

Pre-Bid queries for RFP for Document Management & File Tracking System

S No.	Page No	Section (Name & No.)	Statement as per tender document	Query by bidder and suggested changes	Response
1		3 Important dates	Event	We found that pre-bid meeting date is missing in the event list. As this is an open RFP hence we understand that pre-bid meeting is required to take open views from industry on the current RFP scope and current RFP clauses.	Pre Bid meeting is arranged for 20-11-2014 at 12:30pm in PMIDC office.
2		4 Eligibility Criteria	The software, OEM should also have direct implementation and support model in India	We would like to bring your kind notice that most of the OEM products are being implemented by certified partners only and hence no direct implementation model is required by the OEM. Therefore we suggest you to change this clause as "The software OEM should have direct support model in India."	Modified clause "The implementation of the proposed software can be done by the bidder/SI/consortium partner and in case of SI or Consortium Partner, undertaking from OEM for end to end delivery shall be furnished." Refer to the revised RFP.
3		4 Eligibility Criteria	PO's for all mentioned references or letters from customer acknowledging the solution implementation	Most of the govt projects have signed NDA on confidentiality, hence we are not supposed to share any PO or letter references to PMIDC or any other agency. Therefore we request you to please relax this clause. Also we may not have 10 references in India however we have enough DMS software projects across the world. Hence we request you to please open this clause for anywhere in the world.	In case customer has signed NDA on confidentiality, bidder may submit reference letters from customers, UAT completion certificates etc. Modified clause "The DMS, File Tracking System and Dak Management software product offered should have been implemented in at least 5 Govt. organizations in India during last 5 years." Refer to the revised RFP.
4		4 Eligibility Criteria	The proposed DMS software should have been implemented in at least 2 organisation with over 1 crore documents in the repository	Mentioned clause seems to be favouring one of the respective Indian OEM who is having such references. Hence we request that mentioned clause should be relaxed from the eligibility criteria.	The department wants to procure scalable Document Management System for which Solution Provider should have proven scalability of DMS. However on multiple requests from bidders to slash down the document count, Dept. has decided to reduce its value to 25 Thousand. Refer to the revised RFP.
5		4 Eligibility Criteria		Suggestion: As PMIDC is looking for an Enterprise class DMS/ Enterprise Content Management (ECM) software hence we recommend that PMIDC should consider Gartner Analyst ECM report 2014 for choosing the best of breed solution. Therefore mentioned clause should be consider in the eligibility criteria : "The proposed COTS product should be from the Leaders quadrant/ wave of latest Gartner/ Forrester Magic Quadrant/ Wave of ECM".	As per RFP

6	4 Eligibility Criteria	The OEM of the products offered should have at least SEI CMMI Level 3 certifications.	CMMI Level certification is generally required for System Integrators hence we suggest that this clause should be for System Integrator not OEM. Also CMMI Level 5 certification should be consider for SI instead of CMMI Level 3.	As per RFP
7	4 Eligibility Criteria		As this project is a turnkey project hence we strongly recommend that the implementation should be done by the SI only who have vast experience of implementing proposed product and provide support during maintenance period. Hence we suggest to add below clause in the Eligibility criteria i.e. " The proposed ECM solution shall be implemented by the bidder or consortium partner(if applicable) only. No outsourcing of implementation services is allowed. Bidder has to give an undertaking on its letter head for the same".	Suggestion Accepted. Added clause "The proposed software shall be implemented by the bidder or consortium partner (if applicable) only. No outsourcing of implementation services is allowed. Bidder has to give an undertaking on its letter head for the same"
8	8 Existing Application	The Document Management System need to be integrated with the application running on multiple platforms.	Please provide some more information on the current application from which proposed DMS software will be integrated.	Clause removed.
9	9 Technical Requirements	Interfaces with popular office software like MS office	We suggest that the proposed system should have OOTB integration capability with popular office software. No third party add-ons should be used to meet such functionalities.	Suggestion accepted. Modified clause "The proposed system should have Out of the box integration capability with popular MS Office Software. No third party add-ons should be used to meet such functionalities." Refer to the revised RFP.
10	19 Technical Compliance S	Should have the capability of scanning on Linux platform.	Mentioned clause seems to be favouring one of the respective Indian OEM who is only having such scanning module. Hence we request that mentioned clause should be relaxed from the eligibility criteria.	The department need the platform independent solution, hence the scanning solution should have the capability to run on Linux as well.
11	4 Eligibility Criteria	General	To do a fair evaluation the proposed OEM products price list should be published in public domain on OEM public website.	As per RFP
12	19 COMPLIANCE SHEET	Section V TECHNICAL COMPLIANCE SHEET		
13	20	SECTION V Archival of documents	Architecture and Scalability Archival of documents	No Change in RFP. However Solution Provider can propose any better architecture if they wish to. No Change in RFP. However Solution Provider can propose any better architecture if they wish to.

For Punjab Municipal Infrastructure
Development Company

(General Manager)

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14	4 Eligibility Criteria	The Document Management System need to be integrated with the application running on multiple platforms.	Clause removed.
15	8 Existing Application		
16	6 Section III, Scope of Work	Digitization of historical data - 25000 pages (approx)	Information Provided.
17	20 Technical Compliance S	DMS should store image and binary document in a separate file server and not in RDBMS	Suggestion Accepted.
18	General		<p>We found that no of users are missing in the RFP. Please share the no of total users, concurrent users and active users for each module.</p> <p>Information Provided in Technical Requirement Section as "The Infrastructure system should support at least 25 concurrent users for each module and system should have provision for at least 100 user accounts." Refer to the revised RFP.</p>

(General Manager)

For Pujana The Infrastructure
Devi Singh Company

19	Section III, Scope of Work	Maintenance & Support for at least 3 years including warranty	With this clause we understand that bidder has to provide both updates & upgrades of the products during entire period of maintenance & support. Please confirm.	Yes
20	Technical Compliance Sheet : Records management System	Solution should include DoD 5015.2 certified Records management System component to comply with regulatory & legal policies for long terms archival of content.	DoD standard is a United States Department of Defense (DoD) process that means to ensure that companies and organizations apply risk management to information systems (IS). Hence we request PMIDC to remove this clause from Technical compliance sheet as this standard is not necessary for PMIDC records management requirement.	As requested. Modified clause "Solution should include DoD certified Records Management component to comply with regulatory and legal policies for long-term archival of content."
21	Point 13, technical specifications	System should be built on BPM Platform	Mentioned clause is very restrictive in terms of OEM products. We believe that this clause favours Newgen Software Technologies Ltd. Hence we request you to please relax this clause from technical specifications	As per RFP.
22	Point no 2, scope of work	It should be built using Document Management & Business process management as a platform. It should use Business process management platform for designing and deploying various workflow process	Mentioned clause is very restrictive in terms of OEM products. We believe that this clause favours Newgen Software Technologies Ltd. Hence we request you to please relax this clause from technical specifications	As per RFP.
23	4 Eligibility Criteria	The OEM of the proposed product should have a development centre and R&D facility in India with atleast 500 developers. It should also have support/branch office at Chandigarh	Instead of using "the OEM of the proposed product" we suggest that "the bidder" should have a development center and R&D facility in India. Irrespective of the OEM, making the project successful it is bidder and his expertise that makes an e-governance project a success. The proposed solution is just one part of the entire process. Similarly we would request you to consider 500 employees instead of developers. As mentioned earlier, to implement an e-governance solution, we need project managers, functional consultants, subject matter experts, co-ordinators, trainers so on and so forth.	As requested. Modified clause "The bidder of the proposed product should have a development centre and R&D facility in India with at least 500 employees. It should also have support/branch office at Chandigarh." Refer to the revised RFP.
24	4 Eligibility Criteria	The DMS software product offered should have been implemented in at least 10- Govt. organizations in India	Suggesting the clause can be modified as " The Bidder should have experience of implementing DMS software in any 3-Govt related organizations/institutions.	Modified clause "The DMS, File Tracking System and Dak Management software product offered should have been implemented in at least 5 Govt. organizations in India during last 5 years." Refer to the revised RFP.
25	9 Technical Requirement	It is expected that open standards would be adopted wherever possible. System shall comply to WFM/C, BPMN, BPML, WebDav, ODMA standards and document archival standard such as PDF/A	Mentioned clause is very restrictive in terms of OEM products. We believe that this clause favours Newgen Software Technologies Ltd. Hence we request you to please relax this clause from technical specifications	As per RFP

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