

Sl No	Section details from the RFP	Page No.	Details mentioned as per RFP	Changes requested by Bidder	Bank's response
1	3. Scope of Work	11-12	"The solution is required to be implemented across all department and branches of the Bank."	Kindly confirm the total number of users, department-wise and branch-wise breakup, and expected growth over the next 5 years. Kindly share estimated document storage requirement for 5-year retention.	The total no. of users will be 500 approximately. The Solution should support 150 concurrent users. The expected growth of users is 5% per annum. Details on users department-wise and branch-wise shall be shared with the selected bidder. The storage for document storage shall be provided by Bank.
2	3. Scope of Work	11	"In addition to this, ACAB wishes to archive all the existing physical files/documents in digitized form."	How many scanning centers are expected?	The objective is to archive all the physical files/documents in digitized form. The archival activity shall be completed within 3 months from the date of Go-Live of the Solution.
3	3. Scope of Work	11	"In addition to this, ACAB wishes to archive all the existing physical files/documents in digitized form."	Will scanning be done by the vendor or the branches?	Archival of the existing physical files/documents shall be done by the selected bidder only at Head Office. Thereafter, Scanning activities for day to day operations shall be done by Bank.
4	3. Scope of Work	11	"In addition to this, ACAB wishes to archive all the existing physical files/documents in digitized form."	Kindly confirm the approximate volume of files/documents/pages to be digitized as part of the project.	The approximate number of the pages to be digitized as part of the project is 500000. However, this number may vary.
5	3. Scope of Work	11	"In addition to this, ACAB wishes to archive all the existing physical files/documents in digitized form."	Is there any timeline to finish the scanning?	The archival activity shall be completed within 3 months from the date of Go-Live of the Solution.
6	3. Scope of Work	11	"In addition to this, ACAB wishes to archive all the existing physical files/documents in digitized form."	Whether metadata entry is required while scanning.	Yes, Metadata entry is required while scanning.
7	3.1 General Requirements	15	"The solution shall support minimum 150 concurrent users and be scalable to 500+ users without performance degradation."	Kindly confirm the expected named users separately for accurate sizing. What is the expected number of API users?	The total no. of users will be 500 approximately. The Solution should support 150 concurrent users. The expected growth of users is 5% per annum.
8	3. Scope of Work	11 / 15	"In addition to this, ACAB wishes to archive all the existing physical files/documents in digitized form." and "Archival of all the existing physical files/documents in digitized form in the E-Office Solution."	Kindly confirm the approximate volume of legacy documents/files to be digitized in terms of pages/files/GB.	The approximate volume of the pages to be digitized as part of the project is 500000. However, this number may vary.
9	3.1 General Requirements	13	"The solution shall be web based and provide interface to existing & upcoming core and business IT systems, to push or pull data from respective systems."	Kindly share the list of applications proposed for integration and the available integration mechanisms/APIs.	The application proposed for integration includes HRMS. Details on the mode of the integration shall be shared with selected bidder.
10	3.1 General Requirements	13	"The solution shall be deployed on Bank's on-premise Data Center (DC) and Disaster Recovery (DR) setup. The solution shall be cloud-ready and portable to private/public cloud without major re-architecture."	Kindly confirm whether future cloud migration is in current project scope or only readiness is expected.	Cloud readiness of the solution is expected. However, the solution shall be hosted on prem.

11	3.1 General Requirements	13-14	“Following the warranty period, the Bidder shall continue to provide remote support during the Annual Technical Support (ATS) period of four (4) years for issue resolution.”	Kindly clarify whether ATS support is expected only remotely or onsite support may also be required during ATS period.	Please be guided by the RFP.
12	3.1 General Requirements – System Acceptance	18	“The solution shall undergo VAPT (Vulnerability Assessment & Penetration Testing) by CERT-In empaneled auditor before go-live and annually during ATS.”	Kindly clarify whether the bidder has to conduct annual VAPT during ATS period at its own cost.	VAPT during the ATS period shall be conducted by the Bank.
13	3.2 Functional Requirements	22	“The system should have mobile application for retrieval and archiving of documents.”	We would like to get the complete scope of the mobile application. Kindly confirm whether Android only or both Android and iOS applications are required. Please do clarify whether native Android/iOS mobile applications are mandatory or responsive web access will suffice.	Both Android and iOS applications are required. Native Android/ iOS applications are mandatory.
14	3.2 Functional Requirements	29	“The system shall facilitate workflow engine to support different types of document routing mechanism.”	Kindly confirm the approximate number of workflows/forms/modules expected during initial implementation.	These details shall be shared with the selected bidder.
15	3.3 Project Schedule	31	“Phase 4: UAT Sign-off and Go-live – T0 + 8 Weeks.”	Considering scope and digitization activities, kindly confirm whether timelines can be mutually revised after requirement finalization.	All timelines shall be in accordance with the details provided in the RFP.
16	4. Payment Schedule	31	“ATS Cost shall be paid half yearly in arrears.”	Kindly request Bank to consider ATS billing on half yearly advance basis instead of half-yearly arrears.	RFP requirement stands
17	8. Service Level Agreements (SLA)	45	“Service Level Agreements (SLA)”	Kindly provide detailed SLA parameters, uptime commitments and penalty calculation mechanism.	Please refer section 8 of the RFP.
18	3. Scope of Work	11-15	Scope includes “Archival of all the existing physical files/documents in digitized form in the E-Office Solution.”	Kindly confirm whether any existing DMS/E-office data migration is required.	No existing DMS/E-office data migration is required.
19	3.1 General Requirements – Testing & UAT	17-18	“Conduct user acceptance test and associated trainings including handholding for hand-over of the system to ACAB.”	Kindly confirm the expected duration and sign-off timelines for UAT from Bank side.	Please refer section 3.3 of the RFP.
20	3.1 General Requirements	13	“Application & Database servers shall be configured in HA (Active-Active) Mode in separate servers to enable redundancy.”	Kindly confirm whether High Availability (HA) setup is mandatory for all environments including DR/UAT.	HA setup is required for DC and DR environments.
21	3.1 General Requirements	13	“All infrastructure pertaining to hosting and document storage shall be provided by Bank.”	Kindly confirm that hardware will be provided by ACAB.	Hardware pertaining to hosting the application, document storage,scanners for archival of existing physical documents shall be provided by Bank.

22	3.1 General Requirements	13	"All infrastructure pertaining to hosting and document storage shall be provided by Bank."	Kindly clarify whether server/infrastructure administration (including OS, database, application servers, and related components) is within the scope of the bidder.	Hardware pertaining to hosting the application, document storage, scanners for archival of existing physical documents, including OS for servers, shall be provided by Bank. All the Software (except the Operating System) for Application Server, Middleware (As required for the office solution to run) and Database licenses shall be provided by the selected bidder.
23	3.1 General Requirements – Training and Change Management	19-20	"ACAB shall be trained at ACAB office by Successful Bidder before the go-live."	Our trainings are conducted offsite only. Can we assume that this is acceptable to the Bank?	Onsite training is required as stated in the RFP. Regarding other training requirements, please refer the RFP.
24	3.1 General Requirements	16	"The Support services will include ... 10 X 6 support for the E-office solution as per agreed SLAs."	Kindly clarify the support window timings and escalation matrix expectations.	Please refer the RFP carefully regarding the support windows timings. Escalation matrix expectations shall be discussed with the selected bidder.
25	7.5 Liquidated Damages, Penalties & termination on default / Project Schedule	39 / 31	"Liquidated Damages, Penalties & termination on default" and project milestone timelines defined under Section 3.3	Any delays arising due to pending clarifications from the Bank, dependency on third-party systems of the Bank, or delays in providing required APIs/documents/integration support should be excluded from the calculation of project timelines and associated penalties.	Understanding is correct.
26	3.1 General Requirements	13	"The solution shall be deployed on Bank's on-premise Data Center (DC) and Disaster Recovery (DR) setup."	Kindly clarify the network architecture, specifically the presence and configuration of DMZ / MZ layers, for deployment and integration of the proposed DMS.	Details shall be shared with the selected bidder.
27	Section 3	12-13	Integration with Bank email and DSC	Kindly confirm the existing email solution being used by the Bank (Microsoft Outlook/Gmail / M365).	Rediffmail solution
28	Scope of Work 3.1 General requirements	15	OCR support for English and Assamese documents	Kindly confirm whether handwritten Assamese documents are not considered as part of OCR scope.	Handwritten Assamese documents should be considered as part of OCR scope. Bank understands that these documents may not always achieve the highest level of accuracy.
29	Scope of Work 3.1 General requirements	13	Integration with Digital Signature	Kindly confirm whether DSC tokens/licenses shall be procured and provided by the Bank for all users.	DSC licenses shall be procured and provided by Bank.
30	Scope of Work 3.1 General requirements	13	Integration with existing and upcoming systems	Kindly provide the list of existing applications/systems proposed for integration with the E-Office solution.	The list of applications proposed for integration includes HRMS.
31	Section 3.2 – Banking Specific Modules	12,29	Circular Management Module	Kindly confirm the expected workflow and approval hierarchy for circular issuance and acknowledgement.	Journey related to Circular Management module shall be shared with the selected bidder.

32	Point No. 3 Bidder's capability and experience Criteria 2	35	The Bidder should have implementation experience of E-officesolution in entities such as in Schedule Commercial Bank/ PrivateBank/Cooperative Bank/RRB, Central or State Govt Ministries/Departments, PSU Organizations. Banking-specific modules with Dashboard & Reporting capability	We would like to respectfully request the department to kindly revise the above clause. Since the scope of work under the present RFP is related to implementation of an E-Office solution, the eligibility criteria may preferably consider proposed solution experience pertaining to E-Office implementation projects only.	RFP requirement stands
33	Scope of Work – Digitization	11	Bidder to digitize all existing physical files/documents	Kindly confirm below, - Size of documents such as A4, A3, A5, Legal - Quality of the documents - Branch Locations or Centralized Location at HO	All document sizes such as A4, A3, A5, legal shall be considered. Quality of the existing physical documents is readable. The documents are to be scanned at the centralised location at HO.
34	Infrastructure Scope	13	Bank to provide infrastructure, bidder to provide hardware sizing	Kindly confirm whether servers, storage, backup solution, DR infrastructure, OS licenses and database licenses shall be provided by the Bank.	Hardware pertaining to hosting the application, document storage, scanners for archival of existing physical documents, including OS for servers, shall be provided by Bank. All the Software (except the Operating System) for Application Server, Middleware (As required for the office solution to run) and Database licenses shall be provided by the selected bidder.
35	Concurrent Users	14	Support for 150 concurrent users scalable to 500+	Kindly confirm expected total named users and branch-wise user distribution.	The total no. of users will be 500 approximately. The Solution should support 150 concurrent users. The expected growth of users is 5% per annum. Details on users department-wise and branch-wise shall be shared with the selected bidder.
36	Project Schedule	31	Go-live within T0 + 8 weeks	Kindly extend Go-live timeline to minimum 24 weeks considering customization, integrations and digitization activities.	RFP requirement stands
37	Integration Requirements	12	Integration with email, DSC and upcoming systems	Kindly share details of existing email platform, directory services and APIs available for integration.	Rediffmail, Microsoft AD
38	Mobile Application	21	Mobile application requirement	Kindly confirm whether responsive web access shall suffice instead of native mobile apps.	Native Android/ iOS applications are mandatory.
39	OCR Accuracy	15	OCR accuracy minimum 95%	As per our experience accuracy of OCR largely depends upon quality of the documents/image. We assume that if quality is good then mentioned accuracy is achievable.	Understanding is correct.
40	MFA Requirement	16	MFA for privileged users	We assume that OTP based authentication will be suffice. Bank to Provide SMS/email gateway for OTP.	Bidder may provide MFA through the following, but not limited to: SMS OTP, TOTP, Email
41	SIEM Integration	16	SIEM integration	Kindly share details of SIEM platform currently used by the Bank.	IBM Qradar

42	Banking Specific Modules	12	Multiple banking modules required	Kindly share detailed workflows/process documents for all banking-specific modules.	Details shall be shared with the selected bidder.
43	Barcode Management	26	Barcode generation for physical files	We assume that barcode scanners/sticker will be provided by Bank.	Understanding is correct.
44	ATS Payment Terms	31	ATS payable half yearly in arrears	Kindly consider ATS payment on quarterly basis.	RFP requirement stands
45	Payment Terms	31	40%-40%-20% milestone	We suggest below payment milestones, - 40% alongwith Purchase Order - 25% On the start of UAT - 25% On Go Live - 10% On completion of Stabilization Period of 3 Months	RFP requirement stands
46	Performance Bank Guarantee	10	10% of total project cost	Kindly reduce PBG requirement to 3%, also consider annual renewal of PBG having value of balance project cost.	RFP requirement stands
47	Penalty Clause	39	Penalty applicable during ATS	Kindly clarify maximum cap on total penalties/liquidated damages.	Please refer section 7.5 of the RFP.
48	Data Migration	14	Data Migration	Please provide scope for Migration	Archival of the existing physical files/documents shall be considered as Data Migration.
49	Deployment Architecture	13	HA setup required	We assume that required connectivity will be provided by bank	Understanding is correct.
50	Training Scope	17	Training for users and management	Kindly confirm expected number of training batches and participants. We assume that infrastructure required for training will be provided by Bank.	Details on the number of training batches and participants shall be shared with the selected bidder.
51	UAT & Sign-off	17	UAT by ACAB users	Kindly confirm UAT duration and deemed acceptance timelines.	Please refer section 3.3 of the RFP.
52	Future Integrations	13	Support for future integrations	We assume that all future integrations will be considered at Change request.	Understanding is correct.
53	Backup Requirement	16	Backup retention requirement	We assume that backup infrastructure and applications will be taken care by bank	Understanding is correct.
54	Evaluation Mechanism	36	Bidder who is declared L1 may be called for negotiation before awarding the contract. It maybe noted that Bank will not entertain any price negotiations with any other Bidder.	We recommend the Bank to adopt a QCBS-based evaluation 70:30 (technical:commercials) methodology for final bidder selection and award of the project, so as to ensure quality technical deliverables and successful project execution.	RFP requirement stands
55	Others			We kindly request you to clarify whether the Power of Attorney is required to be executed and submitted on non-judicial stamp paper, or if submission on the organization's letterhead with authorized signatory details would suffice.	The Power of Attorney is required to be executed and submitted on non-judicial stamp paper.