

## The Oriental Insurance Company Limited

Pre-Bid Query Responses for Tender Reference No.: OICL/HO/ITD/ECM-AMC/2023/01 dated 10/02/2023

Replies Dated 24/02/2023

#	Page #	Point/ Section #	Existing Clause	Query Sought	OICL's Response
1	24	Integration Requirements	Bidder is required to integrate with OICL's HRMS application and any additional application(s) identified till the time of SRS Sign-off at no additional cost to OICL.	Will the APIs for integration be provided by the department ?	Yes, OICL will provide the requisite API for integration with HRMS
2	22	Detailed Scope of Work	: The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, color etc. with Draft folder to save Using workflow feature of a system	How many workflows are required ?	Please be guided by the RFP
3	24	Customization	10. Bidder is responsible for carrying out Customization/Configuration changes for new requirements / new processes as and when required, without any extra cost, for those Efforts requiring less than 30 man days per change request. Efforts requiring more than 30 man-days will be considered through Change Request route subject to condition based on mutually agreed number of man-days and will be paid based on per man-day cost agreed in Bill of Material for over and above 30 man days only.	It is understood that the total requirements would be taken as 30 days. Requirements beyond 30 days would be paid on mutually agreed basis.	Please be guided by the RFP
4	25	AMC & ATS	5. The Bidder shall carry out Preventive Maintenance (PM) at the Data Centre and Disaster Recovery site of all required hardware and testing for virus, if any, once in a calendar quarter and should maintain proper records at each site for such PM.	a) What are the preventive maintenance to be done at data centre ? B) All data centres are on cloud.	a. Preventive Maintenance includes health, fitness check-up and cleanliness of the equipment including testing for virus b. Please be guided by the RFP. DC is situated in Bengaluru and DR at Navi Mumbai
5	27	13. Database Performance Management	xix. Data Migration/correction support	a) How much data is there to be migrated ? B) Will data cleansing also be required ?	a. Data migration only for the purpose of upgrade is required. Data size- Approx. 5TB

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					b. Data cleansing if reqd. is a part of Bidder's scope
6	25	2.3.3 AMC, ATS & Facilities Management (FM)	Bidder has to deploy competent resources for the team to provide necessary maintenance and support as per the requirements of OICL. Bidder has to deploy adequate resources to ensure that the systems are up and services are not impacted. To ensure that the SLAs are met, the Bidder if required will need to deploy additional resources during the contract period including implementation schedule without any additional cost to OICL.	a) How many resources are required /Expected ? B) Can resources be working online ? C) Will there be payments made as per resources deployed ?	a. Bidder is required to right size the resources deployment in order to meet the project timelines, SLA and Scope of the RFP. b. Yes c. Please be guided by RFP & Payment Terms
7	16	1.6	Bidder should have implemented / maintaining similar OEM's enterprise-solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or Workflow Management or Case Management solution for at least one BFSI/ PSU/Govt. organization in India for an order value of not less than ₹5 crores having 5000 users or more.	Bidder should have implemented / maintaining similar OEM's enterprise-solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or Workflow Management or Case Management solution for at least one BFSI/ PSU/Govt. organization in India for an order value of not less than ₹5 crores having 2500 users or more.	Revised clause reads: "Bidder should have implemented / maintaining similar OEM's enterprise-solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or Workflow Management or Case Management solution for at least one BFSI/ PSU/Govt. organization in India for an order value of not less than ₹5 crores having 2500 users or more. Supporting Documents: Credential Letter OR Copy of Purchase Order/ Contract copy along with Sign off/ completion letter along with CA Certificate mentioning the order value"

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8	N/A	N/A	N/A	For the workflow requirements of the proposed solution kindly let us know the number of users that would be working on the workflow with YOY increase for next 5 years.	Requisite details will be shared with the successful bidder
9	15	12	The Bidder should have minimum 500 employees on its payroll. AND The Bidder needs to submit job profile of minimum two resources with experience in Documentum based implementation/maintenance and to be deployed on OICL project.	Exemption may be given for MSME for no. of employees	Please be guided by the RFP
10	35	3.1.9	Payment Terms	For ATS Payment terms may be 100% on submitting the proof of renewal of licenses annually as all OEMs ask for 100% advance annually	ATS will be paid annually in advance.
11	22	2.3 Detailed Scope of Work	Interfaces with popular office software like MS Office etc.	Request OICL to clarify if the scope includes the cost of upgrading the Capture Application (Extrieve), or is it only the ECM components that are within the scope of the upgrade.	Scope includes all components that are a part of ECM
12	23	2.3 Detailed Scope of Work	Interfaces with popular office software like MS Office etc.	Request OICL to clarify if OICL is expecting bidder to integrate Office 365/Office with D2 for the customization requirements for inline editing.	System should have the requisite capability
13	23	2.3 Detailed Scope of Work	Interfaces with popular office software like MS Office etc.	We assume that OICL has the requisite licenses available for office 365/ Office integration with D2 ?	System should have the requisite capability
14	22	2.3 Detailed Scope of Work	User shall be able to route the Office Note for approval as per hierarchy defined (more than one official on one level should also be available).	Request OICL to please confirm whether the Office Note file refers to Microsoft OneNote	No. Office notes refers to internal office notes of OICL

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15	18	2.2 Existing Setup	Existing System Architecture	What are the current concurrency configurations of the Documentum servers?	Total No. of Users= 5,000 Concurrency= 25%
16	18	2.1 Background & Current IT Infrastructure	OICL's IT Infrastructure is enabled by a 24x7 data centre. Within the data centre, various servers and associated equipment are hosted that provide the processing power and storage for manning/managing application programs. This layer also includes system softwares (operating system) that forms a part of the hardware deployed.	In future, does OICL have any plans to migrate the solution to the public cloud	No.
17	79	9.1 Appendix 1: Functional Specifications clause A.5	The system shall provide a facility to Add / Edit comment to a Note in a workflow. All the comments shall be appended to the main content of the Note	Does adding annotations/comments require additional software licenses from OpenText, on top of their D2 license?	Bidder is required to comply to the requirements stated in the RFP
18	22	2.3 Detailed Scope of Work	General	Please clarify if OICL will provide the Brava licenses for viewing by all the 10K OICL users?	Bidder is required to comply to the requirements stated in the RFP. No additional license except for the ones mentioned in the RFP will be provided
19	18	2.2 Existing Setup	Existing System Architecture	What is the current size of the Docbase, number of documents, database size, and NAS/SAN size? Additionally, how many daily active users are in the system?	Total No. of Users= 5,000 Concurrency= 25% Database Size= 5TB Docbase: - 1st April 2021 to 31st March 2022: 1219665 - 1st April 2022 to 19th February 2023: 1306015
20	23	2.3 Detailed Scope of Work	Entire management of user ids, security, permissions, etc. shall be handled centrally by the Service Provider.	Please clarify how the user access management is done currently? Is it managed independently within	System is integrated with AD

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			However, Bidder to note that all calls will be logged on OICL's central helpdesk	Documentum or centrally through AD groups	
21	23	2.3 Detailed Scope of Work	The system should be completely scalable both horizontally and vertically to accommodate the changing user numbers and data volumes. The workflows for movement of documents and files within the system should have flexibility in terms of customization vertically and horizontally	How many workflows are currently in the system, and what are the main business reasons for the workflow automation requirements?	Please be guided by the RFP
22	NA	NA	General	In the RFP, there is no mention of an SSO authentication mechanism. Will there be a requirement to implement SSO?	No. SSO is not required
23	NA	NA	General	Can you share the current support agreements for Documentum components with the product vendor OpenText?	Requisite details will be shared with the successful bidder
24	NA	NA	General	Will the OICL team facilitate the new service provider to use their account relationship to get the new Documentum upgrade stack?	No. Bidder is required to do the requisite activities
25	23	2.3.1 Customization Pt#10	Bidder is responsible for carrying out Customization/Configuration changes for new requirements / new processes as and when required, without any extra cost, for those Efforts requiring less than 30 man days per change request.	Request OICL to share the number of such change requests received every month for the last 2 years?	2 CRs in past 1 year
26	51	7.1.2 Service Level Measurement	OICL has defined in-scope services in the RFP and corresponding SLAs below.	We assume that there are no SLAs for Change requests. Please confirm.	SLAs for change request will be discussed and finalized for each CR separately

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27	23	2.3.1 Customization Pt # 10	Bidder is responsible for carrying out Customization/Configuration changes for new requirements / new processes as and when required, without any extra cost, for those Efforts requiring less than 30 man days per change request.	How many service enhancement requests have been raised in the last 24 months	2 CRs in past 1 year
28	24	2.3.3 AMC, ATS & Facilities Management (FM)	General	What is the current L1,L2 and L3 team size and their shift details?	1 L1 & 1 L2- onsite Shift: 1 shift (10am- 6pm) *Remote support from Bidder to maintain SLAs is also provided
29	NA	Appendix 2 – Commercial Bill of Material	2. Bidder is required to right size the resources deployment in order to meet the project timelines, SLA and Scope of the RFP	We request OICL to specify the minimum count of L1, L2 and L3 resources to be provisioned by the bidder. Bidder can factor additional resources to meet the SLAs, if required.	The requirements mentioned in the RFP & Bill of Material are minimum, bidder may factor more resources for ensuring service level and support. Bidder is required to right size the resources deployment in order to meet the project timelines, SLA and Scope of the RFP.
30	24	2.3.3 AMC, ATS & Facilities Management (FM)	General	Can you share the major incident handling procedure that currently exists	Please be guided by the RFP
31	22	2.3 Detailed Scope of work	OICL may also require the Bidder to Upgrade the existing (ECM) to the latest version.	Request OICL to include the upgrade timelines in sec 1.7 – project timelines as it is not mentioned there currently.	License Upgrade including data migration should be completed within 4 months Bidder to note that OICL will independently decide and convey when the Upgrade activity needs to be undertaken.

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32	35	3.1.9	Payment terms	Kindly change the payment terms as below – License price - 100% on delivery Implementation – • 40% on Resource mobilization • 20% on SRS Signoff • 30% on UAT signoff • 10% on Go live ATS/AMC – 100% Advance	ATS will be paid annually in advance.  No change in any other payment terms.
33	40	4.16	Liquidity Damage – If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the effected service amount of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Please be guided by the RFP
34	23	2.3 SoW Point#2	The system should be completely scalable both horizontally and vertically to accommodate the changing user numbers and data volumes.	Kindly share the grown rate Year on Year for users and data volumes.	Total No. of Users= 5,000 Concurrency= 25% Docbase: - 1st April 2021 to 31st March 2022: 1219665 - 1st April 2022 to 19th February 2023: 1306015

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35	23	2.3 SoW Point#2	Bidder to note that any additional licenses required for the overall solution implementation will be the SI's/ Bidder's responsibility and cost for the same, if required, should be factored in the TCO.	Please confirm the what additional licenses required ?	Please be guided by the RFP
36	14	1.4. Schedule of Events	Consortium - Not Allowed	We would like to request OICL to consider consortium participation for this bid submission. For a project of such huge magnitude, we would request authorities to consider a partnership with at least 2 members so that bidders can resolve any qualification challenges and can provide a competitive commercial offer to OICL.	No. Consortium is not allowed
37	16	1.6. Eligibility Criteria	7. Bidder must have valid at least one of ISO 9001: 2015 & ISO/IEC 27001:2013 ISO 20001. AND SEI CMMI Level 3 or above certificates on the date of submission of bid. Copy of relevant certifications	We would request OICL to consider SEI CMMI Level 3 or above certificates as an optional certification for bidders to qualify in the eligibility criteria. Many qualified MSE bidder might not be able to qualify for CMMI level 3 certification which will restrict the participation of MSE bidders who has experience in the similar scope of work. Considering the same, we would request OICL to consider below change request: <b>Change Request:</b> 7. Bidder must have valid at least one of ISO 9001: 2015 & ISO/IEC 27001:2013 ISO 20001 <b>OR SEI CMMI Level 3</b> or above certificates on the date of submission of bid.	Please be guided by the RFP



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38	16	1.6. Eligibility Criteria	12. The Bidder should have minimum 500 employees on its payroll.	With reference to the below clause relaxed for MSE bidders we would request to relaxation in minimum employees in company's payroll. <i>**Micro &amp; Small Enterprises are relaxed against point 2 &amp; 3 in Section 1.6 Eligibility Criteria.</i> Below change request would encourage MSE bidders to participate in the bid submission and thus OICL will get more competitive commercial offers to evaluate. <b>Change Request:</b> The Bidder should have <b>minimum 300 employees</b> on its payroll.	Please be guided by the RFP
39	22	2.3 Detailed Scope of Work	2.3 Detailed Scope of Work: Bidder is required to provide Maintenance (AMC & ATS) for the existing Enterprise Content Management Solution (ECM). <b>OICL may also require the Bidder to Upgrade the existing (ECM) to the latest version.</b>	Instead of upgrading the the existing (ECM) to the latest version, Can bidder propose their own Enterprise Content Management (ECM) solution to OICL provided that bidder has prior experience in the migrating the existing ECM solution to its proposed ECM for a different client? Please confirm.	Please be guided by the RFP
40	23	2.3 Detailed Scope of Work	System Requirement Study and Design Other system requirements are as below: 1. Entire management of user ids, security, permissions, etc. shall be handled centrally by the Service Provider. However, Bidder to note that all calls will be logged on OICL's central helpdesk	We hope that bidder is not responsible of managing central helpdesk for calling purpose, the responsibility lies with OICL. Please confirm.	Yes. Your understanding is correct

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41	23	2.3 Detailed Scope of Work	System Requirement Study and Design 7. The customization should support integration with OICL's e-mail solution, Active Directory, HRMS, INLIAS and any other system identified by OICL.	We assume that the APIs for integration will be provided by the third party application vendor. Kindly Confirm.	API for integration with any other third party application will be provided by OICL
42	24	2.3.1 Customization	6. The Bidder is required to ensure that the software provides interfaces to the other existing application systems and solutions. Applications and solutions implemented by OICL in future will be interfaced / integrated at per Man-day cost, as stated in the Commercial Bill of Material.	Please elaborate what type of applications and solutions we can expect in the future for integration?	Please be guided by the RFP
43	24	2.3.1 Customization	8. Customizations would be both with respect to the new changes and interfaces that OICL proposes to implement through the selected Bidder.	We expect to include the cost for customization and integration in the commercials.	Please be guided by the RFP
44	24	2.3.1 Customization	10. Bidder is responsible for carrying out Customization/Configuration changes for new requirements / new processes as and when required, without any extra cost, for those Efforts requiring less than 30 man days per change request. Efforts requiring more than 30 man-days will be considered through Change Request route subject to condition based on mutually agreed number of man-days and will be paid based on per man-day cost agreed in Bill of Material for over and above 30 man days only.	Requesting to consider Customization/Configuration changes for new requirements / new processes during implementation. As this clause might reduce profitability of project during implementation and experienced bidders might lose interest in participating in bid submission.	Please be guided by the RFP

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45	24	2.3.2 Integration Requirements	Bidder is required to integrate with OICL's HRMS application and any additional application(s) identified till the time of SRS Sign-off at no additional cost to OICL.	We assume that the APIs for integration will be provided by the third-party application vendor. Kindly Confirm.	API for integration with any other third party application will be provided by OICL
46	24	2.3.3 AMC, ATS & Facilities Management (FM)	4. Provision should be available for version control and restoring the old versions if required by OICL	We assume that version control of proposed software is referred here in this clause. Please confirm.	It refers to version control of documents being stored in the system
47	24	2.3.3 AMC, ATS & Facilities Management (FM)	10. Support OICL in integrating any new applications to the proposed applications	Requesting OICL to provide details regarding the new application to propose plan for integration.	Please be guided by the RFP
48	25	2.3.3 AMC, ATS & Facilities Management (FM)	AMC & ATS Bidder is required to provide AMC & ATS of the existing Enterprise Content Management Solution & requisite support for the customisations during the contract	Requesting OICL to confirm below queries for better understanding of scope: 1. Did OICL expect successful bidder to connect with existing ECM vendor to manage its AMC and ATS and for the customization? 2. Please elaborate whether the AMC & ATS will be provided by existing ECM vendor to OICL in 5 year of contract period.	Please be guided by the RFP
49	25	2.3.3 AMC, ATS & Facilities Management (FM)	AMC & ATS 1. The Bidder needs to have back to back arrangements with relevant parties for all AMC/ATS for the entire contract period.	We assume that successful bidder has to arrange back to back agreement during the implementation phase of the project. Please confirm.	Please be guided by the RFP
50	25	2.3.3 AMC, ATS & Facilities Management (FM)	AMC & ATS 2. Maintenance including all software, hardware for production and test, parts, media, patches, updates and licenses.	In this clause, we assume that all software, hardware, etc. maintenance will be done by bidder if proposing a commercial offer in the bid rather than an existing one.	Please be guided by the RFP

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51	25	2.3.3 AMC, ATS & Facilities Management (FM)	AMC & ATS 6. If the Operating System or additional copies of Operating System are required to be installed / reinstalled/ de-installed, the same shall be done at no additional cost during the period of contract. The Bidder shall provide or develop with the assistance of OICL.	Requesting to confirm which are the operating system, middleware, servers, anti-virus software will be provided by the OICL.	Please be guided by the RFP. Requisite details are mentioned in the RFP. Bidder is required to factor in any additional components required as part of the Bill of Material.

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52	26	2.3.3 AMC, ATS & Facilities Management (FM)	<p>AMC &amp; ATS</p> <p>12. The coverage of maintenance support will be at least across the following though not limited to these only:</p> <p>ii Incorporation of new requirements owing to security audit, regulations, legal, statutory and policy changes</p> <p>iii. Customizations</p> <p>v. Re-installation of base software and System restoration</p> <p>vii. Workflow changes</p> <p>ix. Enhancements of existing configurations and functionalities</p> <p>xi. Coordinating with OEM for ECM application related issues</p> <p>xiv. Monitoring of systems for threshold and corrective action</p> <p>xvi. Performing End of Day and Beginning of Day activities</p> <p>xviii. Daily Transaction execution support</p> <p>xxiii. Database related support</p> <p>xxiv. Database administration &amp; maintenance</p> <p>xxv. Maintaining Application Security by complying to VAPT, WASA, and ISMS audit points.</p> <p>xxvi. Backup scheduling and monitoring</p> <p>xxvii. Periodical Performance tuning and optimization</p> <p>xxix. Performance tuning reports</p> <p>xxx. Daily refund processing for eligible transactions</p>	<p>Requesting OICL to clarify below clause:</p> <p>1. We assume that the required support will be provided from OICL's end. Please confirm.</p> <p>2. Can bidder propose T&amp;M basis charges for the mentioned item. Please confirm.</p> <p>3. Please elaborate and provide more details on the following:</p> <p style="padding-left: 40px;">xviii. Daily Transaction execution support</p> <p style="padding-left: 40px;">xxx. Daily refund processing for eligible transactions</p>	<p>Please be guided by the RFP.</p> <p>Please Note Pt. xxx stands deleted</p>

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53	80	9.1 Appendix 1: Functional Specifications	37. The system shall provide a facility to add new documents in the file by calling native application like Word, Excel etc. from the same interface	We assume that the APIs will be provided by OICL for integration to call native application like Word, Excel etc. Please confirm.	This is a system capability asked for.
54	80	9.1 Appendix 1: Functional Specifications	39. The system shall have a facility to create a paper profile of a document in the file, in case document is not available in electronic form.	Please elaborate on "paper profile" in this requirement.	This is a system capability asked for.
55	81	9.1 Appendix 1: Functional Specifications	44. The system shall support the case file management	Requesting to elaborate the requirement, whether OICL is looking for dedicated case file module.	Please be guided by the RFP
56	15	12	The Bidder should have minimum 500 employees on its payroll. AND The Bidder needs to submit job profile of minimum two resources with experience in Documentum based implementation/maintenance and to be deployed on OICL project.	Exemption may be given for MSME for no. of employees	Please be guided by the RFP
57	36	3.1.9	Payment Terms	For ATS Payment terms may be 100% on submitting the proof of renewal of licenses annually as all OEMs ask for 100% advance annually	ATS will be paid annually in advance.
58	16	8	MAF	MAF is only provided by OEM procurement of new licenses or equipment. And no MAF is provided for ATS. We understand that MAF is to be provided only for any new product supplied	No.  MAF is to be provided by OpenText & Dell for ATS & AMC
59	22	Upgrade the existing (ECM) to the latest version.	Upgrade the existing (ECM) to the latest version.	How many concurrent users are working together in the Existing solution?	Total No. of Users= 5,000 Concurrency= 25%

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60	22	Creation of Departmental notes	capture the signature of user working on a Note	Is there any signature api to be used?	Please be guided by the RFP
61	22	Dashboard	Alerts can be personalised	What type of alerts required? SMS, Email, whatsapp and etc	Yes- Alerts through SMS & Email are required
62	22	Dashboard	Executive informaiton report	Type of data export features? PDF, CSV, PRINT, EMAIL and etc	System should support generation of reports in PDF, Word, CSV format
63	22	Content Based Search	To search image content	Does the current syste have the opentext mediabin?	No
64	22	Dashboard	Reports	Regarding Dashboard, Do you think you require any reporting tools for dashboard activity if any preference? Eg: Tableau	Bidder is required to ensure compliance to the requirements stated in the RFP. Bidder to note that OICL does not have any preference.
65	24	AMC		Who will be responsible for AMC renewal?	It is the responsibility of the Bidder
66	24	IRDAI		How's reporting(Quarterly/ monthly) communicated to IRDAI either automatically or on a manual basis?	Requisite details will be shared with the successful bidder
67	24	Third Party / API		How many third party API / Softwares are integrated with the existing system?	Requisite details will be shared with the successful bidder
68	24	Third Party / API		Is there any new API (Whatsup / Notification) services you want to add in new proposed solution?"	Bidder is required to integrate with OICL's HRMS application and any additional application(s) identified till the time of SRS Sign-off at no additional cost to OICL.

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#	Page #	Point/ Section #	Existing Clause	Query Sought	OICL's Response
69	16	Point No. 9 / Section 1.6 Eligibility Criteria	Bidder should have implemented / maintaining similar OEM's enterprise-solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or Workflow Management or Case Management solution for at least one BFSI/ PSU/Govt. organization in India for an order value of not less than ₹5 crores having 5000 users or more.	We are having purchase order from PSU/Government BFSI where in the DMS Implementation, Support & Sigoff is part of the overall scope but the commercial breakup for DMS is not mentioned	Revised clause reads: "Bidder should have implemented / maintaining similar OEM's enterprise-solution consisting of ECM or it's underlying components viz. Document Management System (DMS) or Workflow Management or Case Management solution for at least one BFSI/ PSU/Govt. organization in India for an order value of not less than ₹5 crores having 2500 users or more. Supporting Documents: Credential Letter OR Copy of Purchase Order/ Contract copy along with Sign off/ completion letter along with CA Certificate mentioning the order value"
70	16	Point No. 9 / Section 1.6 Eligibility Criteria	The Bidder should be Original Equipment Manufacturer (OEM) or its Authorized reseller/seller or partner of the products offered	Bidder Need to submit the MAF from Opentext & Dell	MAF is to be provided by OpenText & Dell for ATS & AMC
71	23	Section 2.3	The Bidder will undertake in depth study of existing procedures of handling documents.	Please confirm the count and share the document of existing procedures and new procedures need to develop for handling the documents?	Requisite details will be shared with the successful bidder
72	23	Section 2.3	Provide all statutory and regulatory reports as required by the regulatory institutions	Please share the list of already developed reports and complete list of statutory and regulatory reports need to develop	Requisite details will be shared with the successful bidder
73	23	Section 2.3	Workflow automation functionality	Please confirm the process and number of workflow automation would be required (e.g policy renewal, endorsement, claims and	Requisite details will be shared with the successful bidder



## The Oriental Insurance Company Limited

Pre-Bid Query Responses for Tender Reference No.: OICL/HO/ITD/ECM-AMC/2023/01 dated 10/02/2023

Replies Dated 24/02/2023

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				reimbursement and approval hierarchy levels?	
74	23	Section 2.3	Scope	Are there any other specific features/customizations required that are not mentioned in this section?	Please be guided by the RFP
75		General	Scope	Please confirm the current team strength onsite/offsite supporting this application?	1 L1 & 1 L2- onsite Shift: 1 shift (10am- 6pm) *Remote support from Bidder to maintain SLAs is also provided
76		General	Scope	Are the resources expected to be located only at onsite or some of the activities can be conducted from the Bidder premises as well?	Only 2 resources- 1 Subject Matter Expert & 1 Technical Resource is required to be deployed onsite. Remote support from Bidder's L1 & L2 resources are required. However, Bidder to ensure that requisite resources are available at any instance of a major downtime or as per OICL's request. Bidder is required to right size the resources deployment in order to meet the project timelines, SLA and Scope of the RFP.
77		General	Scope	Please share the the Documentum documents being managed per day, per month & per year	Total No. of Users= 5,000 Concurrency= 25% Docbase: - 1st April 2021 to 31st March 2022: 1219665 - 1st April 2022 to 19th February 2023: 1306015
78	18	2.2 Existing Setup	Existing Server Details	Please confirm that there are 18 Servers (Physical + Virtual) & 18 DB MS SQL Instances	Please be guided by the RFP

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79	28	2.3.3 AMC, ATS & Facilities Management (FM)	As part of Storage management, bidder is required to carry out the following activities:	Please share Make, Model & Storage Capacity for all Storages to be Supported.	Storage will be provided by OICL
80	28	2.3.3 AMC, ATS & Facilities Management (FM)	System Backup & Recovery:	Please share the Back-up size	Data size- Approx. 5TB
81	28	2.3.3 AMC, ATS & Facilities Management (FM)	Bidder has to support older versions of the software / Hardware / OS/Middleware etc.	Please share the Middleware Technology deployed with number of such instances to be supported.	Please be guided by the RFP
82	30	2.3.4 Monitoring Tool	All elements regarding life state, including performance reporting, incident tracking and remediation, change management, inventory management, configuration details, and account information, can be viewed through this single source.	Please detail the expectation as we understand that Service Desk, Monitoring, Asset Management Tool to be provided on a service model.	Bidder is required to provide a Monitoring & Reporting Solution on a service model. Details are defined in the RFP