation on the same will help us to finalize implementation effort.	RBU is using some software like Tally, Student Management Software, Library Management Software and is in the process of procuring/developing software for few departments. These software are and will be used to manage the regular departmental activities and MIS. The reports, data and information generated from these software will be passed on to the WDMS for approval, notice, communication, etc. and feedback that comes back through the WDMS workflow will be fed back to these software. Integration will be required to allow smooth flow of data and information between these software and the WDMS.
22	Page 12	Delivery and Installation-Delivery, installation and testing should be completed within 2 MONTHS failing which L.D. clause will be imposed and a delay of more than 2 MONTHS will automatically imply cancellation of the purchase order awarded to the successful bidder. Delivery and installation should be done in consultation with the Office of Information Scientist, Rabindra Bharati University.	Considering the complexity of requirement in terms of several integration and customization on top of base WDMS products, requesting university to increase the span of complete commissioning time of the solution.	RBU authorities intend to implement the system and start using it (User Acceptance Testing) from 01/04/2017 (Next Financial Year). The project time-lines are in accordance with the same. Intended bidders are earnestly requested to follow the stipulated shedule.
23	Page 18	Digitization of documents	Please confirm the number of users that will be engaged in digitization. This is required for finalizing commercial.	Number of users for the digitization job shall be determined by the bidder to complete the job within the stipulated time. Initially, the number of locations where digitization will take place will be 4 to 5. However, this number may increase or decrease later with the progress of the work.

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24	Page 11	<b>Payment Terms</b>	Requesting university to make a bit flexible payment terms i.e. Making payments in various Phase wise, for example, delivery of solution, finalizing SRS, Installation & Configuration of the solution, UAT Sign-off etc.	Please see Corrigendum No. 2. Ref. No.: IS/RBU/144(B)/12/2016, Dated: 18/01/2017
25	Page 2	Bid submission date is on 27/01/2017	Requesting university for submission date extension as the requirement is huge and to some extent a bit critical also in terms of several integration and additional functionalities. Therefore huge documentation, lots of feasibility checking and responses on the queries are required. Therefore requesting for an extension.	Please see Corrigendum No. 2. Ref. No.: IS/RBU/144(B)/12/2016, Dated: 18/01/2017
26	Page 10	11. x. a) Intending bidders should produce credentials of at least 2(two) similar nature of completed work in any university, PSU, Central or State Government (India) Organization or renowned Indian organizations, each of the minimum value of Rs.10,00,000/- during last 3 (three) years prior to the date of issue of the tender notice;	In Page 10 - Point X. a. -"Intending bidder should produce credentials of at least 2 similar nature of completed work in any university, PSU, Central or Sate Government Organization or renowned Indian organizations, each of minimum value of 10 lakh during last 3 years prior to the date of tender notice." on the other hand In page no 38, Point XVI. 1, it is written "the bidder should have implemented for 2 or more in Universities/ Government Sec/ PSU/ Bank in India for min value 20 lakhs each or one project for 30 lakhs in last 3 years."- the above mentioned points are contradictory in nature. The vendor will be allowed to produce	Please see Corrigendum Ref. No.: IS/RBU/144(A)/12/2016, Dated: 17/01/2017.
27	Page 38	For two (2) or more in Universities/Govt. Sector/PSU/Banks in India for min value of 20 Lakhs each or one project for 30 Lakhs in last 3 years; For one (1) in Universities/Govt. Sector/PSU/Banks in India for min value of 30 Lakhs in last 3 years		
28	Page 10	11. xii. The Bidder should have Annual Turnover not less than 5 Crore during each of the last 3 (three) years (i.e., 2013-2014, 2014-2015 and 2015-2016).	Can the Annual turnover be redaled to 4 Crore during each of the last 3 (three) years.	Not at this stage.

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29	Page 8	Section I. 4. Cost of Tender: A sum of fixed amount of Rs. 500/- as Cost of Tender by Bank Draft / Pay order in favour of RABINDRA BHARATI UNIVERSITY and payable at Kolkata, must be submitted along with the hardcopy Bids. Cost of Tender will not be refunded under any circumstances or if the tender is cancelled or re-Tendered. Tenders received without or with inadequate Cost of Tender shall be rejected. However, registered Small Scale Industries (SSI) shall not be charged any cost of tender subject to production of the documentary evidence from appropriate Government Authority.		
30	Page 8	Section I. 5. Earnest Money Deposit (EMD): The Bidders shall furnish, Earnest Money Deposit (EMD) Rs.1,00,000/- as Bid Security in the form of Bank Demand Draft / Pay order, from a scheduled nationalized bank, drawn in favour of RABINDRA BHARATI UNIVERSITY and payable at Kolkata. The Earnest money will be refunded to unsuccessful bidders after the Tenders are finalized and in the event of any firm backing out from their offer, the Earnest money is liable to be forfeited and will not be refunded. No interest shall be claimed on EMD. Tenders received without or with inadequate EMD shall be rejected. The scanned copy of the bank draft should be uploaded with the tender documents. Original bank draft for EMD should be submitted to the university along with the ink-signed copies of the Technical Bid documents. The bank draft for EMD should be submitted in a separate envelope superscribing "Earnest Money Deposit". The Earnest money of the selected bidder will be adjusted with the Security Deposit.	Generally being MSME certified organization we get exemption for both EMD and Tender fee. Request you to let us know if we can get the same exemptions for this tender also.	For claiming exemptions on Tender Fees and EMD, the bidder must substantiate their claim with proper documents and must produce the documents in original whenever asked by the university for verification. However, such bidders shall be blacklisted and prohibited from participating in future purchase processes of RBU if they withdraw the bid or backs-out during the period of bid validity.
31	Page 7	ii) Scanning and processing of existing university documents	The percentage of distribution for 2 lakhs documents to be digitized i.e. A4 / legal percentage, A3 percentage, etc. is not mentioned?	Please see the BOQ file (MS Excel) for the commercial format. The exact number of documents is not known yet. Therefore, we have provided option to quote in a block format.

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32	Page 16	Section III. 5. Online Submission of Bids: Bidders are required to submit all the bid documents mentioned in Section IV "Bid Documents To Be Submitted" online at the e-Tender portal wbtenders.gov.in. Bidders are also required to submit the price bid (BOQ Excel file) at the e-Tender portal wbtenders.gov.in.	Since the commercial bid format is not mentioned - kindly let us know the format	Please see the BOQ file (MS Excel) for the commercial format.
33	Page 24	6. Digitization of Documents	Documents which are to be digitized will be loose or bound ? -Kindly let us know	Normally, loose documents (few stappled) are tagged in files. Bound documents will normally include different kinds of Registers.
34	Page 21, 22	Section 5. g. Work Flow Creation & Assignment	Though some of the workflows are already mentioned in the tender but how many total workflows are required for WDMS solution	It is not possible to define or make a count of all the workflows that exists in the university. Most of the common workflows of each department will be discussed and elaborated by the respective departments during implementation process.
35	Page 25	Section 6. a. Pre Capture Process > Categorization of the Documents: During this process, the documents are categorized on the basis of the type of document. This helps in tagging of the documents. Fields for the tagging are to be defined in a manner to have the fruitful search criterion. No of such field are to be agreed upon by the selected Bidder with RBU. A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with RBU officials in charge of the project.	Kindly mention the no. of fields required in a file while saving each digitized file in repository.	Re-iterating the line mentioned in the RFP: "Fields for the tagging are to be defined in a manner to have the fruitful search criterion. Number of such field are to be agreed upon by the selected Bidder with RBU".
36	Page 39	Section XVI . 5. Qualified Technical Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum 3 years of work experience in Network equipment, DMS equipment and implementation etc.)	it is written Qualified Technical Manpower (Minimum Qualification: Degree/ Diploma in engineering or its equivalent with minimum 3 year sof work experience in Networking qquipment, DMs quipment and Implementation etc.)" - Kindly clarify what does equivalent qualification mean ?	Equivalent means a degree or diploma that has been identified or declared by UGC/Gol/any Court of India to be equivalent to UGC recognised degrees.
37	-	-	Unlimited user or Unlimited concurrency - Kindly clarify	Unlimited user means the software should not have any restriction on the number of users that can be created.
38	Page 31	Section IV. Office Note creation & approval - Point 1. The solution should have an inbuilt editor to create Office Notes and send in a workflow for approval. All Noting / Commenting / Decisions are captured in the Note itself and are available in non-editable form for the Audit purpose.	Need some clarity	This is normal office procedure/workflow which a eFile solution should support.

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39	Page 33	Requirements: WHITEHALL FILE VIEW with Green-Note support	Kindly clarify	Already mentioned in RFP document - Page 21: Point (e). Filing Features: WHITEHALL FILE VIEW with Green-Note support (Whitehall is widely used concept in government wherein a file contains all documents on one side and green pages of note sheet on left side. All decision / noting / commenting are done in these green note sheet.)
40	Page 7	Point (ii) Para 2: Bidder will also store the physical documents after scanning. Documents to be scanned on priority are assumed to be around 1 Lakh, spread between different sections/departments and campuses of the university. This work of scanning and maintaining using proposed WDMS has to be completed within 30 days of signing of the contract with selected Bidder, at all locations of RBU.	What shall be the minimum number of documents to be digitized?	Already mentioned in RFP document - Page 7: Point (ii). Minimum number of documents to be digitized shall be One (1) Lakh which should be completed within 30 days of signing of the contract with selected Bidder.
41	Page 9	Section I, Point (11) Eligibility for participating in the Tender	Kindly allow experience and eligibility criteria documents of the product organization (OEM) as submitted by the bidder.	Authorized service providers of an OEM may bid for the OEM's product with OEM's credentials. However, tender specific authorization to the bidder by respective OEM must be submitted with the bid documents mentioning that installation, training and warranty for the product will be provided by the OEM. Compliance of all technical, financial and other terms and conditions mentioned in the RFP shall be the sole responsibility of the Bidder.
42	-	-	Do you need a bespoke development or a product? If product, the number of licenses and users or a site specific license.	<a href="#">RBU is opened to both bespoke development and product based implementation. However, bidder must ensure the project implementation time as per schedule mentioned in the RFP. For clarification regarding users and licenses please see Sr. No. 5 of this document.</a>
43	-	-	One similar work experience requested	Please see Corrigendum Ref. No.: IS/RBU/144(A)/12/2016, Dated: 17/01/2017.
44	-	-	What shall be the maximum number of index fields per document?	Maximum number of index fields for each document will be 10.