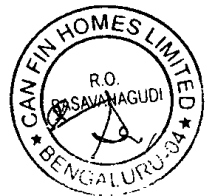
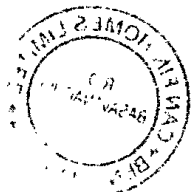
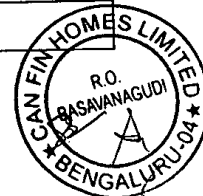


Annexure I

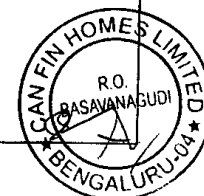
S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
1		Bid Document(EMD EXEMPTION)		Kindly Clarify Udyog Aadhar is a sufficient document for exemption from submission of EMD	Not Applicable
2		Is the application going to be hosted at the vendor or CFHL side ?		Pls confirm	Vendor side
3		Storage Facility		We have storage facilities in Mumbai . Once we are eligible for the RFP, we will provide the storage in Bangalore Location.	Refer corrigendum
4		Volume of the document for physical and Digital		Please provide tentative volume	refer corrigendum
5		Hardware		Please provide Infra requirement	refer corrigendum
6	19	Point 14. NO AGENCY 15.1) The Services of the bidder here shall not be constructed as any agency of CFHL and there shall be no Principal-Agent relationship in this regard.		Bidders can subcontract or rent. Please confirm.	No such provision by CFHL. The agreement is between CFHL & vendor
7	38	B.3.Scanning of Document Post implementation of DDMS, scanning facilities, QC, tagging and e-storage of the images to be implemented as per the mutually agreed plan at the specified locations of CFHL using the installed system, however, all scanning infrastructure will have to owned, operated and maintained by Successful Bidder/selected Vendor.		Please clarify this point	refer corrigendum
8		Technical BID Criteria Annexure I B Point 1. Average annual financial turnover in the last three financial years ie., 2021-22 to 2022-23 from records storage services rendered. More than Rs.50 Crores-12 points. Less than 50 Crores - Nil Point		Please provide relaxation on this point	Refer RFP
9	6	O.Eligibility Criteria	Height of ceiling should be more than 10 feet and the top of racks should not be more than 8 feet from ground. The lower most rack should also be atleast one foot from ground.	Are We Looking For Vault/ Critical Storage with Small unit of 8 feet Racks. Also request to remove the top rack limits. As our Rack height is around 30+ ft with floor/ Man-up access.	Normal Storage environment is sufficient
10	13	SECTION - II, 1. Definitions: point 25	Digitization: Cost of scanning and digitization including maintenance and storage server.	What is the expected scanning volume for legacy and the on going volume?	Ref Corrigendum



S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
11	25	Consequences of Termination	In the event that the termination of this Contract is due to the expiry of the term of this Contract / a decision not to grant any (further) extension by the company, the Bidder herein shall be obliged to provide all such assistance to the successor Bidder or any other person as may be required and as the company may specify including training, indexing, handing over of all the records and documents in proper order, where the successor(s) is a representative/personnel of the company to enable the successor to adequately provide the Services hereunder, even where such assistance is required to be rendered for a reasonable period (not exceeding 180 days) that ~~may extend beyond the term/earlier termination hereof~~	Is it compulsory to provide training, indexing, handing over of all the records and documents in proper order to successor Bidder or any other person	Proper Knowledge transfer has to be given to the successor, for smooth transition at the time of termination.
12	29	33. Insurance	Arrange for insurance policy to the extent of damages that the company is likely to suffer in the aforesaid points (a) and (b). Quantum of insurance must be not less than Rs. 5,000/- per account. The Successful Bidder shall ~~arrange for insurance of the documents/records on~~	Is IM to take insurance on the behalf of Customer and premium amount to be passed on to the customer - pls confirm	Vendor to take insurance
13	29	33. Insurance	Arrange for insurance policy to the extent of damages that the company is likely to suffer in the aforesaid points (a) and (b). Quantum of insurance must be not less than Rs. 5,000/- per account. The Successful Bidder shall ~~arrange for insurance of the documents/records on~~	Rs. 5,000/- per account is what sum assured value? Adding name as beneficiary of customer is compulsory	Ref Corrigendum
14	30	2. Scope of Work	The bidder selected as service provider shall be providing Custodial, Document Management (Physical and Digital) and other related Services for documents/records pertaining to operations of CFHL. Accordingly, the scope is divided into 2 Units, i.e., ~~requirements pertaining to (A) Physical Storage and (B)~~	Are We Looking for DMS/ Digital /Cloud Storage, We haven't received commercial format. Please Clarify	Ref Corrigendum
15	30	7. Requirements for Physical Storage	The storage should be having temperature & humidity-controlled environment where temperature should be maintained between 22 degree Celsius to 25 degree Celsius and relative humidity between 40% to 100%.	Is the Scope is for Temperature/ Humidity Storage or Normal storage environment please confirm	Ref Corrigendum
16	31	A1-2 Requirements for Physical Storage	There should be provision to store the documents in compactors/ "metallic containers in strong room" (minimum strong room area should be 10,000 Sq.ft.) with ~~adequate safety measures~~	Is Scope Required for Vault Storage? If not, Request To Remove compactors/ metallic Containers in Strong Room.	Ref Corrigendum
17	34	3. Terms and Conditions	The tenure of the contract will be for 5 years at the fixed rate. Thereafter arrangement can be extended on ~~mutually agreed terms.~~	Its Says 5 year Fixed Rate where as in BOQ an 5% annual Escalation is included. Please Clarify	Ref Corrigendum
18	37	B.1	The system should necessarily integrate the following features for smooth functioning:	Is this a recurring or One Time Digitization activity?	Recurring
19	37	B. Requirements for Digital Storage	1) To implement a robust scanning and indexing system, digitization of existing as well as new Documents / Records and Files at specified locations/offices of CFHL.	kindly provide page and index count and address of the locations from where digitization activity needs to be carried out.	Ref Corrigendum
20	37	B. Requirements for Digital Storage	2) To Train the CFHL Users & Administrators.	Request you kindly define the training scope.	Training is required to be provided for 30 users on usage of interface provided.
21	38	Other Clauses	The data should be stored in vendor server in encrypted format.	Is this requirement applicable for a DMS as a SaaS offering, hosted on cloud(AWS)?	Refer corrigendum



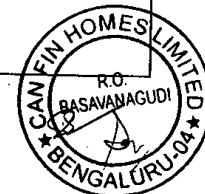
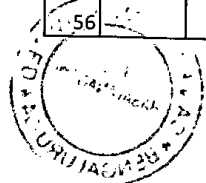
S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
22	38	B.3 Scanning of Documents	Post implementation of DMS, scanning facilities, QC, tagging and e-storage of the images to be implemented as per the mutually agreed plan at the specified locations of CFHL using the installed system, however, all scanning infrastructure will have to owned, operated and maintained by Successful Bidder/selected Vendor.	1. If DMS and e-storage are same 2. If the DMS Platform to be installed in CFHL premises and servers or Vendor's provided server 3. If Vendor's provided server, if it is Cloud(SaaS Application)/On prem?	Refer corrigendum
23	38	B.3 Other clauses:	The Bidder's system where documents will be stored should allow access to documents via authenticated logins only. In other words, documents stored in vendor server are only accessible if user logs into the service. Activity log to provide details of persons granted permission to access documents and log for actually accessed documents should be available and be made	Please specify the authenticated logins types expected. If SSO is also in the scope	User ID, Password & Captcha and self serviced password reset
24	38	B.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 there any requirement of workflow/ e-forms?	comply with RFP
25	38	B. Requirements for Digital Storage	B.3. Scanning of Documents Post implementation of DDMS, scanning facilities, QC, tagging and e-storage of the images to be implemented as per the mutually agreed plan at the specified locations of CFHL using the installed system, however, all scanning infrastructure will have to owned, operated and maintained by Successful Bidder/selected Vendor. Manpower required for such scanning and associated work will also be provided by selected vendor. Storage media e.g. DVD will be in the scope of the vendor supply	Can you transfer the data via SFTP instead of DVD.	Refer corrigendum
26	38	B.3. Scanning of Documents	Documents of all existing accounts to be scanned on priority. Thereafter, scanning of documents would be ongoing process.	Request you kindly provide existing as well as ongoing monthly account volume details.	Refer corrigendum
27	38	B.3. Scanning of Documents	Post implementation of DDMS, scanning facilities, QC, tagging and e-storage of the images to be implemented as per the mutually agreed plan at the specified locations of CFHL using the installed system, however, all scanning infrastructure will have to owned, operated and maintained by Successful Bidder/selected Vendor. Manpower required for such scanning and associated work will also be provided by selected vendor. Storage media e.g. DVD will be in the scope of the vendor supply	Please specify the CFHL locations.....	will be intimated
28	39	B.6	B.6. THE SYSTEM SHOULD HAVE FOLLOWING FEATURES User Creation & Other Security Features: History of Positions held with Timeline Security Features like Password Complexity & Encryption, Audit Trails Database Triggers to Stop Direct Updates.	How many users are expected to use the DMS Platform? How many concurrent & named licenses are required? Please specify	30 Concurrent users
29	39	B.5. THE SYSTEM SHOULD HAVE FOLLOWING ELEMENTS	Access: Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system and should be accessible in the office or at different locations over the Intranet, or over the Internet.	Does it mean that all the digitized documents in the DMS platform will be readily available to view to all the users present in the platform by default? If the rights needs to be altered to Edit/Modify or may be revoked from view, that flexibility should be available to the Admins. Kindly clarify the	Refer RFP



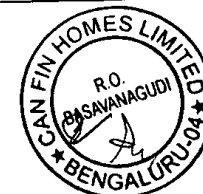
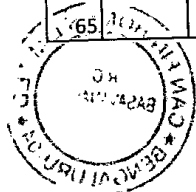
S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
30	39	B.6. THE SYSTEM SHOULD HAVE FOLLOWING FEATURES	Inward Receipt: Complete solution for inward receipts at all locations	Please elaborate this requirement, if this needs to be a feature in the DMS platform only or a separate tracking platform(SaaS based) can also be	Inward details are required as soon as the files are lifted.
31	39	B.5. THE SYSTEM SHOULD HAVE FOLLOWING ELEMENTS	Scanning: A good scanning system for putting paper files into computer.	Request you kindly share monthly volume details in terms of number of files, dockets, PDDs and average number of pages for each segment.	Refer corrigendum
32	39	B.5. THE SYSTEM SHOULD HAVE FOLLOWING ELEMENTS	Indexing: The index system should create an organized document filing system and make retrieval simple and efficient.	Request you kindly define indexing and classification scope in detail.	Refer corrigendum
33	40	Indexing of Fields:	An imaging system should allow users to customize index templates, create multiple templates and have different types of index field data within each template, such as date, number and alphanumeric characters. Index fields should be used to categorize documents, track creation or retention dates, or record subject matter, among other uses. In addition, an imaging system should allow drop down boxes/menu to upload the required fields for speedy retrievals of records in large quantity and have tools available to help automate entering index	Please specify if users are expected to customize/create their own indexing template for documents in the DMS Platform.	Refer corrigendum
34	40	B.7. DIGITIZATION OF DOCUMENTS	B.7.1. Pre Capture Process This process envelops all activities that are to be executed before the scanning is undertaken. This is primarily the receiving of documents from the CDR and making them ready for scanning. Some of the major activities are enumerated below.	Hope there will be a dedicated staff assigned to handover the files to avoid dependency and to have and to have maximum stock always kept ready for scanning	will be intimated
35	40	B.7. DIGITIZATION OF DOCUMENTS	As part of scanning services, the bidder shall complete the scanning in T + 2 days of date of receipt of the files and undertake following tasks:	Request you kindly share monthly volume (Files, Dockets, PDDs etc.)	Refer corrigendum
36	40	B.7.1. Pre Capture Process	This process envelops all activities that are to be executed before the scanning is undertaken. This is primarily the receiving of documents from the CDR and making them ready for scanning. Some of the major activities are enumerated below.	What is CDR?	Not Applicable, Refer corrigendum
37	41	B.7.2. Capture Process	Merging into Database: The images should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.	Please specify how the merge into the database is expected. Does it mean API Integration? What kind of Database is it? Is it only a Database or an application with an UI?	Presently no integration.
38	41	B.7. DIGITIZATION OF DOCUMENTS	B.7.2. Capture Process a) Scanning: The scanning operator receives the files. Open the files and scans the documents. During the scanning, the operator has to Quality Check images, in terms of number of pages in the batch scanned and tally	Can we do the pagination using a numbering machine or via Pencil?	Via pencil
39	41	B.7. DIGITIZATION OF 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 tagging are to be defined in a manner to have the fruitful search criterion. Numbers of such fields are to be agreed upon by the selected Bidder with CFHL. A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with CFHL officials in charge of the project	Should the user be able to read the vernacular language and tag the documents, or will the fields be in English only	English only



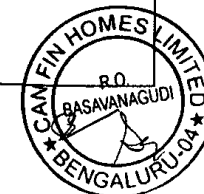
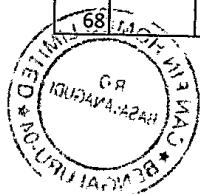
S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
40	41	B.7.2. Capture Process	Merging into Database: The images should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.	Please clarify on this, is this API integration or specify the required.	
41	41	B.7. DIGITIZATION OF DOCUMENTS	c. Arrange the files in the batches as defined by the	Please elaborate on the criteria here..	Presently No integration required
			During this process, the documents are categorized on the basis of the type of document. This helps in tagging of the documents. Fields for tagging are to be defined in a manner to have the fruitful search criterion. Numbers of such fields are to be agreed upon by the selected Bidder with CFHL. A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with CFHL officials in charge of the project.	Please specify the fields for tagging..	Refer corrigendum
42	41	B.7. DIGITIZATION OF DOCUMENTS	a. Batch Preparation		Refer Corrigendum
43	42	B.7.1. Pre Capture Process	e. Tag sheets in the documents that are not to be scanned	Request you kindly provide per file rough estimation of pages which are not to be scanned.	Indexing related, Refer corrigendum
44	42	B.7.1. Pre Capture Process	b. Categorization of the Documents	Request you kindly elaborate the classification requirement.	Indexing related, Refer corrigendum
			Access: Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system. The access system should make documents viewable to authorized persons, whether in the office or at different locations. External concurrent users of the system shall be around 500 users. However, going forward concurrent users number subject to	Please clarify more on the DMS user requirement	
45	42	B.7.2 / F) Access	Points Total is for 100, however the individual points calculated together comes to 106		Access rights for 30 users
46	50	Technical BID criteria / Annexure I B	Immediate and Annual Additions- Volume	Please clarify the total points for Technical BID criteria / Annexure I B	Refer corrigendum
47		Generic	Scanning Volumes - Recurring and Legacy	Kindly Share Volume Details for Storage	Refer corrigendum
48		Generic	c. It should be profit making firm / company / organization for last three consecutive financial years i.e. 2019, 2020 & 2021.	Kindly Share Images Details for Scanning	Refer corrigendum
49	43	B.10. QUALIFICATION CRITERION	Can we Amend Profit as Business Profit		
50		General	Indemnity is not covered		refer RFP
51		General	DMS to be OnPrem/SaaS?	Please Clarify Indemnity	refer RFP
52		General	User Licenses Required	Request To Clarify Inhouse or Cloud Storage for DMS	Refer corrigendum
53		General	Volume of Images/ SIZE	Request to clarify	Refer corrigendum
			Are the below Certifications mandatory for DMS: Certification (ISO27001) 3 Certification (ISO9001:2008) 3 Certification (CMMi Level 3)	Request to clarify	Refer corrigendum
54		General	Is it Optional or Mandatory		Required for Evaluation
55		General	Please confirm if the "e-book" feature is mandatory to have, where the documents should be stored in html, xml or pdf format	Request to clarify	Refer RFP
56		General	Please confirm if the below functionality is mandatory, "After document upload, it should store at least 2 copies of documents. Further, once a day documents should be archived onto offline storage."	Request to clarify	Refer corrigendum



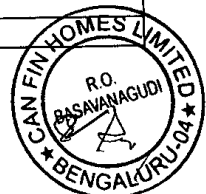
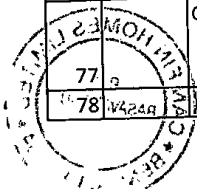
S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
57		General	Please confirm if the below feature is mandatory "Indexing of Fields: An imaging system should allow users to customize index templates, create multiple templates and have different types of index field data within each template, such as date, number and alphanumeric characters."	Request to clarify	Refer corrigendum
58		General	Please specify the Indexing requirement to be stored/maintained in the DMS for each document type	Request to clarify	Refer corrigendum
59		General	Please specify "Inward Receipt: Complete solution for inward receipts at all locations" in details and confirm if it is a mandatory requirement to have	Request to clarify	Inward details are required as soon as the files are lifted.
60		General	Information stored in the system or shared over the internet should be in encrypted format(AES256)	Request to clarify	Refer RFP
61		General	Are we Looking for simple DMS Solutions or Workflow model	Pls Clarify Simple Solutions o Storage , search, retrievals Etc.	Simple DMS repository, Refer corrigendum
62	5	5.4	The bidder should not have been blacklisted by Government, any govt. department, PSU or PSB during the last five years. (Self-Certification to be submitted).	We request CFHL to kindly modify / relax this clause as under: "The bidder should not be blacklisted by any of the Government, Central /State department, Regulatory Bodies,Judiciary, PSU or PSB as on date. (Self-Certification to be submitted)."	Please refer our RFP & Adhere
63	5	5.5	The Bidder should be profit making firm / company / organization for last 3 consecutive Financial years i.e. 2021, 2022 & 2023.	We request CFHL to kindly relax / modify the clause as under:- " The Bidder should be profit making firm / company / organization for last 3 consecutive Financial years i.e. 2021, 2022 & 2023." OR "The Bidder should have a positive network during the last 3 consecutive Financial years i.e. 2021, 2022 & 2023."	Please refer our RFP & Adhere
64	6		(q) The bidder shall arrange for adequate insurance coverage on documents/other records/ papers of the company against fire, flood, cyclone and other natural calamity besides theft, burglary etc. and the Service Provider will bear the cost of such insurance. The bidder should also arrange for adequate cyber insurance.	We request CFHL to directly take insurance, cyber Insurance etc as the same will be beneficial and cost effective. If routed through vendors, it leads to higher settlement period, higher premium, less coverage,commision payouts to vendor instead of CFHL etc. We request CFHL to avail cyber cover on their own	Refer Corrigendum
		6 5. Eligibility Criteria (Mandatory)	(r)The record storage premises where company's records are going to be kept must be certified by a competent structural engineer / firm on the Dead Weight	We request CFHL to remove this clause.	Refer RFP



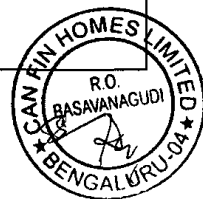
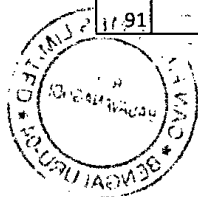
S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
66	7	5.7	There should have been no past history of damage to records at facilities of service provider, due to fire or flood. (self-declaration to be attached)	We request CFHL to kindly modify / relax this clause as under: "There should have been no past history of damage to records at facilities of service provider, due to fire or flood during the last 5 years (self-declaration to be attached)"	Refer RFP
67	29		ii. Arrange for insurance policy to the extent of damages that the company is likely to suffer in the aforesaid points (a) and (b). Quantum of insurance must be not less than Rs. 5,000/- per account. The Successful Bidder shall arrange for Insurance of the documents/records on annual incremental	We request to CFHL to remove this clause	Refer Corrigendum
	33	9	Scanning and digitization of existing documents shall be carried out at CFHL premises.	1. Please provide details of legacy file count and pages. 2. Ongoing file count and pages. 3. Please confirm the location wise minimum image volumes per location for legacy and ongoing. 4. Does the scanning involve any flat bed scanning or overhead scanning. 5. Please confirm number of locations where scanning has to be carried out. 4. How many files are readily available to be moved for storage immediately. 5. How many files will be generated incrementally every year. 6. How many pages are there in each. 7. Does the scanning involve any flat bed scanning or overhead scanning? 8. We assume that scanning will be done @ 200 dpi in black & white, searchable PDF. 9. We assume that all pages will be scanned in single PDF file. Kindly confirm. 10. Is numbering of pages required before scanning? 11. TAT (time period) for scanning of all documents (legacy).	Refer Corrigendum



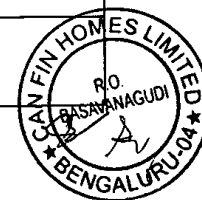
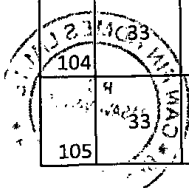
S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
69	33	11	Scanning and digitization of existing as well as additional PDDs shall be carried out at CFHL premises under appropriate supervision and CCTV surveillance.	What facilities/Infrastructure shall be provided by CFHL for carrying out scanning activities at CFHL premises. We assume that vendor has to provide only scanners and manpower. Kindly confirm.	Refer Corrigendum
70	33	12	Index or identification number should be uniform throughout the storage period.	We understand that there would be only loan account number to be captured as an Index for retrieval purpose.	Refer Corrigendum
71	34	3. Terms & Conditions of the services	2. The tenure of the contract will be for 5 years at the fixed rate. Thereafter arrangement can be extended on mutually agreed terms.	As per the note On page 54 which says, "Price escalation of 5% on initial price quoted by the bidder is permitted every year, at the sole discretion of the company". Whereas, this clause says rates will be fixed. Kindly confirm.	Refer Corrigendum
72	34	3. Terms & Conditions of the services	7. Within 15 days of acceptance of the offer, the selected bidder shall be required to execute Contract Form & Indemnity Bond. The incidental expenses of execution of Contract & indemnity including but not limited to payment of proper stamp duty shall be borne by the Successful Bidder.	1. Kindly confirm how much time would be given to the successful Bidder to arrange / make available the storage custody for storage of CFHL loan accounts/documents after executing Contract Form and Indemnity Bond.	Refer RFP
73	38	B1 -Other clauses (ii)	The Bidder's system where documents will be stored should allow access to documents via authenticated logins only. In other words, documents stored in vendor server are only accessible if user logs into the service. Activity log to provide details of persons granted permission to access documents and log for actually accessed documents should be available and be made available to the company at required periodicity.	We understand that the scanned data would be hosted at Vendor's Data centre . Kindly confirm. If yes, please make provision for quoting rate per page towards hosting services in the commercial format (Annexure-II-COMMERCIAL BID FORMAT FILE LEVEL SERVICE)	Refer Corrigendum
74	38		vii. The Bidder should have CISO (Chief Information Security Officer) in the company.	Request to CFHL to remove this clause	Refer RFP
75	39		ix. The Bidder should follow Payment Card Industry (PCI) Data Security Standard (DSS) as an actionable framework to provide a robust security process.	Please remove the clause as this is only applicable for Banks which provide online fund transfer facility to customers. Document Management Solution has no linkage with payment related standards	Refer Corrigendum
76	53 & 54		Commercial Format -Annexure-I & II	Please clarify the purpose of Annexure-II & Annexure-II-A	Bifurcation of rates & Consolidated
77		General	Extension of bid submission due date	We request CFHL to kindly provide 2 weeks time from date of issuance of Corrigendum/prebid clarifications.	Refer Corrigendum
78				<u>Physical Storage Queries:-</u>	



S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
79				1) Please confirm volume of Cartons to be stored on yearly basis and confirm monthly volume of addition.	Ref Corrigendum
80				2) Is there any Cartons which are already stored with some other service provider that needs to be picked.	No
81				3) Please confirm the addresses from which the cartons have to be picked for fresh/ legacy load.	will be provided in the duecourse
82				4) Please confirm whether we must use Corrugated Boxes or Metal Boxes for packing and storing of records.	corrugated boxes
83				5) Please confirm storage of these cartons to be done in regular storage with metal racking or inside a strong room vault with AC and De-humidifiers.	Normal Storage environment is sufficient
84				6) Point A1, point 2 Pg 32 mentions of storing in compactors. So please clarify if storage need to be done inside metal racks or inside compactors placed inside strong rooms.	in metal racks
85				Digital Storage Queries:-	
86				1) Please confirm Scanning volume.	refer corrigendum
87				2) Please confirm size of pages to be scanned eg. A0,A1, A2, A3, A4, Legal etc and please give approx. number of page bifurcation size wise.	A4
88				3) Please confirm is scanning need to be carried out at Crown Premises or Can Fin Premises, if yes mention location address and approx. volume per location. And possibility of consolidating them in single Can Fin Location	Refer corrigendum
89				4) Please confirm whether we need to host solution on our physical server or cloud server and also confirm if we need to host in multi-tenant or single tenant cloud server.	Cloud on mutually agreed term & conditions
90				5) Please confirm if minimum 500 concurrent users are required access to document management software.	30 concurrent users
91				6) Request to please make CMMI certification optional as we have ISO 9001:2015 and ISO 27001:2013 for Bangalore location.	Ref Corrigendum



S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
92				7) Pg 39, Other Clauses Pt No" ix. The Bidder should follow Payment Card Industry (PCI) Data Security Standard (DSS) as an actionable framework to provide a robust security process." Kindly give clarity on this and why this is needed.	Refer Corrigendum
93				Queries in BOQ/Commercial Bid:-	
94				1) Need clarity in BOQ there is ambiguity in Annexure 2 and Annexure 2A.	refer corrigendum
95				General Request:-	
96				1) Request to please make CMMI certification optional as we have ISO 9001:2015 and ISO 27001:2013 for Bangalore location.	refer corrigendum
97				2) Since the time interval for Pre-Bid Query submission and Bid submission is very close, we need to prepare ourselves based on the Pre-Bid Response and accordingly submit the commercial proposal, hence request for extended submission dates.	Refer corrigendum
98	30	2	The metal racks used for storing cartons in the storage area should have fire rated coating.	As these are metal racks, they are powder coated.	Ensure necessary fire safety measures are complied
99	30	7	The storage should be having temperature & humidity-controlled environment where temperature should be maintained between 22 deg	Need clarity on type of storage. Whether Temperature controlled storage / Compactor storage or Normal rack storage	Normal storage environment is sufficient
100	32	24	Successful Bidder shall provide the access to database of the company documents, for easy reconstruction requirements of documents, if any.	Need clarity on this point	Successful Bidder shall provide us the access to the interface for easy tracking of files & downloading the digitized files
101	32	2	There should be provision to store the documents in compactors/ "metallic containers in strong room" (minimum strong room area should be 10,000 Sq.ft.) with adequate safety measures.	What does it mean by strong room...	There should be provision to store the documents in mettalic racks with normal storage environment (minimum storage area should be 10,000 Sq.ft.) with adequate safety measures.
102	32	3	The company reserves the right to shift the premises of CDR to any location within municipal areas.	This refers to CANFIN office- Need confirmation	The CFHL reserves the right to shift the premises of branch to any location within municipal areas.
103	33	Ordinary Retrieval	All requests by e-mail/ letter/ fax received by 6 P.M to be delivered by the next working day by 1 P.M.	Can we get a time extension upto to 4pm for delivery against 1pm	Ref Corrigendum
104		Urgent Retrieval	All requests by e-mail/ letter received upto 1 P.M to be delivered by 6 P.M the same day. Those received after 1 P.M will be delivered in the next day 11 A.M.	Can we get a time extension upto to 6pm for delivery against 1pm	Ref Corrigendum
105		10	Scanning and digitization of documents and provision of storage space in server with access to the server with account numbers.	DMS application will happened at CHFL server or Writer server. If it's Writer server then access will be provided only to the application	Ref Corrigendum



S.No	Page Number	Tender Document reference(s) (Section)	Content of Tender Document requiring clarification(s)	Clarification sought	Clarification by CFHL
106	33	11	Scanning and digitization of existing as well as additional PDDs shall be carried out at CFHL premises under appropriate supervision and CCTV surveillance.	Hope systems and CCTV surveillance will be provided by CHFL	Ref Corrigendum
107	34	8	Termination of Contract	The service providers should be given an option to terminate the contract, if the payments are not done on time and change of scope	Ref Corrigendum
108	36	25	In the event of any misuse, Document/data lost or any reasons thereof which could have incurred any type of loss to the company, the company reserves the right to take necessary action including, inter alia, but not restricted to deducting a suitable amount from the monthly bill	Will the penalty clause on mutual agreed basis - Need clarity	refer RFP/corrigendum
109	37		Storage should be available on all working days of the company. Storage timing should match company's working hours. If required on company's request the service provider shall be required to extend services on holidays also.	CHFL should provide working days and working hours	Working hours: 10.00 AM to 05.00 PM List of holidays will be intimated every year
110	38	IV	Documents and data should always be stored in redundant, replicated storage at vendor end. After document upload, it should store at least 2 copies of documents. This ensures availability as well as scalability. Further, once a day documents should be archived onto offline storage.	Need more clarity on this point	Data should be available in DC, DR and backup media
111			How do we transfer the data to CanFin after completion of the contract period?		Ref Corrigendum
112			2. Would CanFin be ready to allow us deploy DMS on cloud (like google, AWS, etc.) or it would strictly an on premise implementation where we will have to provide a physical box?		Through Cloud is allowable with proper security

