

IONS - Clarification to Pre Bid Queries							
Sr. No	RFP Section No.	RFP Page No.	RFP Clause No.	Existing Clause Details	Clarification Sought	Clarification	Bidder Name
1	1. Request for Proposal Process	13	1.1.3	EMD of Rs. 3 00,000/- (Rupees Three Lakhs only) in the form of Demand Draft OR Bankers Cheque OR bank guarantee.	Request SEBI to provide commercial template in excel format.	The EMD is updated to Rs 1 30,000/- (Rupees One Lakh Thirty Thousand only)	HPE
2	1.7. Key Instruction of Bid	20	1.7.2.f	Forfeiture of EMD	We seek to clarify that the EMD will not be forfeited due to the inability of the parties to execute the governing contract. We understand that the governing contract will be signed on mutually agreed terms and conditions.	Standard Terms of RFP are uniform across Bidders and cannot be changed.	HPE
3	1.7. Key Instruction of Bid	23	1.7.3.ff	The bidder understands that the Intellectual Property Rights for all the solutions designed for Implementation of Inward Outward & Office Note System (IONS) will rest solely with SEBI and no claims will be made in this regard by the bidder and OEMs.	We submit that there will be no transfer of intellectual property. If deliverables are created by us specifically for SEBI and identified as such , we hereby grant SEBI a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally. We shall retain ownership of: a. all pre-existing Bidder Intellectual Property Rights (“IPR”) and; b. all IPR in materials and reports etc. developed during the course of the agreement and remain therefore able to re-use any copyrightable or patentable elements of the materials and report in future engagements.	The given clause is applicable for application software developed / customised for SEBI	HPE

4	1.7. Key Instruction of Bid	23	1.7.3.gg	The bidder accepts to follow all the clauses, terms and conditions as set in the RFP document.	We request to relax this term so as to provide us an opportunity to suggest alternate language to the terms and conditions. Further, we understand the governing agreement shall be executed on mutually agreed terms and conditions.	Standard Terms of RFP are uniform across Bidders and cannot be changed.	HPE
5	1.10. Terms and Conditions of this RFP	34	1.10.11	Consortium / Subcontracting is not allowed.	We seek to clarify that this section will not be applicable to the subcontractors listed as our partners and notified to SEBI.	Only the shortlisted bidders are allowed to bid and implement the solution and sub contracting is not allowed.	HPE
6	1.10. Terms and Conditions of this RFP	35	1.10.15	Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute enough grounds for the annulment of the award, in which event SEBI may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In such a case, SEBI shall invoke the PBG/forfeit EMD of the successful Bidder.	We seek to clarify that the EMD will not be forfeited due to the inability of the parties to execute the governing contract. We understand that the governing contract will be signed on mutually agreed terms and conditions.	As per RFP	HPE
7	1.11. Acceptance Testing and Certification	36	1.11.3	Security Review	We submit that SEBI will provide a prior written notice of such review and the parties will agree on the scope of the audit clearly.	As per RFP	HPE

8	2.11. Implementation Requirement	57	2.11.4.	The Bidder shall provide the source code of the application software developed by them for the proposed solution to SEBI. All source code shall be provided with all relevant information such as SRS, Design doc etc. with proper details and mappings.	We seek to clarify that any of our pre-existing intellectual property, including source code, will not be transferred.	OK. We agree with the bidder.	HPE
9	3. General Terms and Conditions	60	3.1	Payment Terms	We submit that all payments be made within 30 days from the date of the invoice.	Payment will be released within 30 days from the date of the receipt of invoice along with required documets.	HPE
10	3. General Terms and Conditions	68	3.4	Liquidated Damages	We submit that all liquidated damages be capped cumulatively at 10% of the delayed/affected deliverables.	As per the RFP.	HPE
11	3. General Terms and Conditions	71	3.5.18	The total Liquidated damages deduction per quarter (for breach of SLA) shall not exceed 10% of the total Quarterly Payment value.	We understand that the capping shall be cumulative of all instances. Further, we understand that SEBI will provide us with a cure period to rectify any deficiency in services.	As per the RFP.	HPE
12	12. Appendix IX: Draft Master Service Agreement	137	12.10.	Indemnities	We submit that we shall indemnify only for third party claims arising out of events set out in the clause. For any party-party breach, the parties can proceed with other remedies under the RFP/draft agreement.	As per RFP	HPE
13	12. Appendix IX: Draft Master Service Agreement	140	12.12	Non Solicitation	We request that this clause be limited only to the operative term of the contract.	As per RFP	HPE

14	12. Appendix IX: Draft Master Service Agreement	145	12.21	Insurance	We submit that we shall take all such necessary insurances as required under applicable laws. No project specific insurances can be taken. However, the transit insurance shall cover only till the delivery of products to the SEBI's premises.	As per RFP	HPE
15	12. Appendix IX: Draft Master Service Agreement	147	12.24.vi.	Each key Solution Provider's personnel shall execute a Confidentiality and Non-Disclosure Agreement as also an Undertaking inter alia undertaking that they shall not disclose any information acquired while dealing with the Project which is confidential in nature to anybody including their relatives and shall intimate SEBI or the Solution Provider before they or their relatives access the securities market during the implementation period of the Project.	We submit that we will be responsible for any disclosure of confidential information to its personnel/sub-contractors. Signing a separate NDA may not be administratively feasible.	As per RFP	HPE

16	12. Appendix IX: Draft Master Service Agreement	150	12.27.1	Failure to remedy the defects within the period specified in this Agreement, may involve remedial action by SEBI at the Solution Provider' risk and expense and without prejudice to any rights that SEBI may have against the Solution Provider under this Agreement.	We request capping this liability to the actual amount payable or paid by SEBI for the affected portion of the deliverable.	As per RFP	HPE
17	12. Appendix IX: Draft Master Service Agreement	152	12.28.iii	The Solution Provider shall abide by the job safety, insurance, customs and immigration measures prevalent and laws in force in India, and shall indemnify SEBI and keep SEBI harmless at all times against all demands or responsibilities arising from accidents or loss of life, the cause of which is the Solution Provider's negligence. The Solution Provider shall pay all indemnities arising from such incidents and shall not hold SEBI responsible or obligated.	We submit that we will only indemnify for third party claims arising under this clause.	As per RFP	HPE

18	12. Appendix IX: Draft Master Service Agreement	154	12.28.xx i	The Solution Provider agrees that the errors resulting from the licensed software shall not be attributed to alleged misuse, improper use, alteration or damage by users. The Solution Provider shall compensate SEBI such financial loss suffered by SEBI if the Solution Provider fails to fix bugs, provide the modifications / enhancements / customization as required by SEBI as per the terms and conditions of this Agreement and to meet the services level agreements as will be entered into by the Solution Provider with SEBI.	We seek to clarify that we will be liable for SLA penalties in case we are unable to meet the requirement. We should not be liable for any other loss except for payment of such penalties for non-performance. We request deletion.	As per RFP	HPE
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19	12. Appendix IX: Draft Master Service Agreement	154	12.28.xx ii	Nothing in this Agreement shall be considered to relieve the Solution Provider from its liabilities or obligations under this Agreement to provide the Services in accordance with the SEBI's directions and requirements and as stated in this Agreement and the Bid to the extent accepted by the SEBI and the Solution Provider shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.	We request you to limit this to direct losses only attributable to us or the team.	As per RFP	HPE
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20	12. Appendix IX: Draft Master Service Agreement	154	12.28.xx iv	<p>The Solution Provider shall ensure that the Services are performed through the best efforts of the Solution Provider's Team, in accordance with the terms hereof and as per Acceptance Criteria. Nothing in this Agreement shall be considered to relieve the Solution Provider from its liabilities or obligations under this Agreement to provide the Services in accordance with the SEBI's directions and requirements and as stated in this Agreement and the Bid to the extent accepted by the SEBI and the Solution Provider shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.</p>	As per RFP	HPE
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21	12. Appendix IX: Draft Master Service Agreement	158	12.32	Limitation of Liability	We submit that there are no exceptions to the disclaimer of liability for indirect damages and all exceptions should only apply to overall liability cap. Both parties agree that neither party shall be liable for any indirect, remote, consequential loss or damages including but not limited to loss of profit, loss of anticipated earning, loss of data, revenues, goodwill, or business value whether or not that party was aware or should have been aware of the possibility of such costs, expenses or damages.	As per RFP	HPE
22	12. Appendix IX: Draft Master Service Agreement	160	12.39	The Solution Provider shall indemnify and keep indemnified and hold harmless the SEBI for any loss, damage, claims, costs, charges, expenses, etc. arising out of and/or suffered on account of actions, litigations, proceedings, suits, arising out of breach of the above laws.	We submit that we will only indemnify for third party claims arising under this clause.	As per RFP	HPE
23	12. Appendix IX: Draft Master Service Agreement	162	12.43	Audit	We submit that SEBI will share the exact scope of the audit prior to commencement of the same and the audit shall be limited only to the agreement. Further, the audit shall not be conducted more than once annually.	As per RFP	HPE

24	1.4. Background Information	15	1.4.2	<p>SEBI intends to replace the existing Document Management Solution (DMS) with a new system i.e. Inward Outward & Office Note System (IONS) that can track the movement of documents within the organization. The proposed solution shall contain the link of the scanned document in PDF format and stored in a suitable system (presently stored in the EMC Documentum's DMS application and likely to be ported in another compatible system).</p>	<p>Please highlight the challenges in the current deployment of Documentum.</p>	<p>This RFP is for the new requirements.</p>	HPE
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25	1.9.3. Scoring Model	26	1.9.3	<p>Bidder should have experience in implementing and managing a web application for tracking of files preferably in a Regulatory Body/Govt./PSU/any other organization of comparable nature and complexity of the projects in the last 5 years. As part of the technical bid evaluation, bidder is required to submit at least two customer references of which at least one project should have been completed. Bidders need to submit copy of work order, completion certificate or extract from the contract mentioning the scope of work and list of technologies used. Bidders are required to submit only those client reference where list of technology stack implemented is similar to the proposed solution. Please submit the details in Appendix I-Form 4.</p>	<p>As per our understanding Bidder must have implemented File tracking System on a Document Management System and Workflow platform. Please allow bidders to provide references of similar functionality i.e. file tracking but not the same OEM as proposed. This will enable bidders to propose new age solutions meeting the RFP requirements.</p>	<p>The reference should be of the implementation of the web based application for tracking the files. We are not specifically asking for any Document Management System in this RFP.</p>	HPE
26	1.9.3. Scoring Model	28	1.9.3	<p>If the proposed solution supports modular approach: 5 Else: 0</p>	<p>As 5 marks are for Proposed solution modular approach, please quantify the scoring criteria</p>	<p>Please refer reply at Sr.No. 56 in this Pre-bid clarifications document.</p>	HPE

27	1.9.3. Scoring Model	28	1.9.3	Integration methodology with scanned documents and other sources like courier service providers, DMS.	Please provide scope for integration with other sources like courier. We understand Incoming and Outgoing DAK will be registered in the system. Any other scope, please highlight	The integration aspects for IONS is mentioned under section 2.3 of the RFP	HPE
28	1.9.3. Scoring Model	28	1.9.3	Experience in integration with Documentum :2	As mentioned in the clause 1.4.2 documents needs to be ported from documentum to other compatible DMS experience in integrating with Documentum must be relaxed.	Since the current setup is based on documentum hence slightly more weightage is given for the same.	HPE
29	1.9.3. Scoring Model	29	D. Proof of Concept	Integration with email documents	Please confirm if SEBI is looking for Outlook based integration for email documents as they are on MS Exchange as email platform	We expect the system should have the provision to upload the email messages and attachments. User may save the email messages to their PC and then they would be able to upload the same into the system.	HPE
30	2. Scope of Work and Deliverable	39	2.1.2	To configure and deploy the application on the SEBI's existing Private Cloud infrastructure. Hardware shall be provide by SEBI.	Please confirm if OS licenses will be provided by SEBI in their private cloud	It is Bidder's responsibility to provide OS licenses.	HPE

31	2. Scope of Work and Deliverable	39	2.1.8	Integration with other applications like SHARE Portal (IBM WebSphere portal), EMC Documentum (DMS), SEBI Websites, courier service providers etc.	Please confirm the scope of integration with courier service (Website, SDK etc.). Also to keep scope in check please confirm it is MS SharePoint portal or IBM WebSphere integration. Also we request to share all integration scenarios	Integration with courier service provider is through the APIs. The detailed integration requirement for IONS is mentioned under section 2.3 of the RFP. SEBI's intranet portal i.e. SHARE Portal is based on IBM WebSphere Portal.	HPE
32	2. Scope of Work and Deliverable	39	2.1.10	Implementation of suitable DR-BCP for the solution	a) Please confirm DR location. b) Will DR be also hosted in SEBI private cloud c) Please confirm bidder responsibility other than deploying solution at DR site. We understand that SEBI will provide tools and solutions for data sync, please confirm.	a) DR location is: Chennai b) YES c) Data syncing would be bidders responsibility as per Recover Time Objective (RTO) of 2 hours and Recovery Point Objective (RPO) of 30 mins.	HPE
33	2. Scope of Work and Deliverable	39	2.2	Outward Management (for documents moving out of SEBI): Any document which is sent by SEBI will be entered into the application, and an outward number (Format and exact procedure will be provided at the time of implementation) shall be generated and tracked till its POD (Proof of delivery) by sender of the documents.	We understand POD will be with courier agency. Please confirm what interface courier service will provide for linking dispatches against the POD	We expect that IONS shall be integrated with the API of the courier service provider and it will have an option in IONS to view the status of the respective outward document sent through courier. In case of change in the courier agency during warranty period, it will be bidder responsibility to implement the changes.	HPE

34	2. Scope of Work and Deliverable	39	2.2.2	Document received at Inward Desk: Any document which is received by SEBI will be entered into the application, Barcode will be generated and pasted on the document and then marked to the respective addressee/ receiver of the document. If it is marked for scanning, then Inwarded documents will be send for scanning and movement of documents will be tracked till it is received back to inward section. The scanned inward documents will be stored in the existing DMS system	Please confirm existing DMS means DMS proposed by the bidder as we understand existing DMS needs to be replaced. Please confirm	Existing DMS is EMC documentum which will remain in use. As per the scope of the RFP bidders needs to provide a file tracking solution for tracking the movement of documents along with the functionalities mentioned. However, the scanned documents will be stored in the SEBI's existing DMS and an integration with the respective scanned documents is needed.	HPE
35	2. Scope of Work and Deliverable	40	2.2.5	Old document scanning request module: This module shall be used to create a request for old documents scanning and same shall be forwarded to the scanning team. The scanning team shall scan the documents and store the same in the existing DMS application. This module shall be used to track the movement of these requests for old document scanning.	Please confirm that the scanning team will be SEBI's team or to be proposed by bidder. For old documents for closed files is there a separate workflow requirement	Bidder are not required to provide the scanning team. This requirement mentions about a separate workflow for the scanning of old documents.	HPE

36	2. Scope of Work and Deliverable	40	2.2.7	Development of mobile utility for tracking of outward through hand delivery mode: The System should have a provision to track the delivery of outward documents through hand delivery. A cross platform mobile utility (compatible on both Android and iOS) should be available which can be used to assign the outwards to the delivery person (optimizing the delivery of the outwards) who can go to respective destination and record the signature of the recipient against the outwards.	Please confirm if the bidder APP will be used by courier service or vice versa.	This requirement is for the hand delivery by the SEBI support staff and not for the couriers.	HPE
37	2. Scope of Work and Deliverable	40	2.3.1.	Integration with appropriate scanning application (Presently EMC-Documentum). Searching of scanned documents	Please confirm if SEBI has sufficient scanning licenses and modules and it will cover all functionalities listed in the tender from scanning perspective. Also EMC Captiva is not end of life version not supported by current OEM i.e. Open Text	Please refer reply at Sr.No. 76 in this Pre-bid clarifications document.	HPE
38	2. Scope of Work and Deliverable	41	2.3.2.3	SEBI's Complaint Redressal System (SCORES):	Please share technology platform for Scores Application i.e. Java/.Net, DBMS and Web Services/SDK support. Does SCORES application supports linking of documents also?	SCORES application is built on JAVA and it does support web services. At present documents are being attached in the SCORES.	HPE

39	2. Scope of Work and Deliverable	41	2.3.2.4	The case history and case details are maintained in CMS. It is expected that proposed application provide mechanism to integrate these scanned case files with the CMS	Please share technology platform for CMS i.e. Java/.Net, DBMS and Web Services/SDK support. Also provide details on current integration with Case Management	CMS is built on JAVA and it does support web services. It is hosted on the IBM WebSphere portal. The integration details are mentioned in the 2.3.2.4.	HPE
40	2. Scope of Work and Deliverable	42	2.4	The System should enable any User to forward the Inward to its mapped hierarchy preferably as per IDAM. The forwarding rights and restrictions should be configurable by the appropriate Admin user	Please share the platform details of IDAM and LDAP already implemented at SEBI. Is single sign on with IDAM also a requirement?	Yes. SSO with IDAM is a requirement. ISAM Firmware version: IBM Security Access Manager 9.0.0.1 ISIM Firmware version: 7.0.1.5	HPE
41	2. Scope of Work and Deliverable	42	2.4	The system shall also generate a Barcode / QR code number on successful creation of inward. This barcode can be pasted on a physical documents for tracking.	Please provide details on Bar Code Sticker printer or QR code generator available with SEBI. Also confirm if physical records management is also in scope	At present we are using Zebra-GC420T.	HPE
42	2. Scope of Work and Deliverable	46	2.4	The inwards should contain the link of the scanned document (which is stored presently in the EMC Documentum's DMS application).	Please confirm if SEBI wants to do data migration or want to retain Documentum's DMS application	Please refer Section 2.4 Sr. no. 90 of the RFP	HPE
43	2. Scope of Work and Deliverable	46	2.4	The System should be capable of integration with electronic and digital signature capabilities	Please provide details on digital signature infrastructure available with SEBI	The application shall be capable to integrate with any kind of digital signature technologies.	HPE
44	2. Scope of Work and Deliverable	46	2.4	The solution offered is required to be integrated with SEBI's intranet portal (i.e. SHARE Porta)	Please confirm if SHARE portal is IBM WebSphere portal	Please refer reply at Sr.No. 31 in this Pre-bid clarifications document.	HPE

45	2. Scope of Work and Deliverable	46	2.4	Data migration of legacy Data and legacy workflow. Data Migration involves following: Data and workflow from DMS application	Please confirm the scope of data migration for workflows. As part of best practice workflows are allowed to be completed in the old system as parallel run. Please confirm	We require the Data related to the workflows such as tracking history shall be migrated to the new system. So that once we retire the old system user shall be able to access the old data from the IONS.	HPE
46	2. Scope of Work and Deliverable	47	2.4	This request should be forwarded to the scanning team. The scanning team should be able to update the status of the request.	Is there any requirement of scanning old documents by bidder? If Yes, Please provide details on Document Size, Volumes and location	Bidder are not required to perform the scanning.	HPE
47	2. Scope of Work and Deliverable	48	2.5	The system is envisaged to have a total user count up to 1500 users at present and concurrent users up to 500 users with an annual increase of 15% in both total users and concurrent users.	Please confirm the license count bidder needs to provide for: a) DMS Application - Named User and Concurrent User b) Bulk Scanning Sites - Number of scanning sites and location c) Adhoc Scanning Sites - Number of scanning sites and location	a. The bidders are required to provide the licenses for the users mentioned in the section 2.5 Sr. No.1 b. 2 location in Mumbai and 1 location at each RO's (NRO,ERO,SRO,WRO) c.same as above	HPE
48	2. Scope of Work and Deliverable	48	2.5	Solution Partner shall be responsible for taking the backup of application data.	Please provide details on backup software and appliance available with SEBI. Does bidder has to run backup operations for contract period or one time setup using SEBI backup infrastructure. Please confirm	We have backup solution as: Software: Veeam Enterprise Suite Plus Hardware: NetApp: FAS8200 Bidder has to use these components and run the periodical backup operations for the entire duration of the project.	HPE

49	2. Scope of Work and Deliverable	57	2.11.4	The Bidder shall provide the source code of the application software developed by them for the proposed solution to SEBI. All source code shall be provided with all relevant information such as SRS, Design doc etc. with proper details and mappings	Please confirm by source code SEBI means - All customization/Web Application developed on top of proposed DMS will be provided to SEBI. It will not include source code of core product	YES	HPE
50	2. Scope of Work and Deliverable	58	2.11	Pre-Implementation: Training will be provided to SEBI IT team on the product architecture, functionality and the design for each solution under the scope of this RFP.	Please confirm the number of people , Venue and location of preimplementation training. Also indicate number of days for the training	Please consider 5 personnel for IT training. Venue and location may be agreed mutually at the time of signing the contract. The number of days may depend on the respective training schedule as decided the respective OEM.	HPE
51	2. Scope of Work and Deliverable	58	2.11	Post Implementation: Training will be provided to SEBI IT team on routine operations, application development, system management, monitoring, etc.	Please confirm the number of people , Venue and location of post eimplementation training. Also indicate number of days for the training	Same as above in sr. no 50	HPE

52	2. Scope of Work and Deliverable	58	2.12	Solution partners should design and implement the process for handling FMS effectively to address the user level issues, technical level issues and any other issues that solution requires, and also guarantee at least 99.99% up-time of the system from 8.30AM to 8.30PM from Monday to Saturday.	Please confirm all hardware related issues will be handled by SEBI	YES. However assistance from IONS application service provider would be taken as and when required.	HPE
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53	2. Scope of Work and Deliverable	60	2.14	<p>The selected Bidder shall design, implement/customize an SLA Reporting System and shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned the RFP. SEBI shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the Bidder and shall certify the same. The SLA reporting system deployed for the project, based on SLAs, shall be configured by the selected Bidder to calculate the payment to be paid by SEBI after deducting the necessary penalties.</p>	<p>Please share details on any SLA reporting tool deployed at SEBI</p>	<p>Please refer reply at Sr.No. 70 in this Pre-bid clarifications document.</p>	HPE
54	3. General Terms and Conditions	61	3.2.2	<p>Implementation of IONS - 3 Months</p>	<p>Basis our experience in similar projects in the past, we understand that implementation of IONS with DMS platform for an organization like SEBI would need minimum 6 months time. Request SEBI to extend the implementation time lines to 6 months.</p>	<p>We have updated this clarification in the RFP.</p>	HPE

55	iv. Evaluation criteria:	27	Proposed Project Team and their CVs for the technology proposed in the solution	With both relevant Experience & Certification	The total does not match to 20, please check.	Yes. We have updated this clarification in the RFP.	HPE
56	iv. Evaluation criteria:	28	C. Understanding of SEBI's requirement and proposed solution architecture (60marks) (Please provide details as per Appendix I-Form 5 & Form 6)	1. Project Plan & Project Implementation Methodology: Bidder should provide a detailed project plan covering each of the activities and the implementation methodology.	The total does not match to 10, please check.	Yes. We have updated this clarification in the RFP.	HPE

57	2.1. Scope of work	39	2.1.6	Data migration from existing DMS system.	Please specify size and format of data to be migrated.	The indicative volume for data migration is mentioned in the clause 2.10.11 of the RFP	HPE
58	2.7. Native Architecture and Design	53	2.7.5. High Availability	The solution having high availability and load balancing feature should be designed with no single point of failure.	We understand that load balancer if required will be provided by SEBI, please confirm.	It is Bidder's responsibility to provide the load balancer	HPE
59	5.3. Form 2A: Details of Financial Bid	108	4. Enhancement Cost	Enhancement Efforts Cost during AMC12	For any bespoke development, we request SEBI to have a mutual discussion for arriving at the rate. Since scope is not ascertained, we would request SEBI to remove this line item.	We have removed this section. Please refer updated RFP.	HPE
60	5.3. Form 2A: Details of Financial Bid	109	6. Ancillary Services	Barcode printers	Please provide basic specifications of the printer for ensuring uniformity for all bidders.	We have removed this section. Please refer updated RFP.	HPE
61	Form 2	101	5.2	5.2. Form 2: Financial Proposal	Request SEBI to provide commercial template in excel format.	OK. We shall provide it separately	HPE
62	1.9.3. Scoring Model	26 i	1.9.3	Bidders are required to submit only those client reference where list of technology stack implemented is similar to the proposed solution.	Do you mean OEM solution should be similar to the technology stack mentioned in the Appendix iii of Page 111 ?	Bidder is required to give the client reference that is similar to the one that is asked in the RFP	Inspirisys Solutions Ltd
63	1.9.3. Scoring Model	26 ii	1.9.3	Site visit	Can we share the OEM implementation site reference ?	NO	Inspirisys Solutions Ltd
64	1.10.11. Consortium /Subcontracting	34	1.10.11	Consortium not allowed.	Hope we can act as a system integrator to customize/design/implement third-party OEM product framework for DMS ?	Only bidders can participate and they are not supposed to outsource any work to 3rd party.	Inspirisys Solutions Ltd

65	2.4	45	60	The System should be integrated with courier provider agencies and / or India Post to provide the tracking of an outward document send across vide courier or speed post and Updation of delivery acknowledgement on the system similar to the one available on flipkart and amazon.	Please add Subject to availability of APIs from courier providers	OK	HPE
66	2.5	47	1	The system is envisaged to have a total user count up to 1500 users at present and concurrent users up to 500 users with an annual increase of 15% in both total users and concurrent users.	Do we need to consider the users growth @15% for all 7+ years of project?	Bidders are required to consider the users growth @15% for 1 year of warranty.	HPE
67	2.5	49	18	The envisaged IONS application Disaster Recovery architecture should meet SEBI standards for Recover Time Objective (RTO) of 2 hours and Recovery Point Objective (RPO) of 30 mins	We are assuming that SEBI will provide the sufficient network to meet the RTO and RPO objectives	Yes	HPE
68	2.5	52	41	Single-sign-on concept for a user should be implemented.	What Single-Sign-on SEBI is expecting? Does SEBI has any SSO tools already procured like integrity etc.,?	We use IBM IDAM for SSO. We expect the new solution to be integrated with the same for SSO.	HPE

69	3.5.13	70	13	SEBI's technology operation hours are 24*7*365. SEBI's business hours are typically between 8.30 am to 8.30 pm (Monday to Saturday) and the SLA will be applicable according to the technological operations window i.e. 24*7*365.	Request to change the time to 8 hours instead of 12 hours for support. Does SEBI expects support for normal operations also for 24*7*365? Or only for critical issues?	<p>This is as per SEBI's requirement. We are not defining any critical issues. We expect the system to run properly 24*7*365. However, the onsite engineer shall be available at office as per below:</p> <p>a) Monday to Friday: 8.30 am to 8.30 pm b) Saturday: 9.00 a.m. to 5.00 p.m.</p> <p>Also, the time taken to resolve the issues may be as per below:</p> <p>a) During office Hours: Maximum 1 hr. b) After office Hours: Maximum 4 hr.</p> <p>Beyond this below SLA will be applicable: 0.005% of the quarterly payment value for every 2 hour dealy shall be deducted from the quarterly payment value.</p> <p>We have updated this clarification in the RFP.</p>	HPE
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70	2.14	60	14	The selected Bidder shall design, implement/customize an SLA Reporting System and shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned the RFP.	Would this be part of implementation cost?	This shall be provided by SEBI	HPE
71	2.10.5	55	5	The Bidder is expected to provide an archival solution within the proposed application for the historical data. The necessary configuration and implementation of the archival solution shall be the responsibility of the Bidder	Historical data means the data stored in the existing system?	Yes	HPE
72	2.3	42	2.3.2.4	Case Management System: (CMS): Various case files are scanned and stored in DMS. The case history and case details are maintained in CMS. It is expected that proposed application provide mechanism to integrate these scanned case files with the CMS. Also, the proof of delivery of the outward should be linked with a particular case in CMS.	Is Case Management System also part of DMS or separate system? Do we need to migrate the data from CMS as well if they are different?	CMS is a separate system and is part of SHARE portal (IBM WebSphere portal).Only integration with CMS is required and not the data migration.	HPE
73	2.4	46	79	The System should be capable of integration with electronic and digital signature capabilities	We are assuming that procurement of Digital signatures are outside the scope.	Yes	HPE

74	2.5	47	1	<p>The system is envisaged to have a total user count up to 1500 users at present and concurrent users up to 500 users with an annual increase of 15% in both total users and concurrent users.</p>	<p>This will have impact on overall licenses pricing including OS,DB. We suggest SEBI to have a separate line item in commercials for additional set of 200 user license price to be procured in the next 3 years</p>	<p>please refer sr. no 66 above</p>	<p>HPE</p>
75	<p>General</p>			<p>The replacement of Document Management Solution (DMS) mentioned on page no. 15 essentially means the replacement of the current overall solution which may or may not include the underlying ECM/Document Management System .i.e. Opentext Documentum. The layer which is built on top of the underlying ECM/Document Management System is the core intention here which needs replacement. Kindly validate this understanding?</p>		<p>As per the RFP requirements.</p>	<p>HPE</p>

76	<p>The underlying Document Management System/ECM .i.e. Opentext Documentum which is a part of current Document Management Solution, if continued to exist in the current scheme of things, would attract customization from leading File Tracking/IONS system. For this, Custom Licenses of Opentext Documentum Repository will be required. We request SEBI to confirm whether these custom licenses already exist with them or needs to be proposed by the bidder?</p>		<p>We have provided the list of the products which we have under SEBI's existing DMS. If bidder need any additional licenses to integrate with DMS as per their design, then it is bidder's responsibility to provide the same.</p>	HPE
77	<p>If the current Document Management System/ECM .i.e. Opentext Documentum is replaced with another competitive ECM/Document Management System, the existing data will need to be fully migrated to the new ECM/Document Management System. Kindly validate this understanding?</p>		<p>The existing SEBI's DMS system shall be revamped as a separate project. The details shall be provided at that time.</p>	HPE

78	<p>The Workflow solution to be proposed need to be a COTS system which will allow low code development of processes and does not need to be customized. Kindly validate this understanding? For e.g., SEBI might want to implement RTI Queries, Knowledge Management System, Committee management etc., as a change request on the same platform in future without additional licensing</p>		<p>The bidders is required to propose the system as per their design and should meet the RFP requirements.</p>	HPE
79	<p>Proposed solution also need to have DMS features? Since Migration is involved from legacy application, SEBI might want to use the same solution for DMS requirements as well. Kindly confirm.</p>		<p>As per the RFP</p>	HPE

80	NA	11	–	"Upgrades" means revision of a software product or a system software or repair/replacement of a manufacturing hardware component like memory, hard disk, CPU as available in the Original Equipment Manufacturer ("OEM") agreement of warranty and AMC	Does SEBI expect involvement of an OEM for the proposed solution or consider existing DMS system OEM while proposing the solution?	As part of this RFP we are not expecting the upgrade of the existing DMS solution. However, its upto bidder to propose the necessary components to implement their solution properly.	Datamatic s
81	1.4. Background Information	15	1.4.2. Project Background	The proposed solution shall contain the link of the scanned document in PDF format and stored in a suitable system (presently stored in the EMC Documentum's DMS application and likely to be ported in another compatible system).	What is the expected future state? The link of the scanned document in PDF format should be accessible via new proposed IONS? This is not clear.	The scanned document are presently stored in the SEBI's existing DMS. Proposed IONS is expected to have an integration with this SEBI's existing DMS, so that the link of the scanned document is available in the IONS for opening and searching.	Datamatic s

82	1.4. Background Information	15	1.4.2. Project Background	The proposed solution shall contain the link of the scanned document in PDF format and stored in a suitable system (presently stored in the EMC Documentum's DMS application and likely to be ported in another compatible system).	Which system is being referred here -'another compatible system'. Please provide details	The referred another compatible system is future revamp of SEBI's existing DMS.	Datamatic s
83	1.4.2	15	1.4.2	The proposed solution shall contain the link of the scanned document in PDF format and stored in a suitable system (presently stored in the EMC Documentum's DMS application and likely to be ported in another compatible system).	As there is integration with Documentum DMS, we understand all required licenses and infrastructure of Documentum will be provided to bidder. Please clarify on this.	We have mentioned the details of the licenses of SEBI's existing DMS. If any other licenses is required to perform the integration then bidder may provide those licenses.	Datamatic s

84	1.4.2. Project Background	15	–	The proposed solution shall contain the link of the scanned document in PDF format and stored in a suitable system (presently stored in the EMC Documentum's DMS application and likely to be ported in another compatible system).	Assumption is that the Inward, Outward and Office note content files uploaded through the proposed application be stored in existing DMS system or the new system SEBI will be porting to. Is the assumption correct?	Yes	Datamatics
85	Bid Evaluation Criteria	27	Proposed team evaluation calculation	–	The total marks for proposed team structure evaluation is mentioned as 20 however the calculation for maximum marks in subsequent does not add up to 20	Please refer reply at Sr.No. 55 in this Pre-bid clarifications document.	Datamatics
86	Bid Evaluation Criteria	28	Understanding requirement evaluation	–	The total marks for the evaluation is mentioned as 10 however the calculation for maximum marks in subsequent does not add up to 17	Please refer reply at Sr.No. 56 in this Pre-bid clarifications document.	Datamatics

87		29	Experience in Integration with Courier Service provider	-	What is the integration expected here?	Please refer section 2.3.4 of the RFP.	Datamatics
88	1.9.6. Commercial Bid Evaluation	31	-	An equal value of efforts shall be kept for the enhancements which may be utilized during the warranty period after the implementation.	Do you mean if 100 person days is for implementation, then 100 person days to be kept for enhancements as well? Will this be part of TCO for evaluation?	We have updated this clause in the RFP. Please refer the same.	Datamatics

89	1.11.1 Quality Assurance (QA) Testing and User Acceptance Tests (UAT) Activities	35	Volume testing should be done with 1500 users at any given point of time. Accordingly performance shall be measured.	-	Should 1500 users be considered as concurrency?	No. the concurrent users are mentioned in the section 2.5 , Sr.No.1 of the RFP. These users are for the purpose of performing the volume testing.	Datamatics
90	1.11. Acceptance Testing and Certification	36	1.11.3. Security Review	Bidders are required to use secure coding practices so as to protect the application from any vulnerability such as cross site attacks etc.	Bidder's scope here will be to fix the gaps/observations provided by SEBI's empaneled security auditor and security testing (at any phase of the project) is not in bidder's scope. Is this statement correct?	Bidders are required to fix the gaps/observations provided by SEBI's empaneled security auditor and security testing (at any phase of the project) including . Please refer 1.11.3 c for further clarifications	Datamatics

91	2. Scope of Work and Deliverable	39	2.1. Scope of work	2.1.6. Data migration from existing DMS system	Is the only source of migration going to be existing DMS?	Yes	Datamatics
92	2. Scope of Work and Deliverable	39	2.1. Scope of work	2.1.5. To prepare variety of MIS reports	How many MIS reports are expected?	The indicative list of MIS reports are provided in section 2.6 in the RFP.	Datamatics
93	2. Scope of Work and Deliverable	39	2.1. Scope of work	2.1.8. Integration with other applications like SHARE Portal (IBM WebSphere portal), EMC Documentum (DMS), SEBI Websites, courier service providers etc.	Please provide details of courier service providers. Do we have to integrate the system with courier tracking systems?	At present the courier service providers are India Post & Professional Couriers. Integration with the courier tracking system is expected.	Datamatics
94	2. Scope of Work and Deliverable	39	2.1. Scope of work	2.1.8. Integration with other applications like SHARE Portal (IBM WebSphere portal), EMC Documentum (DMS), SEBI Websites, courier service providers etc.	What are these courier service systems based on?	We expect bidders to integrate with the APIs of these courier service providers. SEBI would arrange the APIs of these courier service providers.	Datamatics
95	2. Scope of Work and Deliverable	39	2.1. Scope of work	2.1.9. Onsite support to maintain software and day-to-day operations of IONS post implementation.	What would be the location of requirement gathering and onsite support?	Primary is Mumbai and DR at Chennai on need basis.	Datamatics
96	2.2.1	39	2.2.1	Outward Management (for documents moving out of SEBI):	We assume this covers on physical documents passed by sender and not covers emails sent. Please confirm.	Yes	Datamatics

97	2.2.3	39	2.2.3	Document received directly to the officer via email, hand delivery:	What OCR functionality is used in this scenario? Which document data is converted/captured by OCR?	Please refer reply at Sr.No. 229 in this Pre-bid clarifications document.	Datamatic s
98	2.1 Scope of Work	39	To integrate Inward Outward & Office Note System (IONS) with appropriate scanned documents system.	–	How many scanned document systems are presently available apart from existing DMS? What would be the extent of integration?	At present only SEBI's existing DMS is the scanned document system.	Datamatic s

99	2.2.2 Inward Management	39	The scanned inward documents will be stored in the existing DMS system and same will be linked with the inward workflow	-	Will it be correct to assume that the existing DMS system will continue to exist after go-live as well?	At present yes. However there is a plan to revamp the same.	Datamatics
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100	2.2.2 Inward Management	39	The scanned inward documents will be stored in the existing DMS system and same will be linked with the inward workflow	-	Will the current data model configured in the existing DMS be have to be re-used or can be modified? If yes, who will be updating the data model?	It will depend on the proposed IONS data model which will be the responsibility of the bidder.	Datamatics
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101	2.2. Modules envisaged in IONS	40	2.2.7. Development of mobile utility for tracking of outward through hand delivery mode:	A cross platform mobile utility (compatible on both Android and iOS) should be available	Are you looking for Native Mobile App or responsive version of IONS system which can be accessed over Mobile?	The mobile app referred here is for the requirement mentioned under 2.2.7 only. However, the IONS application should be of responsive.	Datamatic s
102	2.2. Modules envisaged in IONS	40	2.2.7. Development of mobile utility for tracking of outward through hand delivery mode:	A cross platform mobile utility (compatible on both Android and iOS) should be available	What all critical functionalities are expected from Mobile utility?	Few critical functionalities are: For outward document tracking, collecting proof of Delivery and updating the proof of delivery to IONS. Mobile utility shall have 2Factor authentication.	Datamatic s

103	2.3. Integration Aspects:	40	2.3.2. Integration	2.3.2. Integration with SHARE Portal: Some of the Integration expectations with SEBI's intranet portal i.e. SHARE Portal	What kind of integration is this going to be? Is IONS system expected to expose services? Which technology is this Portal based on?	The details of integration requirements are mentioned in 2.3.2.1 to 2.3.2.4. IONS system is expected to expose services for the same. SHARE Portal stack is mentioned in Section 6.2 of the RFP.	Datamatic s
104	2.3.2.2	40	2.3.2.2	E-Registration Module	E-Registration Module is internal web application of SHARE portal or other internal/external SEBI site?	E-Registration module has 2 components. a) The employee facing internal component is in SHARE Portal. b) The external component is accessed through website: siportal.sebi.gov.in	Datamatic s

105	2.2.7. Development of mobile utility for tracking of outward through hand delivery mode	40	The System should have a provision to track the delivery of outward documents through hand delivery. A cross platform mobile utility (compatible on both Android and iOS) should	-	Will SEBI architecture allow communication from within PDC MZ zone to Internet for the mobile interface communication?	It will depend on the bidders proposed architecture. Accordingly SEBI will provide the necessary permissions after due security clearance.	Datamatics
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106	2.3. Integration Aspects:	41	2.3.2.3. SEBI's Complaint Redressal System (SCORES):	2.3.2.3. SEBI's Complaint Redressal System (SCORES):	What is this SCORES system based on? Please provide technology details.	SCORES application is built on JAVA WebSphere Application Server and DB2 Database. Its url is : https://scores.gov.in/	Datamatics
107	2.3. Integration Aspects:	41	2.3.2.4. Case Management System: (CMS):	2.3.2.4. Case Management System: (CMS):	What is this CMS system based on? Please provide technology details.	CMS application is built on JAVA WebSphere Application Server and DB2 Database. It is hosted in SHARE Portal. Please refer section 6.2 of the RFP for more details.	Datamatics
108	2.4	42	2.4	3. During inward creation, the System should capture the details of the incoming physical letter viz. from, address, subject, language, date of sending, date of received at SEBI, Arrival Mode etc.	All data stored in these fields are manually entered or entered by OCR. If it is entered by operator, then is there a chance of human errors?	It will depend on the architecture and design proposed by the bidder.	Datamatics

109	2.4	42	2.4	The System should provide an Inward number as per SEBI's nomenclature as decided by SEBI from time to time which may depend on the specific category of documents. The Inward number should get reset every year	Will the Inward number be different from barcode or QR code?	Inward number would be part of barcode or QR code.	Datamatic s
110	2.4	42	2.4	The System should enable any User to forward the Inward to its mapped hierarchy preferably as per IDAM. The forwarding rights and restrictions should be configurable by the appropriate Admin user	Please confirm if this logic is configured based on roles and set for each document type?	This functionality is expected in the proposed system.	Datamatic s
111	2.4	42	2.4	The User should be able to forward the Inward to multiple Users at a time	In case multiple users are supposed to forward then who receives the physical document?	The main physical copy is either retained by the originator or send to one of the recipient. Copies of the document is forwarded to other users.	Datamatic s

112	2.4	42	2.4	The System should be able to search in English, Hindi. System must provide the ability to search from bi-lingual content sources. Reports should be in Hindi and English.	If document information is stored in one language but search is made in other language then data in other language will not be searched or language translation is expected during search?	Language translation is not expected.	Datamatics
113	2.4	42	Rajbhas ha compliance	Name, Designation, Department and Division of the officer creating the ON and the officer to whom it is forward, should be automatically inserted in bilingual text	Data of creator can be pulled from login info, however to whom to forward is selected by manually by end user? So in what context automatic population to "whom" user data. Are we saying that user will just select name details and remaining information will be populated for "whom" user like location , designation etc.?	Correct. User will select the name and remaining details like Designation, Department and Division would be populated automatically in case of adhoc movement of documents. However, in case of Sequential routing it should come automatically.	Datamatics
114	2.4	42	Rajbhas ha compliance	There should be provision to maintain the master data in Hindi like Name, Designation, Department and Division of the officer	Master data will be loaded will be correctly loaded for Name, Designation, Department and Division of the officer for both Hindi and English language?	While the master data in english may come from IDAM. There should be provision to maintain the master data in Hindi within the proposed system.	Datamatics

115	2.4	43	Search	The System should have full text search capabilities which supports synonym, phonic, Boolean etc.	What do you mean by Boolean in search context?	It means that the search should allow users to use AND, OR operators along with keywords to produce more relevant search results.	Datamatic s
116	2.4	43	Search	The System should have the ability to save searches for re-use	What is scope of visibility of a search limited to user who created search?	Yes	Datamatic s
117	2.4	43	Search	In System, search results should be displayed in a simple list, with ranking by relevancy	There should be limit on maximum data that can be practically retrieved and shown on the screen at one time in predefined max response time. Hence what should be maximum limit?	The maximum limit should be parameterized as 10,25,50 and 100. User should be able to define the same at his discretion.	Datamatic s
118	2.4	43	Search	Facility to search the document on the basis of various criteria like title, name of the creator, date created, date modified, priority set, status, inward/ outward/ office note number, document type etc.	Will every office note on inward or outward number have unique number?	Yes	Datamatic s

119	2.4	43	Workflow w-25	System should be integrated with existing IDAM and should fetch details of the next users whom to forward/return the document in the workflow as per defined in IDAM.	IDAM can give hierarchy, so document should be forwarded to his reporting officer?	Yes	Datamatics
120	2.4	43	Workflow w-25,26,27	The System should be capable of supporting: a. Sequential routing – Note to be route one after the other in a pre-defined sequence.	Is this rule stored in IDAM or workflow in system or workflow from DMS system?	The reporting officers are maintained in IDAM.	Datamatics
121	2.4	43	Workflow w-25,26,27	b. user defined routing: Changing the routing sequence.	Is this rule stored in IDAM or workflow in system or workflow from DMS system?	The reporting officers are maintained in IDAM.	Datamatics
122	2.4	43	Workflow w-28	Notify users of actions with automated e-mail.	Wanted to understand which user will be notified?	The users who received the documents.	Datamatics
123	2.4	43	Workflow w-29	Assign a task to someone and track it.	What all task are assigned?	Task here means inward, outward, office note documents etc.	Datamatics
124	2.4	43	Workflow w-29	The System should enable forwarding/return office note for review/approval	To whom the document is sent if review/approval when notes are added on document?	User will select the recipient	Datamatics

125	2.4	43	Workflow w-35	<p>The System should enable creation of child workflows and marking each of them to separate users simultaneously so that they can work on these child workflow individually and at a later stage the comments/discussions in that particular child workflow be merged with the parent workflow.</p>	<p>What is the impact on document flow if one user closes the document like reject etc.?</p>	<p>If one user reject the document, then it will close from his pending list and the creator would be notified, however, other user will remain continue to working on the same.</p>	Datamatic s
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126	2.4 Functional Requirements	43	Workflow: System should be integrated with existing IDAM and should fetch details of the next users whom to forward /return the document in the workflow as per defined in IDAM.	-	Please elaborate on IDAM integration. Does IDAM contain the hierarchy	The IDAM is used for Identity and Access Management. It contains all the information of users like Name, StaffId, Designation, Department, Division, Reporting Officer etc.	Datamatics
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127	2.4	44	Workflo w-36	An "Action Taken Report" sheet should be maintained. It should contain details of action taken at each level along with date, time stamps and comments made. This should be exportable into word/pdf/excel	Can all users see all action comments in Action taken report?	It would be visible to only those users who are part of the respective workflow.	Datamatic s
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128	2.4	44	Workflo w-37	<p>The System should allow module wise delegation to another user (Both Internal Staff users and Outsourced Staff users) say secretary or Data Entry Operator. This delegation may be done by the individual user i.e. Division Chiefs who has the access to perform this action. Dept. /Division Chief can provide the access of the application to their secretary. These modules would be available to both the users. The secretary can login to their application and work on behalf of their Dept. /Division Chief. Proper audit records should be maintained so that it is identifiable that which actions as performed by which user</p>	Please confirm whether all roles or designations are listed here which have this facility?	The designations are maintained in the IDAM for internal users and external users are maintained in the AD.	Datamatic s
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129	2.4	44	Workflow w-38	Provision to re-assign the workflow (if having authorization to do so) individually or in bulk to another user or to self. Provision to pull the workflow.	Please confirm if every workflow means one document flow?	Yes	Datamatics
130	2.4	44	Workflow w-42	The System should allow workflow tasks to be viewed in a calendar.	We assume this means Outlook calendar. Please confirm.	No. The system should have in built calendar.	Datamatics
131	2.4	44	Workflow w-42	The System should allow a task to be assigned to a group of users where all participants must complete the task and one in the group must compile the task.	Are we saying the complete task and not compile?	The system should allow one user to compile the responses of all the users into one.	Datamatics
132	2.4	44	Workflow w-44	The statuses of workflows should be viewable through a dashboard.	Who all can see dashboard?	The dashboard shall be available to all the users based on their roles.	Datamatics
133	2.4	44	Workflow w-48	The system should have provision to link existing workflows.	Can any workflows be linked together? Or any precondition to link them?	Any workflow can be linked together.	Datamatics

134	2.4	45	Workflow-57	The letter language of the Outward should be consistent with that of its linked Inward or as per the Rajbhasha Policy as defined by SEBI.	User is free to choose language if there is no inward related document? Please confirm.	Yes	Datamatics
135	2.4	45	Workflow-58	The Outward management should comprise Master Addressee database which will store the address of the addressees and users should be able to search and reuse the same addresses from this database during the creation of outward	This master data will be created from inward? It can grow exponentially after some time? Is there limit placed after documents are closed. Means addressed for closed documents should be flushed?	The master data would be created from outward and can grow exponentially. The department will have the option to either keep the addressee details in the database or remove the same.	Datamatics

136	2.4	45	Workflo w-60	The System should be integrated with courier provider agencies and / or India Post to provide the tracking of an outward document send across vide courier or speed post and Updation of delivery acknowledgement on the system similar to the one available on flipkart and amazon	How many courier provider need to be integrated here part from Indian post? Effort will increase per provider?	Please consider 2 integration point: 1.India Post and 2. Private courier agency as mentioned in Appendix II-Form 2 A.	Datamatic s
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137	2.4	45	Workflo w-61	<p>The System should have a provision to track the delivery of outward documents through hand delivery. A mobile utility should be available which can be used to assign the outwards to the delivery person (optimizing the delivery of the outwards) who can go to respective destination and record the signature of the recipient against the outwards. This proof of delivery can be synced with IONS and officers would be able to view and print this confirmation of delivery from IONS.</p>	<p>Does support need to be present in same application rather than a separate mobile app?</p>	<p>It should be mobile app only.</p>	<p>Datamatic s</p>
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138	2.4	45	Customization and Integration-80	The solution offered is required to be integrated with SEBI's intranet portal (i.e. SHARE Porta) for single sign-on, pushing notifications to SHARE Portal, populating the worklist in SHARE Portal. Opening the particular workflow in IONS after clicking the notifications in the SHARE Portal.	Does this application need to be only accessed through internal SEBI network?	SHARE portal is accessed through SEBI network and through VPN over internet.	Datamatics
139	2.4	45	Customization and Integration-81	Integration with SEBI website for publishing the circulars on the SEBI website.	Scope of work does not includes integration work to be done in Internal SEBI application like SHARE portal or other SEBI site? Please confirm.	Bidders are required to do the integration work which are mentioned in the RFP.	Datamatics
140	2.4	45	Miscellaneous-89	Application should have capability to host Web Based User Interface over internet and support inward/outward creation through Web Based User Interface.	if user is accessing from internet, does the application will prompt user for user name and password as web page which is different than in intranet scenario where user is not prompted for as he/she already logged into AD.	The application should prompt for username and password in both the scenarios. However, in case of internet it should have 2F Authentication.	Datamatics

141	2.4	45	Customization and Integration--77	The solution offered should be capable of integration with 3rd party software & internal applications which are in use at SEBI.	API needed to integrate with 3rd party application should be made available by SEBI from 3rd party?	Yes	Datamatics
142	2.4. Functional Specifications of IONS	46	76	The inwards should contain the link of the scanned document (which is stored presently in the EMC Documentum's DMS application).	Will you allow the bidder to deploy lightweight e-office application on top of existing Documentum set up?	The envisaged IONS will be running only on the SEBI's private cloud infrastructure. SEBI's existing DMS can be only used for scanning and document storage.	Datamatics
143	2.4. Functional Specifications of IONS	46	76	The inwards should contain the link of the scanned document (which is stored presently in the EMC Documentum's DMS application).	The existing Documentum version stack seems out of support. Do you have extended support for the present set up?	The existing SEBI's DMS system is under AMC.	Datamatics
144	2.4	46	Reports & Dashboard-61	System should have the capability to generate User define report.	Need to elaborate this requirement?	User shall have option to select filters (from the list of the filters and fields (from the list of fields) for the generation of the reports	Datamatics
145	2.4	46	Customization and Integration-89	The System should be capable of integration with electronic and digital signature capabilities	Certificates or keys required for this utility will be made available by SEBI ?	Yes	Datamatics

146	2.5. Technical Specifications of IONS	47	2. User Management	User Management will be in sync with IBM IDAM	Do you mean there will be authentication done via AD as well as IBM IDAM? Please provide details around IDAM, in which scenario authentication/syncing will be done with IBM IDAM and AD?	In case of Internal Staff users : Authentication is to be done from IBM IDAM In case of Outsourced Staff users: Authentication is to be done from AD.	Datamatic s
147	2.4	47	Data Migration-90	Data migration of legacy Data and legacy workflow. Data Migration involves following: Data and workflow from DMS application.	How many workflows types are present in DMS currently? When new DMS is introduced all pending document workflow will be pushed as it is from old to new system. Or all old workflow are moved in old DMS and new one are picked from new system?	The workflow types are same as expected to implement in the proposed IONS. All the pending old workflow should be migrated as it is in the new system.	Datamatic s

148	2.4 Functional Requirements	47	Data migration: of legacy Data and legacy workflow. Data Migration involves following: Data and workflow from DMS application.	-	Does the present workflow configured provide all of the features such as comments etc. enabled? Please provide statistics around workflows triggered presently in the system daily, weekly and monthly for calculating estimations	The indicative volume for data migration is mentioned in the clause 2.10.11 of the RFP	Datamatics
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149	2.5	49	General Technical Requirements -28	The solution should be able to integrate with SEBI website, SEBI SHARE Portal, SCORES etc.	Are CMS and SCORES are internal sites/applications of SEBI?	CMS is internal application and part of SHARE Portal. However, SCORES has both internal and external interface. Internal interface is in SHARE Portal and external interface is hosted at scores.gov.in	Datamatics
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150	2.4 Functional Requirements	49	Hardware Requirements: The envisaged IONS application will have replication at a remote Disaster Recovery (DR) site. In case of disaster, the IONS application should be accessible from	–	Please advise the DR location details. Also what is the present replication tool used, is it separate tool or VMWare replication technology is used? If VMWare replication is used, please advice on the replication process in use presently	DR location is at Chennai. SEBI's existing DMS system has replication tool. However, the present setup would be deployed on SEBI's private cloud infrastructure.	Datamatics
151	2.5. Technical Specifications of IONS	51	Point 54	Accessibility Guidelines	Do we have to implement the requirements for Accessibility Guidelines? Or the software proposed should be compliant?	Bidders are required to implement the requirements for Accessibility Guidelines in the proposed IONS application.	Datamatics

152	2.5. Technical Specifications of IONS	51	_	Accessibility Guidelines	What all features are required to be implemented for Accessibility?	Accessibility Guidelines of the "Guidelines for Indian Government Websites" Web Content Accessibility Guidelines (WCAG) 2.0.	Datamatic s
153	2.5. Technical Specifications of IONS	51	_	Bar Code Printers	Do you have any preference of make and model for Barcode Printers?	This requirement is removed. Please refer updated RFP.	Datamatic s
154	2.5	51	Security Requirements-42	Single-sign-on concept for a user should be implemented.	What type of SSO it need to support like SAML2 based SSO with ADFS?	We have IBM IDAM for doing the SSO.	Datamatic s
155	2.5	51	Document Security-50	The system should have the mechanism for 2 factor authentication.	Does current Document management system support 2 factor authentication? If yes then what kind of 2 factor authentication it is supporting.	Yes. But is not exposed to outside.	Datamatic s

156	2.4 Functional Requirements	51	Document Security : The system should have the mechanism for 2 factor authentication.	-	Please advice on the 2factor authentication mechanism envisaged or presently employed at SEBI	Presently 2factor authentication (SMS based) is implemented as part of the SHARE Portal infrastructure.	Datamatics
157	2.6. Reports	52	2.6.1. Interactive Dashboards	Interactive Dashboards	How many Interactive Dashboards are expected?	There shall be 1 main dashboard and it can have multiple sub -dashboards based on the design. Access to the content of the Dashboard shall be role based and should be configurable.	Datamatics

158	2.6	52	Reports	Quarterly Performance Report to be send to the Official Language Department	Does this says that report is mailed to Official Language Department email id?	A Quarterly Performance report is to be generated from the system which is used by the Official Language Department. It contains department wise information like how many letters received in a quarter, how many were in Hindi, how many were replied in Hindi etc. This report needs to be send to the email id of Official Language Department and any other id as defined by the hindi department.	Datamatic s
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159	2.4 Functional Requirements	52	Bar Code Printers : The solution provider shall provide adequate number of bar code printers for SEBI Mumbai office (6 Nos. at SEBI Bhavan, 2 Nos. at SEBI Bhavan 2 and 1 Nos. Mittal Court)	–	Please advice if the physical bar code printers are to be supplied by bidder	Yes	Datamatics
160	2.7. Native Architecture and Design	53	2.7.5. High Availability	The solution having high availability and load balancing feature should be designed with no single point of failure	Do you want the bidder to propose Load Balancer?	Please refer reply at Sr.No. 58 in this Pre-bid clarifications document.	Datamatics

161	2.7.7 Hardware	53	–	The bidder should quote the licenses of the operating systems on which the proposed software components will run.	What is the preferred OS at SEBI? Will the license quote be considered as part of commercials?	Yes the licenses would be part of the commercials. The OS should be as per the design of the bidders proposed architecture and meeting the necessary security framework.	Datamatics
162	2.8 Integration with SEBI NOC/SOC	54	The components should be able to provide/push the logs to SEBI's NOC/SOC for further analysis/monitoring.	–	Please advice on the additional details of NOC/SOC tool being used in SEBI. Are there any specific log format requirements for integration with NOC/SOC	More details shall be provided to the selected bidder.	Datamatics
163	2.4	55	Data Migration	The Bidder is expected to migrate DMS data before go-live of the project.	Need to understand if the solution should only work with new DMS?	Yes	Datamatics

164	2.10.2	55	Data Migration	<p>The Bidder shall formulate the detailed Data Migration Strategy and methodology and submit the same to SEBI, for its approval before commencement of Data Migration task.</p> <p>The Bidder must draw a suitable strategy/ plan to verify the accuracy of the data before and after migration.</p>	Does this mean this needs to be provided during the response submission?	Bidders are required to provide a brief of Data Migration Methodology as part of the response submission. However, the detailed data migration strategy needs to be submitted by the selected bidder during implementation stage.	Datamatics
165	2.11.5 Software Development Life Cycle (SDLC)	55	-	<p>The Bidder shall also provide the SDLC adopted by them and also the proof that the particular SDLC is applied during their development process.</p>	Please elaborate on the format of the proof expected. Whether declaration on bidder's letterhead will suffice?	Its not the declaration. All the process of SDLC lifecycle along with the proof of the process being followed during the implementation should be provided.	Datamatics

166	2.10. Data Migration	55	It is the Bidder's responsibility to ensure accuracy, integrity and completeness of the data migration from legacy DMS application to new IONS application.	–	Please advice on the size of the data (in GB) to be migrated. Also please advice whether content should also be migrated or only the data	We have mentioned the count of the workflow for the data to be migrated. Only the data needs to be migrated.	Datamatics
167	2.11. Implementation Requirements	57	2.11.7. Training	2.11.7. Training	How many personnel needs to be trained?	Please consider 5 personnel for IT training. However, training to the officials of SEBI would include entire staff of SEBI.	Datamatics

168	2.12. Post Implementation Support Requirements	58	2.12.1. Warranty	2.12.1. Warranty	For Warranty, does the support required onsite/offshore?	Onsite only.	Datamatics
169	2.12. Post Implementation Support Requirements	58	2.12.1. Warranty	2.12.1. Warranty	For Warranty also, the support is expected from 8.30AM to 8.30PM from Monday to Saturday	Yes	Datamatics
170	Resource Requirements & FMS Support	58	-	Bidder may set up a help desk in order to log the issues and assign the same to respective team accordingly. Currently SEBI is using software like Manage Engine for logging of daily portal issue. Bidder may use the existing software for the same.	What is the support coverage of the Helpdesk to be - 24*7,8*5 etc.? Is telephonic support also required? Also if the support timings coverage for each L1, L2, L3 can be specified.	Please refer reply at Sr.No. 69 in this Pre-bid clarifications document.	Datamatics
171	5.3	102	Form 2A	Form 2A	1. Operating System and Database licenses are to be provided by bidder or is it mention to calculate only TCO? Will these license costs be considered for L1.	These license costs be considered for L1 and bidder is required to provide these OS and DB.	Datamatics
172	6. Appendix III: Present IT Set up	111	6.2. SEBI SHARE Portal Stack	Application Server IBM WEBSHERE APPLICATION SERVER	Will you allow the bidder to deploy lightweight e-office application on existing IBM WebSphere Application Server?	No	Datamatics

173	6. Appendix III: Present IT Set up	111	6.2. SEBI SHARE Portal Stack	Application Server IBM WEBSHERE APPLICATION SERVER	Will you allow the bidder to use existing Database - Oracle / DB2?	No	Datamatic s
174	6. Appendix III: Present IT Set up	111	6.2. SEBI SHARE Portal Stack	Application Server IBM WEBSHERE APPLICATION SERVER	Can we propose Open-Source Application Server like Apache Tomcat and OS RedHat Enterprise Linux (Operating System Ver:7.5)?	Yes but with proper security.	Datamatic s
175	General	-	-	-	How many departments will be using this IONS system?	All the departments of SEBI	Datamatic s
176	General	-	-	-	Do you have the back up software or does bidder has to propose?	Please refer reply at Sr.No. 48 in this Pre-bid clarifications document.	Datamatic s
177	General	-	-	-	Do you have a database replication software or does bidder has to propose?	Bidder need to propose the same as per their solution.	Datamatic s
178	General	-	-	-	We understand that there are certain documentations/ forms asked from an OEM perspective. In case if the Bidder is going with the existing system and wherein there is no involvement of OEM as such, then would it be still mandatory to update all the forms/ information required from OEM? Please confirm.	If a bidder is proposing any solutions/ products of any OEM, then the bidder is required to provide the relevant OEM certificates for these products/ solutions.	Datamatic s

179	3	61	3.1.5	The bidder must accept the payment terms and conditions proposed by SEBI. Any deviation from the proposed payment terms would not be accepted. SEBI shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder.	The payment shall be made within net thirty (30) days from the receipt of invoice form the bidder. We propose to revise the clause	Please refer reply at Sr.No. 9 in this Pre-bid clarifications document.	Datamatic s
180	3	68	3.4	Liquidated Damages	We propose to delete this entire section	As per RFP	Datamatic s

181	12.11	139	V.	<p>Notwithstanding anything to the contrary contained in this Agreement, the Solution Provider shall continue to retain all the ownership rights, title and interests to all Solution Provider Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting the Solution Provider from using Solution Provider Pre-Existing IP in any manner. To the extent that any Solution Provider Pre-Existing IP or a portion thereof is incorporated or contained in a Deliverable under this Agreement, the Solution Provider hereby grants to SEBI a fully paid-up, irrevocable, non-exclusive, license for non-commercial use throughout the territory of India to access, replicate</p>	<p>Notwithstanding anything to the contrary contained in this Agreement, the Solution Provider shall continue to retain all the ownership rights, title and interests to all Solution Provider Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting the Solution Provider from using Solution Provider Pre-Existing IP in any manner. To the extent that any Solution Provider Pre-Existing IP or a portion thereof is incorporated or contained in a Deliverable under this Agreement, the Solution Provider hereby grants to SEBI a fully paid-up, irrevocable, non-exclusive, license for non-commercial use throughout the territory of India to access, replicate and use any Solution Provider Pre-Existing IP (in connection with the Deliverables and only as part of the Deliverables in which they are incorporated or embedded) which</p>	As per RFP	Datamatics
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182	12.32	158	iii (new clause)	Limitation of Liability	<p>Either Party in no event whatsoever be liable for any indirect, consequential, punitive or incidental damages (including but not limited damages for loss of business profits, business interruption, loss of business information, and the like) arising out of the use of or inability to use the services provided under this Agreement even if that Party has been advised of the possibility of such damages.</p> <p>We propose to add this new clause</p>	As per RFP	Datamatics
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183	12.43	162	Audits	<p>SEBI can, at any time, conduct any third party inspections / audits during the tenure of this Agreement. The Solution Provider must make all necessary changes (for the in scope devices /applications) as mentioned by the results of these audits. SEBI shall incur the cost of appointment of a third party for audit. The Solution Provider shall ensure that the findings of the audit are successfully closed by the bidder within a mutually agreed timeline.</p>	<p>SEBI can, after issuing prior written notice and during business hours, conduct any third party inspections / audits during the tenure of this Agreement. The Solution Provider must make all necessary changes (for the in scope devices /applications) as mentioned by the results of these audits. SEBI shall incur the cost of appointment of a third party for audit. The Solution Provider shall ensure that the findings of the audit are successfully closed by the bidder within a mutually agreed timeline.</p>	As per RFP	Datamatics
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184	14	168	Clause 9(b)	For the avoidance of doubt, it is expressly clarified that SEBI and/or its nominated agencies may also calculate a financial sum and debit the same against the terms of payment as defined in the Terms of Payment Schedule of the MSA as a result of the failure of the Solution Partner to meet the Service Levels as set out in Annexure B of this Agreement, such sum being determined in accordance with the terms of the Service as set out in Annexure B of this Agreement.	We propose to delete this entire section	As per RFP	Datamatics
185	Annex - B-SLA	171		Service Level Agreement	We propose to delete all provision pertaining to Service Level Credit mentioned under this section	As per RFP	Datamatics
186	19.3	27	1.2	Total User base: >2000 users: 2, 1000-2000 users:1, <1000 users: 0	Can this read Total User base: >500 users: 2, 100-500 users:1, <100 users: 0	As per RFP	Clover

187		51	50	The system should have the mechanism for 2 factor authentication.	Second factor will be SMS based OTP, the SMS provider is already subscribed by SEBI and need not be included in costing by bidder	Yes	Clover
188		55		Barcode printers for various locations	Can this be excluded from the RFP? List of supported barcode printers will be provided by bidder	Not required now	Clover
189	3.2.2	63	1	Duration - 3 months	Duration to be revised to 5 months, as the requirements are varied and need customization, irrespective of the product/platform/framework chosen thus difficult to complete UAT within stipulated time	We have updated this clause in the RFP. Please refer the same.	Clover
190	8	Appendix V		Business Analyst - Business Analysis certificate or equivalent certificates	What certification is expected from a Business Analyst	IIBA Business Analysis Certificate, PMI-Professional in Business Analysis (PBA) Certification or equivalent certificates	Clover
191	19.3	27	1.3	Monthly volume of documents handled	Can this read: >50,000:2 5001 - 50,000:1 < 5,000: 0	As per RFP	Clover
192	2.7	53	2.7.5	High Availability	SEBI would provide required Load Balancers as required for High Availability Solution	Please refer reply at Sr.No. 58 in this Pre-bid clarifications document.	Clover
193	1.11		1.11.3	enable secure site	SSL Certificates as required will be provide by SEBI	Bidders are required to provide SSL certificates.	Clover

194	1.11		1.11.3	Performance Testing	Does SEBI have a tool for testing concurrency of 500 users?	No. Bidders are required to the arrange the same.	Clover
195	1.11		1.11.3	Performance Testing	If bidder is expected to carry out testing any certificate is to be provided for the same?	Yes. Bidders are expected to submit the test results to SEBI.	Clover
196	1.11		1.11.3	Performance Testing	How frequently would Performance Testing is to be carried out after Go-Live phase?	Along with the quarterly payment.	Clover
197	1.11		1.11.3	Performance Testing	Can we involve a partner to carry out this testing, as this requires skills and tools?	Yes. Authorised partners may be used.	Clover
198	1.11		1.11.3	Security Review	Vulnerability Assessment (VA), is there a frequency on which this to be carried out after Go-Live?	Once in a year.	Clover
199	2.11	56	2.11.1	Implementation Plan	Given the current situation due to pandemic, how will SEBI provide connectivity to various environments in SEBI DC/DR to bidder team? Or is it expected to have the team work out of SEBI premises?	Any production access will not be given to outsiders out of SEBI premises. On need basis, only limited secured remote access can be provided after SEBI's security team's clearance at sole discretion of SEBI.	Clover

200	2.11		2.11.2	Evaluation of Time Frame & Effort Estimation	Generally in a Fixed Price project, only overall project costing, schedule and payment milestones are shared, the effort aspect is shared with clients only in case of Time & Material execution model. Sharing effort estimation for subsequent Change Orders is understood. Is there a specific reason why SEBI is seeking information on "submit the details of the effort estimation in person months for undertaking the data migration and implementation of IONS."	This is our requirement. This needs to be provided	Clover
201	2.11		2.11.7	Training	How many adhoc training sessions would be required during the warranty support phase of the project? What is the trigger point of a training?	We can have quarterly training sessions depending on the need of the SEBI.	Clover
202	4.1			Form 11: Undertaking from OEM	Oracle can provide undertaking in attached format only as per policy, can SEBI confirm if such format is acceptable	Undertaking should be as per SEBI's format.	Clover

203	1.9.3. Scoring Model	26	B. Bidder Capability including Proven Relevant Experience	<p>Past projects: Bidder should have experience in implementing and managing a web application for tracking of files preferably in a Regulatory Body/Govt./PSU/any other organization of comparable nature and complexity of the projects in the last 5 years. As part of the technical bid evaluation, bidder is required to submit at least two customer references of which at least one project should have been completed.</p> <p>Bidders need to submit copy of work order, completion certificate or extract from the contract mentioning the scope of work and list of technologies used. Bidders</p>	<p>Kindly amend the clause as :</p> <p>Past projects: Bidder should have experience in implementing and managing a web application for tracking of files preferably in a Regulatory Body/Govt./PSU/any other organization of comparable nature and complexity of the projects in the last 5 years. As part of the technical bid evaluation, bidder is required to submit at least two customer references of which at least one project should have been completed.</p> <p>Bidders need to submit copy of work order / completion certificate or extract from the contract mentioning the scope of work and list of technologies used. Bidders are required to submit only those client reference where list of technology stack implemented is similar to the proposed solution. Please submit the details in Appendix I-Form 4.</p>	There is no change.	ESDS
204	2. Scope of work and Deliverable	39	2.1 Scope of work	2.1.6, Data migration from existing DMS system	Can you please the size of data and technology stack used for DMS system.	We have provide the volume of data for data migration in section 2.1.11 of the RFP and the technology stack of DMS is mentioned in section 6.1 of the RFP.	ESDS

205		2.1.7. To integrate Inward Outward & Office Note System (IONS) with appropriate scanned documents system	Who will provide the API needed to integrate.?	It would be the responsibility of the bidder to provide the API.	ESDS
206			please clarify on the hardware aspects needed to scan document	The scanned document are part of existing SEBI DMS solution and it will be continue to be in use. However, the integration with the scanned documents are in scope of this RFP.	ESDS
207			Does the scanned document system is exist or it will be a part of envisaged system?	The scanned document are part of existing SEBI DMS solution and it will be continue to be in use. However, the integration with the scanned documents are in scope of this RFP.	ESDS
208		2.1.8. Integration with other applications like SHARE Portal (IBM WebSphere portal), EMC Documentum (DMS), SEBI Websites, courier service providers etc.	Please specify the technology stack of existing applications.	Please refer section 6 of the RFP.	ESDS
209			who will provide the API needed to integrate.?	For courier service providers, it would be SEBI's responsibility to provide the APIs. However, it would be bidders responsibility to provide the API for rest of the applications.	ESDS
210		2.1.9. Onsite support to maintain software and day-to-day operations of IONS post implementation.	Are the resources required to be deployed during the project life cycle? Or are they required to be deployed post go-live during the AMC period?	Onsite resources are required during the post go-live Warranty period as well.	ESDS

211					How Many Onsite Resources are required?	Bidder is required to provide Minmum 2 L1 Engineers onsite. over and above bidder may decide on the number of resources so that the application would have adequate support and SLA is maintained.	ESDS
212	2. Scope of work and Deliverable	39	2.2. Modules envisaged in IONS, 2.2.2. Inward Management	Document received at Inward Desk: Any document which is received by SEBI will be entered into the application, Barcode will be generated and pasted on the document and then marked to the respective addressee/ receiver of the	To generate the barcode is there any other application is available?	At present barcode is generated in existing SEBI's DMS. However, in the new system, bidder would be required to generate the barcode.	ESDS
213					To scanned the generated barcode we may need additional hardware, so who will provide the required hardware?	As per your system, bidders required to provide the required hardware for this purpose..	ESDS
214	2. Scope of work and Deliverable	48	2.5. Technical Specifications of IONS	Backup and Archiving	Kindly confirm the retention policy/period of backup data	No data will be deleted. Data retention policy has to be aligned with the .RTO/RPO	ESDS
215					Kindly confirm the expected backup space, and type to be proposed for backup and Archiving.	Storage will be provided as per the requirements of your proposed system. Also, Please refer reply at Sr.No. 58 in this Pre-bid clarifications document.	ESDS
216	2. Scope of work and Deliverable	50	2.5. Technical Specifications	Security Requirements	Do you need Web application firewall?	SEBI already has perimeter Web application firewall. Bidders are expected to route the proposed application's traffic through the same.	ESDS

217			of IONS		To login to system, Do you need access as OTP based or simple username and password based?	The system should have the provision for OTP based 2factor authentication.	ESDS
218	2. Scope of work and Deliverable	55	2.10. Data Migration	Data migration will be the responsibility of the Bidder. All necessary tools/queries required for extraction/ transformation and migration must be provided by the Bidder.	Can you please specify the size of data needed to migrate?	The indicative volume for data migration is mentioned in the clause 2.10.11 of the RFP	ESDS
219	2. Scope of work and Deliverable	48	2.5 Technical Specification of IONS	User Management, 10. Admins should be able to configure email/SMS notifications such that officers only up to a defined level, receive notifications	Who will be responsible for purchasing SMS/Email package? How many SMS are expected per month/year?	SEBI will provide these facilities.	ESDS
220					kindly share information around which SMS and Email gateway is preferred.	SEBI will provide these facilities.	ESDS
221	2. Scope of work and Deliverable	56	2.11 Implementation Requirements	2.11.7, Training	If the training sessions have to be online/via video conferencing - How many employees will join video conference in each session?	The mode of the training can only be decided as per the ground reality situation while planning for the training. Please refer reply at Sr.No. 167 in this Pre-bid clarifications document for second part of the question.	ESDS

222					<p>Kindly Clarify the following:</p> <p>a) No. of batches for the training</p> <p>b) location for the Training</p> <p>c) whether the training</p> <p>d) infrastructure/materials.</p>	Please refer reply at Sr.No. 50 in this Pre-bid clarifications document.	ESDS
223	2. Scope of work and Deliverable	47	2.5. Technical Specifications of IONS	Security Requirements	For security is SSL envisaged ? If yes does bidder have it ? Or it will be procured by vendor ? Which type of SSL is expected? Wild card, Extended or Single domain?	Bidder is required to provide the SSL certificates.	ESDS
224					Is STQC Audit required for the website / web portal? If Yes it should be considered out of four weeks as stipulated time frame for development	SEBI may conduct any third party audits or VA/ PT of the application as mentioned in section 1.11.3 c of the RFP as a separate process. However, The bidder must fix the vulnerability identified by VA/ PT or audits, if any for the in scope applications during the period of their engagement.	ESDS
225					How many STQC Audits are expected and at what interval?	SEBI may conduct any third party audits or VA/ PT of the application preferably once in a year.	ESDS

226	2. Scope of work and Deliverable	42	2.4 Functional Specification of IONS	Inward Management, 6. The System should enable any User to forward the Inward to its mapped hierarchy preferably as per IDAM. The forwarding rights and restrictions should be configurable by the appropriate Admin user.	Does the Admin module also have to be bi-lingual / multi-lingual ?	Yes. Bilingual	ESDS
227	General				Do you need Cloudflare for enhanced protection against DDOS? Paid or free version?	NO	ESDS
228	General			Office Notes: This includes the movement of the working of all the departments on a document/ file /case and taking actions to complete it finally for approval or rejection. This will also include inter departmental movement of office notes.	Does DMS system will maintain office notes	SEBI's existing DMS will contain only the scanned copy of the documents and attachments if any. However, the meta data is expected to store in the proposed IONS application.	Upvote

229	General			During inward creation, the System should capture the details of the incoming physical letter viz. from, address, subject, language, date of sending, date of received at SEBI, Arrival Mode etc.	Does we require OCR system to capture and extract the details from physical letter	There is 2 part where OCR is required: 1) Inward: Document is inwarded by the inward team and then send to scanning team. 2) Document directly delivered to user and inwarded by user: Either bidder may reuse the existing OCR solution or they may propose the new OCR system as part of their solution.	Upvote
230	General			A user should be able to add a "file number" to the inward. The user should have the option to add the file number at any stage	Does system required to generate file number	Yes	Upvote
231	General			The System should provide an Inward number as per SEBI's nomenclature as decided by SEBI from time to time which may depend on the specific category of documents.	What are the different category of documents	The different category of the documents are like complaints, applications pertaining to registration, RTI, PQ, order, A4 size, A3 size, Legal etc.	Upvote
232	2.4	47	87	The system to allow for Confidential and Secret Files & Correspondences	Are the workflow process for Unclassified and Confidential and Secret different? How will the Confidential and Secret Files and Correspondences be managed in the system?	scanning doesn't happen and sent to respective officer	Apollo Computers

233	2.4	47	90	Data Migration	What is the size of the Data? Will the existing systems continue to function or will they be sunset post the integration?	The indicative volume for data migration is mentioned in the clause 2.10.11 of the RFP	Apollo Computers
234	2.5	51	50	Two Factored Authentication	Which 2FA will need to be provisioned. If SMS is required who needs to provision for the SMS charges	SEBI shall provide the SMS gateway for 2FA	Apollo Computers
235	2.7.8	53	2.7.8	Disaster Recovery	Can the application rely on the underlying cloud for DR?	Bidders are required to bid for the DR in a separate line item in the commercial proposal.	Apollo Computers
236	2.4	46 & 111	76	Existing Systems	Please can you provide the detailed product licenses that you currently have of the existing systems such as IBM BPM/Filenet/Documentum. Please also let us know if these licenses can be used for the provision of the IONS project. It is assumed that if any additional licenses are required for these products or changes required for migration/integration that will be separately managed by SEBI with the respective vendor (s)	We have provided the details of the the products in Appendix III. However bidders are requested to provide additional licenses as per their proposed solution.	Apollo Computers

237	2.12	58	2.12.2	FMS	Please indicate if the support needs to be provided Onsite or an Onsite-Offsite model will work	Onsite model	Apollo Computers
238	2.12	58	2.12.2	FMS	Please can you provide a minimum number of resources so that there is an equal and fair competition.	Please refer reply at Sr.No. 211 in this Pre-bid clarifications document.	Apollo Computers
239	General				Whether any relaxations are provided to MSME organizations	As per SEBI's procedure, MSME organizations are not provided any relaxations at RFP stage. However, sufficient relaxations were provided during EOI stage	Apollo Computers
240	General				Whether relaxations in the submission of EMD shall be provided to MSME organizations	There is no relaxations for MSME organizations on the EMD submission.	Apollo Computers
241	General				Clarification Sought regarding OCR	Please refer reply at Sr.No. 229 in this Pre-bid clarifications document.	Upvot

242	General				Whether we can provide appliance based backup solutions. Whther SEBI shall provide the sufficient rack space for the same.	Please refer reply at Sr.No. 48 in this Pre-bid clarifications document.	Upvote
243	Proof of Concept				More detailed clarifications on Proof of Concept	It was re-iterated that the bidders are required to demonstrate POC at their environment. Bidder may create dummy userid to be used in the POC. Also, POC scenarios should demonstrate the functionality as mentioned in the functional specifications under section 2.4 of the RFP.	ESDS

244	Functional Specifications	43	2.4	The System should have full text search capabilities which supports synonym, phonic, Boolean etc.	What kind of Full text search is expected	Full text search is expected in following scenarios: 1. Documents from SEBI's existing DMS: From the IONS application, users shall be able to perform the full text search on the documents stored in the SEBI's existing DMS. 2. Meta data and information from IONS: User shall be able to perform search on the meta data and other data captured in IONS application.	Clover
245	Technical Specifications	49	2.5	The data and the IONS system must be hosted in-house (on premises). The solution will be hosted on private cloud of SEBI (Blade server and VMware).	What kind of servers SEBI shall be providing	SEBI shall provide VMs in the SEBI's private cloud setup.	Clover

246	Technical Specifications	47	2.5	The system is envisaged to have a total user count up to 1500 users at present and concurrent users up to 500 users with an annual increase of 15% in both total users and concurrent users.	How the total users shall be calculated	Please refer reply at Sr.No.66 in this Pre-bid clarifications document.	Clover
247	Data Migration	55	2.10.5	The Bidder is expected to provide an archival solution within the proposed application for the historical data. The necessary configuration and implementation of the archival solution shall be the responsibility of the Bidder.	What kind of archival solution is expected	Please refer reply at Sr.No.48 in this Pre-bid clarifications document.	HPE
248	Document Submission				It is requested to allow the e-submission of documents instead of physical submission	No change in the RFP	Datamatics
249	Extension				It is requested to extend the last date of bid submission	We have extended the last date of bid submission to September 29, 2020, 3:00 P.M.	Datamatics

250	General				Currently SEBI's existing DMS is out of AMC, End of Life and End of Support. Are we using the system at our own will and risk	SEBI has taken AMC of existing DMS under vendor support model. The support of underlying hardware is taken by the AMC provider from the OEM. Whereas the components of EMC/ opentext: the licenses are perpetual for the same versions which are installed. The support for these components are provided by the AMC provider so that the present system can run smoothly.	Datamatic s
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