

PRE-BID QUERY RESPONSES/CLARIFICATIONS : Request for Proposal (RFP)For Custodial, Document Management(Physical and Digital)And Other Related Services					
Ref. No. IDBI /RPU Pune/ RFP/23-24/ 01 Dated June 1st, 2023					
Sr No	RFP Doc Page No	RFP Para / Clause/ Line No (Identifier)	Original Clause	Clarification Sought / Suggestion of Service provider	Bank's Response
1	55		Document storage to be done in metallic boxes and each document to be encased in plastic jackets.	Please share the Metallic boxes and Plastic Jackets size and volume	Refer to Corrigendum I
2	55		The storage space should be air-conditioned.	Are you looking for Vault storage or Normal storage	Refer to Corrigendum I
3	56		There should be facility of landline number at the facility,	We request you to consider the mobile number, in place of landline number	Landline is required.
5	107	Annexure 14 ,commercial Bid Form S.No.1	Storage & Maintenance of Physical	We request you to consider the pricing per box or per CFT	Refer to Corrigendum I
			AOF documents (Boxes)		
			/Misc. Request/Account Activation		
			Request documents - Per Box per cubic feet		
6	108	Note - Point 4	Specifications for Metallic Boxes: The boxes should be fire resistant with lids/flaps for dust protection and of mutually decided metal quality and size	Kindly confirm if the current volume will also be converted to Metallic Boxes	Bank shall decide at its own discretion.
7	13	Point 8.8	The Bidder should have provided / or providing similar services to any other Banks / Financial Institutions / Corporate entities / PSUs etc. in the past 3 years either of the following manner at Pune as per detail below	We request you to consider the PAN India experience.	PI refer to RFP document.
8	40	Point 1 under Liquidated damages penalty	Collection of Documents from RPU - Delay beyond 7 working days of scheduled pickup dates. Rs. 500/-per diem	Please share the full form of DIEM	Diem = per day.
9	108	Annexure 14 ,Note -Point	The prices quoted should be valid for a period of 5 years (60 months) from the date of contract	Request you to have 10% escalation after every 3rd year	Please refer to the RFP document, costs to be constant through out the agreement period.
10	59	2B. Specific Requirements related to Document Handling	xxviii) The successful bidder must make ample provisions for Manpower + technical deployment at RPU for the purpose of immediate scanning and uploading of documents onto the Bank's server and in the instances of scanning and uploading being processed at RPU premises, no extra cost shall be admissible for the provision of Scanner/PC and manpower(s) to the vendor.	Does bidder need to upload the documents on any DMS software?	Bidder to upload the documents on Bank's server and also on the server of its own DMS software , to be accessed by Bank's users separately.
				Does this upload need to be done in one file at a time manner or in a bulk mode?	To be discussed and decided at the preparation of Business Requirement Specifications (BRS) stage.
11	59	2B. Specific Requirements related to Document Handling	xxix) The successful bidder shall also alongside scan and upload the requisite CKYC Registration documents onto the servers of Trackwizz or similar service providers with whom the Bank may engage for CKYC Registration purpose, from time to time. The successful bidder will also handle the errors and exception reports (related to scanning or image quality) of the captioned software and ensure satisfactory resolution (in coordination with Bank) till successful CKYC Registration of each applicable record.	Does bidder job is limited only to the scanning work as per the CKYC norms or does bidder need to do scanning and data entry as per CKYC Norms?	Yes, the bidders job is primarily limited to the scannig & upload of the requisite documents as per CKYC norms. Refer RFP document- Clause no. 2 B xxix on pg 58
12	59	2C. Requirements for Digital Storage	a. To implement a robust scanning and indexing system, digitization of existing as well as new Documents / Records and Files at specified locations/offices of IDBI BANK.	Does bank intend to do the scanning of existing records which are stored with the storage vendor?	No.
13	60	2C.2. Digital Document Management System(DDMS)	The solution should offer a comprehensive range of cost-effective services for Digital Document Management System. This solution should manage various files formats like JPEG, TIFF, PDF, XML PDF, HTML etc.	Is Bank looking out for a Cloud Base solution on a subscription basis or does this proposed DDMS solution need to be deployed on the Bank's in-premise server or on Bank's cloud server and on a perpetual license basis?	The bidder may extend their application to Bank (by providing the application URL for whitelisting) users for viewing\downloading purpose.
14	60	2C.2. Digital Document Management System(DDMS)	The solution should offer a comprehensive range of cost-effective services for Digital Document Management System. This solution should manage various files formats like JPEG, TIFF, PDF, XML PDF, HTML etc.	Request you please share the estimated user count.	To be discussed and decided at the BRS levels.
15	63	2C.7.1. Pre Capture Process	b. Categorization of the Documents	Reuest you please provide estimated type of categories for each type of file.	To be discussed and decided at the BRS levels.
16	63	2C.7.2. Capture Process	a) Scanning	Please provide scanning parameters like DPI, Black & White / GreyScale / Color etc.	Scanning of documents to be executed in minimum 250-300 dpi grey scale and in .PDF format.
17	63	2C.7.2. Capture Process	d) Uploading CKYC related documents: The scanned images of CKYC Registration documents to be uploaded onto the CKYC-R interface portal engaged by the Bank (presently Trackwizz) from time to time.	Can the bidder access the software through https URL or it need to be installed onto the bidder's Desktop / Laptop?	The software is to be installed by whitelisting the IPs . However details shall be finalised at the BRS levels.
				Does this software allow uploading of images in a bulk mode?	To be discussed and decided at the preparation of Business Requirement Specifications (BRS) stage.
18	63	e) Error Handling in CKYC Portal:	The successful bidder should ensure proper upload of clear and appropriate image onto the CKYC portal and any issues due to images quality/wrong upload has to be handled by the vendor.	How the intimation regarding the error will be pass on to the bidder for rectification?	Shall be communicated to the successful bidder at regular intervals as per the reports/MIS received from CERSAI/Bank service provider (Or) shall be made available on dashboard of the software provided by the service provider for specific purpose.
19	63	f) Merging into Database:	The images (full file images including AOFs) should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.	Do you want to merge / incorporate the images in to database?	Yes
				Suggestion merging or incorporation of database will slow down the speed and hence it is advisable to store the data base and image files separately.	To be discussed and decided at the preparation of Business Requirement Specifications (BRS) stage.
				Request you kindly specify the exact requirement.	To be discussed and decided at the preparation of Business Requirement Specifications (BRS) stage.
20	105	7. Fall Clause	The BIDDER undertakes that it has not supplied/ is not supplying similar product/ systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/ Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/ systems or sub systems was supplied by the BIDDER to any other Ministry/ Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the PRINCIPAL, if the contract has already been concluded.	BENCHMARKING. Each year at Customer's request, the Parties will meet to review Services and the pricing to ensure they remain competitive with comparable service offerings and the pricing then available in the marketplace for similar services and under similar terms and profiles. Such reviews may include competitive benchmarking, the use of comparative information available from independent third parties (such as consultants and industry publications), and other market based information the Parties deem reasonably reliable and accurate. If the review shows that pricing for a Service offered by Service provider under this Agreement is less favorable than the price or service level for comparable products or services available in the marketplace under similar terms and profiles, the Parties will mutually agree in writing on pricing adjustments, which adjustments will be made only on a going forward basis.	PI refer to RFP document.