

CLARIFICATIONS ON PRE-BID QUERIES
TENDER ENQUIRY NO. CGHQ/IT/DMS-DR/2018-19 dated 30 Nov 18

Srl.	RFP Reference	RFP Description	Pre Bid Query	ICG Response	Publish
1.	Page No.35 Section 3	ICG SIMHA (Enterprise Middleware Stack based on Oracle Middleware) Workflow Management System(WMS)	<p>Workflow Management System is one of the most important requirements of this RFP. All the workflows mentioned in Core and Common modules will be configured over Workflow Management System. Therefore, the Workflow engine should be configurable in order to provide the flexibility in terms of making changes in the existing workflows, adding new workflows, changing routing rules, introducing new business rules, etc.</p> <p>So our recommendation is that the department needs COTS based Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents.</p>	Specification related to development of Central BRASS management console on ICG SIMHA platform which has COTS Workflow Management System from Oracle Fusion Middleware Suite.	<p>Quoted specification related to development of Central BRASS management console on ICG SIMHA platform which has COTS Workflow Management System from Oracle Fusion Middleware Suite.</p> <p>Bidder to follow RFP requirements.</p>
2.	Page No.35 Section 3	Document Management System Record Management System (RMS)	Based on our experience from similar government projects , ICG would require proven scalable and secure COTS based Document Management System which	Specification related to development of Central BRASS	Quoted specification related to development of

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			<p>should have at least the below mentioned features:</p> <ul style="list-style-type: none"> • DMS should be scalable enough to manage millions of documents without effecting the performance of the system. • Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder. • Web based rights management for granting user/group/role based access to various functionalities. • Server based Inbuilt Document Image Viewer for displaying image document without native viewer and stamping annotations on the documents like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. Please confirm. 	<p>management console on ICG SIMHA platform which has COTS Content Management System from Oracle Web Center Content</p>	<p>Central BRASS management console on ICG SIMHA platform which has COTS Content Management System from Oracle Web Center Content .</p> <p>Bidder to follow RFP requirements.</p>
3.	Page No.35 Section 3	Document Management System Record Management System (RMS)	<p>Since there would be lots of document which would get generated as part of various processes and approvals. So our understanding is that required Enterprise Document Management System should have at least but not limited to below mentioned capabilities:</p> <ul style="list-style-type: none"> - Categorization of documents in folders-subfolders just like windows interface. 	<p>Specification related to development of Central BRASS management console on ICG SIMHA platform which has COTS Content Management</p>	<p>Quoted specification related to development of Central BRASS management console on ICG SIMHA platform which has COTS Content</p>

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			<p>There should not be any limit on the number of folder and levels of sub folder</p> <ul style="list-style-type: none"> - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents <p>Kindly confirm our understanding.</p>	System from Oracle Web Center Content	<p>Management System from Oracle Web Center Content .</p> <p>Bidder to follow RFP requirements.</p>
4.	Page No.35 Section 3	Document Management System Record Management System (RMS)	<p>Request you to include the following specification to ensure best of breed solution:</p> <p>The proposed Document Management System should have at least one live implementation site in Indian with more than 10 crores document archived in document management repository with more than 10000 users using this Document Management System.</p>	Specification related to development of Central BRASS management console on ICG SIMHA platform only. Hence, Bidder query is not relevant.	<p>Quoted specification related to development of Central BRASS management console on ICG SIMHA platform only.</p> <p>Bidder to follow RFP requirements.</p>
5.	Page No.35 Section 3	Document Management System	As per our understanding, ICG has the requirement for flexible and configurable workflow engine to handle complex	Specification related to development of	Quoted specification related to

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		Record Management System (RMS)	workflows including multi-level hierarchical workflows. Based on that, our understanding is that the ICG needs a Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and inbuilt Document Management System for storing documents. kindly confirm.	Central BRASS management console on ICG SIMHA platform only. Hence, Bidder query is not relevant.	development of Central BRASS management console on ICG SIMHA platform only. Bidder to follow RFP requirements.
6.	Page No.35 Section 3	Document Management System Record Management System (RMS)	Document Management System (DMS) would be one of the most important system in this project because all the workflows would be highly document intensive and would require a robust Document Management System at the backend. There we recommend that the proposed DMS should have the below mentioned features: <ul style="list-style-type: none"> • DMS should be scalable enough to manage millions of documents without effecting the performance of the system. • Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder. • Web based rights management for granting user/group/role based access to various functionalities. 	Specification related to development of Central BRASS management console on ICG SIMHA platform only. Hence, Bidder query is not relevant.	Quoted specification related to development of Central BRASS management console on ICG SIMHA platform only. Bidder to follow RFP requirements.

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			<ul style="list-style-type: none"> • Server based Inbuilt Document Image Viewer for displaying image document without native viewer and stamping annotations on the documents like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. Please confirm. 		
7.	Page No.35 Section 3	Document Management System Record Management System (RMS)	<p>As per mentioned in the RFP, Document Management System should have an inbuilt viewer to view various document formats.</p> <p>Request you to include the following specification to ensure best of breed solution for the Document Viewer.</p> <ul style="list-style-type: none"> - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent and support Linux based browser - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting 	Specification related to development of Central BRASS management console on ICG SIMHA platform only. Hence, Bidder query is not relevant.	Quoted specification related to development of Central BRASS management console on ICG SIMHA platform only. Bidder to follow RFP requirements.

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			<p>annotations - Securing annotations for selective users.</p>		
8.	Page No.35 Section 3	Document Management System Record Management System (RMS)	<p>Workflow Management System is one of the most important requirement of this RFP. All the workflows mentioned in Core and Common modules will be configured over Workflow Management System. Therefore, the Workflow engine should be configurable in order to provide the flexibility in terms of making changes in the existing workflows, adding new workflows, changing routing rules, introducing new business rules, etc. So our recommendation is that the department needs COTS based Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm.</p>	<p>Specification related to development of Central BRASS management console on ICG SIMHA platform only. Hence, Bidder query is not relevant.</p>	<p>Quoted specification related to development of Central BRASS management console on ICG SIMHA platform only. Bidder to follow RFP requirements.</p>
9.	Page No. 87 Annexure-1 of Appendix-'J'	Database Replication	<p>This requirement as a part of POC would be making the requirement OEM specific, since Replicate CRUD changes on central Oracle needs to be shown. Request to</p>	<p>Oracle Database replication COTS product is not required.</p>	<p>Oracle Database replication COTS product is not required.</p>

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	Section. 5		exclude this as this will not allow all DMS OEM's to showcase this and will not be giving fair opportunity to all.	Bidder to have proven skillset to develop advanced 'Data replication' features using Open Source.	Bidder to have proven skillset to develop advanced 'Data replication' features using Open Source. Bidder to follow RFP requirements.
10.	Page No. 87 Annexure-1 of Appendix-'J' Section. 6	Demo SOA Platform	This requirement as a part of POC would be making the requirement OEM specific, since Demo application of Employee Search on SOA platform needs to be shown. Request to exclude this as this will not allow all DMS OEM's to showcase this and will not be giving fair opportunity to all.	Bidder to have proven skillset to develop 'SOA platform' features using Open Source.	Bidder to have proven skillset to develop 'SOA platform' features using Open Source. Bidder to follow RFP requirements.
11.			How are the documents managed in current scenario? What are the challenges?	Mixed environment in which Documents are scanned, processed on regular office folders	Mixed environment in which Documents are scanned, processed on regular office folders

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12.			For Distributed repository/configuration, what all network locations should be considered? How many branch office in one network will be part of firewall and how many will be outside?	(a) 50 stations such as Chennai/ Vizag etc. spanning across India (b) All branch offices shall be part of firewall	(a) 50 stations such as Chennai/ Vizag etc. spanning across India (b) All branch offices shall be part of firewall
13.			Please provide what level of integration is required with mentioned 'other enterprise systems'? Please specify what will be the preferred mode of integration i.e API based integration or webservice?	BRASS as platform to provide all necessary integration methods as User documentation. Other 3 rd party app vendors shall provide necessary app files for porting into BRASS Platform. ICG in-house team shall provide support for small applications, and 3 rd party vendors may take necessary services from	BRASS as platform to provide all necessary integration methods as User documentation. Other 3 rd party app vendors shall provide necessary app files for porting into BRASS Platform. ICG in-house team shall provide support for small applications, and 3 rd party vendors may take necessary services from

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				BRASS platform SI for integration/ can carryout on their own.	BRASS platform SI for integration/ can carryout on their own.
14.			Please share the details on Integration with email, task, contacts & calendar of MS Exchange? Is the integration with Email only to send out notifications?	Integration scope limited to send notifications	Integration scope limited to send notifications
15.			Collaboration server for team interaction is expected, please provide the complete details of the features expected from this? Collaboration like Co-Authoring is intended for documents or a Chat Messenger kind of solution?	Co-authoring not required. Standard DMS services be provided as per RFP	Co-authoring not required. Standard DMS services be provided as per RFP
16.			Is Bidder required to absorb the cost for GIT repository for source code, or do you have one which bidder can use?	Bidder to provide all necessary software including Git as turnkey basis	Bidder to provide all necessary software including Git as turnkey basis
17.			How many environments are required to be set up - Dev, UAT, Training, DC and DR. Are you looking for an on-premise solution (with Virtualization) or are you OK with the Cloud solution option as well? Can Virtualization (VM/Hyper-V) be proposed?	(a) Test, Development, Training, DC & DR. (b) On-premise solution with	

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				virtualisation only (c) VMware	
18.			Do you have a back-up and replication solution, or do you want the bidder to propose it?	Backup & Replication shall be provided by ICG. Database replication/ synchronisation is part of scope as per RFP.	Backup & Replication shall be provided by ICG. Database replication/ synchronisation is part of scope as per RFP.
19.			How many total customized reports are required to be developed and in what all formats?	Customised report as required for DMS and Central BRASS management console. Approx. shall be 25 reports and may vary during SRS stage.	Customised report as required for DMS and Central BRASS management console. Approx. shall be 25 reports and may vary during SRS stage.
20.			How many departments/Units are to be considered - 150?	All ICG Units with approx. of 150 Nos.	All ICG Units with approx. of 150 Nos.

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21.			Out of 15,000 total no. of users, how many can be considered as concurrent users? How many will be the administrators or back-office users?	(a) Concurrency be considered as 10% (b) 15 Administrators & remaining backoffice Users	(a) Concurrency be considered as 10% (b) 15 Administrators & remaining backoffice Users
22.			Are you looking for Content Encryption - encryption of content stored in repository as well?	Yes	Yes
23.			What would be the location for Disaster Recovery Set up and drills?	New Delhi	New Delhi
24.			Is the Document Management System required to be deployed in one Central Location? What would be that location?	(a) At all ICG Units including ICG Ships (b) Central BRASS shall be deployed at New Delhi	(a) At all ICG Units including ICG Ships (b) Central BRASS shall be deployed at New Delhi
25.			What would be the location for Requirement Gathering, will all the users required for Requirement Gathering phase be located in Delhi NCR?	Yes	Yes
26.			Is Scanning-Capture-Indexing solution required to scan physical documents and store them electronically in repository? If so, 1. What are the total no. of scanning	Scanning of documents not in scope	Scanning of documents not in scope

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			<p>users? 2. What are the types of forms/documents to be scanned? 3. Are these machine printed or handwritten? If handwritten, is it free-form? 4. Are signatures also needs to be cropped/captured? Scanning Centers --1. Please mention the no. of scanning centers and locations of each. 2. What are the no. of dedicated users who will be carrying out scanning activities? Should we consider 1 user per scanning center for scanning the incoming/future documents?</p>		
27.			<p>Is the encryption is expected at the Database Level (where properties and metadata will be stored) as well as at the FileStore/Storage level?</p>	<p>(a) No at local BRASS (b) Yes at central BRASS</p>	<p>(a) No at local BRASS (b) Yes at central BRASS</p>
28.			<p>1. Only DC and DR environment will be set up in the High Availability Mode in Cluster Environment. Dev and UAT will be set up in Virtualized Environment (Hyper V/VM). Are you fine with it? 2. Is the Disaster Recovery (DR) site expected to be 100% replica of Primary Site (DC) or 50% ? 3. What type of OS (Windows) licenses are required for Disaster Recovery Site?</p>	<p>(a) Central BRASS at DC & DR shall be in HA mode and rest in non HA mode (b) No (c) Required Windows licenses be included by Bidder</p>	<p>(a) Central BRASS at DC & DR shall be in HA mode and rest in non HA mode (b) No (c) Required Windows licenses be included by Bidder</p>

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29.			Are you looking for an Archival Solution to archive the documents as well?	No	No
30.			Is there any kind of data migration requirement from file system to new document management system?	No	No
31.			Do you allow any Open source Tools for Simulation or any proprietary simulation tool is required to carry out Performance Testing (Load/Stress)?	Yes	Yes
32.			Built on unified ICG Enterprise Portal based on Oracle WebCenter Portal - Which version do you have of Oracle WebCenter Portal? Can we propose any other Portal platform?	(a) Oracle WebCenter Portal (b) Oracle WebCenter Content 12c (c) Yes as BRASS DMS	(a) Oracle WebCenter Portal (b) Oracle WebCenter Content 12c (c) Yes as BRASS DMS
33.			What are the no. of business processes that needs to be automated via Workflow Functionality? Kindly specify the number of users for document management and workflow? What is the complexity level of these workflows?	Broader queries and not much related to present RFP	(a) BRASS to provide WorkFlow services to applications built on it. Hence, query is not relevant (b) As per RFP

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34.			What is the preferred project execution model for project implementation, warranty/AMC and technical support phases - Do you prefer onsite/offsite (Bidder's office) or hybrid (mix) kind of execution model? Please mention for each phase.	As per RFP	As per RFP
35.			What are the working hours and days for Development and support?	As per RFP	As per RFP
36.			1. During the Warranty/AMC period of 1 year, what kind of resources are expected to be deployed? E.g Do you need a Database Administrator (DBA resource) as well for periodic visit every quarter for Performance Tuning etc.or do you need a full time DBA for back up activities?	As per RFP	As per RFP
37.			Do you have a defect/bug tracking tool in-house, or can bidder propose the same?	Bidder to provide as required all software/ hardware on turnkey basis. As per RFP	Bidder to provide as required all software/ hardware on turnkey basis. As per RFP
38.			Please mention the SLA requirements that Bidder has to adhere to during Technical Support period. Can bidder propose the SLAs in the technical proposal?	As per RFP	As per RFP
39.			What are the timelines, milestones for this project?	As per RFP	

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40.			Integration with ICG IAM - which version of Oracle IAM are you using?	Oracle OIM 12C	Oracle OIM 12C
41.			Can bidder propose UI/UX expert for Wireframe designs ?	As per RFP	As per RFP
42.			Are wiki and interactive multimedia video contents expected to be stored in Document Management Repository?	Yes	Yes
43.			Is the DMS expected to integrate with Active Directory/ LDAP integration for Authentication?	Yes	Yes
44.			SIEM - Coast Guard Security Information and Event Management - What type of systems are these? Are the APIs available?	SIEM not deployed	SIEM not deployed
45.			Integrate with ICG Oracle Identity and Access Management (IAM) - is the bidder responsible to develop/expose or consume webservices? Are APIs available, or what would be the mode of integration?	Yes. Bidder to develop API as required on turnkey basis.	Yes. Bidder to develop API as required on turnkey basis.
46.			Can the bidder propose an Open-Source portal for 'Website Portal' requirement to host generic Website features such as News & Updates, Discussion forums, Photo / Video Gallery?	Yes	Yes. As per RFP
47.			For Open-Source solution proposed, can we have propose the Community version or it has to be Enterprise Edition only?	Bidder may propose any type of Open Source	Bidder may propose any type of Open Source

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					Source as legally permissible
48.			Should bidder be provided the SSL certificate or should the bidder absorb the price for SSL certificate?	Yes, Bidder to provide	Yes, Bidder to provide
49.			Do you have E-Office solution already or that is also required to be developed? What all features/modules, if yes?	No	No
50.			Application Portal which will act as Presentation platform to any application such as Payroll, DMS, Healthcare, Vehicle Booking etc. - The Application portal will redirect or take the users to Payroll, DMS, HealthCare applications, we need not create Payroll system here. Is this understanding correct?	Bidder need to provide BRASS platform to achieve unified Portal experience. As per RFP.	Bidder need to provide BRASS platform to achieve unified Portal experience. As per RFP.
51.			All scanning includes required manpower, hardware such as document scanner etc. - - How many scanning locations should the bidder consider?	Scanning not in scope	Scanning not in scope
52.			What is the volume per year for scanning of physical documents?	Out of scope	Out of scope
53.			Request to extend the timelines for proposal submission by 2 weeks	As per RFP	As per RFP
54.			Agile Project Development would require iterative cycles with end-users and proactive feedbacks, where would these	Yes	Yes

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			users be located for regular interactions and participations in Meetings?		
55.	Para-2.1.1, Sec-B, Annex-I of App-B	(h) Minimum Cores per CPU – Minimum of Intel, 16 Core, 2.4GHz or better.	16 Core 2.4 GHz not available. It is proposed for 16 Core 2.1 GHz.	Bidder may provide 16 Core, 2.1 GHz	Bidder may provide 16 Core, 2.1 GHz
56.	Prequalification Criteria: Page No.9 Point No. VIII	(ab) The DMS OEM while authorizing a vendor to quote for this project must give an undertaking that in case of any default in execution of this tender by the vendor, the OEM will take all necessary steps for successful execution of this tender.	Kindly clarify if the OEM is not quoting for services how can they deliver the solution in case bidder fails? The role of bidder and OEM is different and OEM may not have expertise to deliver hardware and system software required?	As per RFP	As per RFP
57.	5. Payment Terms Page No. 18 Package-A: Software Development	10% cost of Software development	For COTS product the payment terms should be different ? It is usually 90 % on license delivery.	As per RFP	As per RFP
58.	Background Page No.28	ICG as part of ongoing digitization efforts intend to	Kindly specify if the assumption is correct that there are 15000 users and 250	Yes, when ICG Ships are in	Yes, when ICG Ships are in

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		design, deploy implement Document management System (DMS) with user base of 15,000 and 250 Base Units/ Offices	instances and each instance will be centrally connected to the central server?	harbour and remote offices network is not failed.	harbour and remote offices network is not failed.
59.	4.1 Functional Requirement Page No.29	Record lifecycle management with versioning module duly deployed on SOA platform (FR-01). Records should be replicated across Central and ROBO (Remote Office Branch Office) repositories. ROBO repositories shall be managed by local DMS-DR having database replication capabilities.	Do you mean that the Records lifecycle management module needs to be integrated with proposed Document Management System?	Yes	Yes
60.	4.1 Functional Requirement Page No.29	Offline patch generation and sync module (FR-02)	Kindly specify the expectation? Is it required to replicate the federated repository at each branch location with central location or is it different?	Bi-directional updates to be sync using offline patch files/ online connectivity as found appropriate	Bi-directional updates to be sync using offline patch files/ online connectivity as found appropriate

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61.	4.2 Other Requirements Page No. 30	Replication will be natively encrypted	By native encryption do you mean we need to have integrate with ICG's encryption algorithm?	Central BRASS data to be natively encrypted using Oracle security features and Local BRASS data be encrypted using platform software by Bidder	Central BRASS data to be natively encrypted using Oracle security features and Local BRASS data be encrypted using platform software by Bidder
62.	4.2 Other Requirements Page No.30	(y) Enterprise Service Bus (ESB) based architecture (z) Business Process Management (BPM)	In the enterprise features mentioned in the section 3.0 ICG SIMHA (Enterprise Middleware Stack based on Oracle Middleware)Compliant enterprise features and (m) Vendor application should not duplicate any of the functionality of SIMHA platform as provided by Coast Guard. Some of key functionalities are Enterprise Portal, Oracle Database, BPM, DMS, RMS etc. the statement is contrasting with the functionality asked in the points (y) and (z)?	Quoted features are for local BRASS, hence not relevant. As per RFP	Quoted features are for local BRASS, hence not relevant. As per RFP
63.	7.0 Standards Page No.36	7.0 Standards to be complied (a) DMS-DR general framework (i) WFMC, BPMN, BPEL,	Kindly state how come the standard for BOM mention in point (i) is applicable to DMS?	DMS-DR framework be based on SOA	DMS-DR framework be based on SOA

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		WebDAV, ODMA, CMIS (ii) Web 3.0 GUI (iii) CMIS		architecture, hence applicable. As per RFP	architecture, hence applicable. As per RFP
64.	12.0 Multi-tenant, federated instance features Page No.37	(b) All federated instances should be in sync with primary instance at Coast Guard Primary Data Center at Delhi NCR	Kindly specify the number of instances apart from the PDC?	Approx. 150 Nos.	Approx. 150 Nos.
65.	Other Requirements Page No.29 Point No.4.2	(af) Source code with IPR for Coast Guard	Source code for changes / customisations provided to coast guard can be provided with IPR for the customisations. Core product source code cannot be provided with IPR, however API s will be available.	IPR governed by Govt of India guidelines as applicable	IPR governed by Govt of India guidelines as applicable. As per RFP
66.	NON-FUNCTIONAL REQUIREMENTS – PROJECT DMS-DRR FOR INDIAN COAST GUARD Page No.33 Point No.1	(b) Shall be developed on Java language	Can .Net be considered instead of Java?	No	No

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67.	Documentat ion Page No.41 Point No.27	c (i) SRS should be submitted within 10 days of date of Coast Guard work order. Vendor could enter into prior development initiate design & development phase only after obtaining approval of SRS	10 days is insufficient to provide a good SRS with complete functional and nonfunctional requirements that may include uses cases that describe user interactions the software must provide. Depending on the number of Functional / Non functional requirements mention we suggest to provide additional days for the SRS creation	As per RFP	As per RFP