

WTL/CT/DMS/13-14/005 dated 30.08.2013 ver 1.0 (Queries and Clarifications)

Sl No.	Section No.	Clause No.	Page No.	Queries	Clarification to queries sought
1		Short Tender Notices	2	Last date and time of tender submission Date of opening of tender	01.10.2013 at 14.00 hrs. (Refer Corrigendum) 01.10.2013 at 14.30 hrs.
2	T	Price Bid - Change Management and Capacity Building	116	Training and Change Management workshops	DMS application related training (personnel to be trained): 800 System administration and support training (personnel to be trained): 50 Change Management workshops (Number of workshops): 10 (Refer Corrigendum)
3	J	BILL OF MATERIAL	70	How many document management users do we need to propose	Enterprise unlimited user license
4	J	BILL OF MATERIAL	70	How many workflow users (approving authority) do we need to propose	All CTD officials above JCCT. Estimated at 600. (approving authority, not all users).
5	J	BILL OF MATERIAL	70	Is there any requirement of High Availability and Disaster Recovery also as Non functional requirement. If yes, which all components to include in HA & DR strategy.	HA and DR is not included as a functional requirement. Automated Tape Library is required for primary backup.
6	42	Help Desk	33	How many concurrent users are for the help desk and service desk	Around 800 concurrent users for WBCTD DMS. Helpdesk would be accessed by all WBCTD DMS users. SI to deploy resources to maintain SLAs mentioned in the RFP.
7	1.6	Asset Management	59	Is the system likely have an online IT asset management for all hardware?	Yes
8	G	System Administration and Trouble Shooting	64	Can the bidder propose his own Application Performance Management system ?	SI would be providing the PMS reports which would be validated by the SDC reports.

9	F	1.3.2.2. > f	k	Compliance with Industry Standards: Diety Content Management Interoperability Services (CMIS) specification for providing services on working with rich content repositories is a must for any Enterprise Content Management solution. Kindly include as mandatory requirement.	The SI should specify the DMS proposed by it supports CMIS specification or not.
10	F	1.3.2.1. > 1	52	Federated Search is a must for any Enterprise Content Management solution. Entry and Search Templates is a must for faster & easier business user access. Kindly include as mandatory requirement.	The SI should support federated search for ECMS
11	F	1.3.2.1. > 25	55	Web-based access from anywhere in the world is mostly provided with User Interface on HTML5, CSS3, Dojo and Ajax based Web 2.0 technologies. Kindly include as mandatory requirements.	No change
12	F	1.3.2.1. > 23	55	E-Manuals: Product Documentation including the Application Program Interface toolkit information has to be provided for seamless business continuity. Kindly include as mandatory requirements.	Product documentation and emanuals including the API toolkit information must be provided. The SI should develop API interfaces for applications (if any) to be integrated during the development and support phase
13	F	1.3.2.2. > d	56	Scalability: Homogenous Middleware Software components in Web Services, Application Services, Database Services and Directory Services ensures Realiability and Scalability as required. Kindly include as mandatory requirements.	No change
14	F	1.3.2.1. > 14	53	Uploading of products/ documents: Rule Based Scan Module for Online/Offline Scan is a must to adhere to legal requirements. Kindly include as mandatory requirements.	No change
15	F	1.3.2.1. > 2	52	Document Level Security/ Controlling and Organizing File Access: A Web Based Process Designer is required for compliance with various government rules and acts such as IT Act etc. The implications of each process and any change requets should be properly analyzed and validated against the Govt. rules and guidelines as part of Security/Control/Audit. Kindly include as mandatory requirements.	No change

16	F	1.3.2.1. > 5	52	Document Collaboration: Milestones in Process Management on document collaboration is a must for MIS/Audit/RTI reporting. Kindly include as mandatory requirements.	No change
17	F	1.3.2.1. > 24	55	MIS Reporting: System Dashboard for performance monitoring is a must. Kindly include as mandatory requirements.	MIS Reporting: System Dashboard for performance monitoring is required (both built-in and customised)
18	Annexure VI	SAN disks	98	EMC CX4 240 is a Old Storage system and is an End of Sale declared product. Simply increasing the capacity and workload will put additional overhead on the Storage controllers which might lead to performance bottlenecks. Request you to clarify on the performance ownership of the existing EMC Storage. Moreover this specification is OEM proprietary, Hence request to procure a NEW Generation storage array or upgrade the existing	A new generation storage array or upgrade the existing storage which can handle the future Storage workloads.
19	Annexure VI	Server Specification for Database Server	89	1.5V is a high Voltage Memory suggest to change it to 1.5V or Lower, 1.35V memory consumes lower power.	Voltage Memory to change to 1.5V or Lower, 1.35V memory consumes lower power.
20	Annexure VI	Server Specification for Application Server	91	1.5V is a high Voltage Memory suggest to change it to 1.5V or Lower, 1.35V memory consumes lower power.	Voltage Memory to change to 1.5V or Lower, 1.35V memory consumes lower power.
21	Annexure VI	Server Specification for Web Server	94	1.5V is a high Voltage Memory suggest to change it to 1.5V or Lower, 1.35V memory consumes lower power.	Voltage Memory to change to 1.5V or Lower, 1.35V memory consumes lower power.
22	J	BILL OF MATERIAL	70	How many document management users do we need to propose	Enterprise wide unlimited user license
23	J	BILL OF MATERIAL	70	How many workflow users do we need to propose	All CTD officials above JCCT. Approx 600
24	Section E	Diagram of existing setup	46	Is the SI expected to reuse the networking gear given in the diagram?	No
25	Section E	Diagram of existing setup	46	IS SI expected to give new network security gear or integrate with the existing setup?	Integrate with existing setup
26	Section E	Existing hardware	47	What is the reason for this hardware list? Is the SI expected to reuse this hardware or is required to provide AMC for the same ?	No. It is for understanding of current IT landscape at WBCTD

27	Section F	Scope of the project." DMS integration with legacy application	49	IMPACT, etc. has been provided. Please provide the exact list of applications and their details for DMS integration.	The SI to assess the integration points at the assess stage
28	Section F	Project Management	49	What is the duration for which the PMIS tool needs to be provided?	During the duration of the engagement (3 years)
29	Section F	Project Management	49	Do we need to implement the PMIS tool in customer premises?	Please refer Sl. 6 of this worksheet.
30	Section F	Detailed design document	51	Gap infrastructure report is one of the deliverables of the bidder. Who is going to procure this gap infrastructure ? Pls clarify	No change
31	Section F	Detailed SRS	51	Bidder is expected to do a Detailed SRS. But its quotation is on the basis of the FRS given in this tender. Who will bear the cost of deviation from the published FRS and the SRS if any during project execution phase? Pls clarify	No change
32	Section F	Detailed design document	51	Technical architecture document - application, network and security. Who is going to procure the network security and other details which come as a requirement of the detailed design document ? Pls clarify	No change
33	Section F	Functional Modules	54	Clause 19, DSC. Kindly clarify how many DSC needs to be procured by SI and of what class?	SI donot need to procure DSCs. It would be provided by the WBCTD. Class 2 signing and encryption would be procured by the WBCTD.
34	Section F	Functional Modules	54	External users. Additional product in the name of " pdf annotation services" has been mentioned? What is it mentioned as additional product? Does customer have any requirement of internal product and additional product? Also annotation can also be done in other methods ? Why do we need to follow a proprierty method through " Adobe"	This clause is deleted
35	Section F	1.3.2.2 Other functionalities	55	PKI and biometric. Please mention exact quantity of biometric and PKI certificates to be given and the class of the same. IT Act 2000 is a generalized document and doesn't give specific guidelines for such transactions.	DSCs to all JCCT and above would be provided by the WBCTD

36	Section F	STQC certification	57	We request this to be a separate milestone on quality and not link it to sign off criteria. It is requested that state themselves engage STQC and this is taken as an internal audit rather than SI engaging them.	STQC is delinked from signoff criteria
37	Section F	1.5 - IV	58	The IT infrastructure should be compatible with the infrastructure of SDC. What is the meaning of this statement? What does compatibility mean. Kindly clearly highlight .	The HW proposed by the SI would be hosted at SDC and should be compatible to the current HW at SDC
38	Section F	Annexure VI: Product Specification Sheet cum compliance table	88	There is no specification of network devices and security devices given. Does that mean that will be the responsibility of customer. Pls clarify	Existing networking and security features would be adopted.
39	A. Document	Auto escalation mechanism should be set up after 3 Adjournment Notices	74	Please elaborate more on the requirements	When a dealer gets a hearing notice from an Assessing officer (AO), if the same is not resolved even with 3 hearings or 3 adjournments, it should be auto escalated to the supervisor of the AO. This should be incorporated in the workflow management.
40	A. Document	Adjournment request may come through e-mail (registered e-mail id of Dealer)	74	Please provide details on the role of the dealer	The dealer would receive this notice in his dealer profile and email inbox from the DMS
41	A. Document	Hearing Notice' should be updated on Dealer's profile, whenever the Notice is being mailed to dealer	74	Please provide details on the role of the dealer	The dealer would receive this notice in his dealer profile and email inbox from the DMS

42	A. Document	Should support integration with IMPACT, WBCtax Portal, BI tools etc. and have backup and recovery facility	85	Please provide technical details on WBC Tax aPortal and Impact systems	Please refer page 47-48 and page 145-151 of the RFP. DMS need not connect with the WBCTD web portal
43	A. Document	Should provide enterprise wide licensing	87	Most of the commercial DMS are licensed on named users and no enterprise license can be given without a cap. Please provide details on number of users	Enterprise unlimited user license
44	Section B	21. Liquidated Damages	26	The difference of cost incurred by WTL will be recovered from the contractor, but capped to 5% of the affected/delayed product/services value	No change
45	Section B	23 Suspension of work	26	In case of delay/suspension of work as advised by WTL, the time period for completion to be extended accordingly. This delay not considered for calculating Liquidated damages or other penalty	No change
46	Section B	24. Payment Terms	26	Payment will be milestone basis between Bidder and WTL. Request deletion of back to back payment with end customer Payments to be made NT30 from date of invoice	No change
47	Section B	33. Termination	29	In case of termination, customer will pay the bidder for all products/services delivered and cost reasonably incurred till time of termination	No change
48	Section B	39. Warranty	31	All OEM warranty will be passed on to the customer as offered by respective OEMs	No change
49	Section B	43. Performance Bank Guarantee	34	PBG to be invoked by customer only on material breach of contract by the bidder and after providing a reasonable cure period to correct the same. Request to make necessary change	No change
50	Section B	48. Taxes	35	In case of any increase/decrease in taxes during the contract period, the benefit/burden of the same will be passed to the customer	No change
51	Section B	68. Deemed Acceptance	38	In case acceptance is delayed due to reasons beyond bidder's performance, deliverables will be deemed accepted; provided the Acceptance Tests do not have any major error points which may affect the performance of solution.	No change

52	Section B	73. Exit Management	39	Exit fees to be as per the agreed book value of assets at each point in time	No change
53	Section U	Penalty	119	Penalty as per Section U to be capped at 10% of the affected value of product/services as per contract	No change
54	Section C	Eligibility criteria. Point no. 4	43	Request you to consider financial statements for 5 yrs from 2007-08 to 2011-12.	Changed. Financial statements for 5 years would be from 2007-08 to 2011-2012
55	Section C	Eligibility criteria. Point no. 6	43	Request you to consider DMS project reference executed in 2009-10 also.	Changed. DMS project reference for 2009-2010 also to be considered
56	Section C	Eligibility criteria. Point no. 10	43	We as an SI do not have a policy to form consortiums (unless it is stipulated in the RFP as an expectation). As the prime bidder is wholly responsible for the success of the project, we have the belief to execute this project successfully without the need of a consortium. We would therefore humbly request to kindly oblige our request to sub contract only the non-core activities related to this project such as data digitization, scanning, certain aspects of training etc. While as an SI we will take full and whole responsibility of the successful execution of the project. Hence, we need a relaxation on this requirement. Kindly confirm.	SI can subcontract non core activities like data digitization, scanning, certain aspects of training etc. The ownership of these deliverables will be on the prime bidder only. WTL would not negotiate or interact with any of the sub contractors employed by the prime bidder
57	Sec. B	Definition of 'Agreement'	11	We understand that upon down selection, there will be discussion between the Customer and bidder on the governing terms and a mutual agreement on the same will be documented in a written agreement. Hence, we propose modification of this definition as follows:- ""Agreement" means the Agreement to be signed between the successful bidder and Commercial Tax Directorate including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications and based on the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations "	No change

58	Sec. B	Definition of 'Services'	14	We submit that the scope of work/services will be documented in a written Scope of Work (SOW) document that will be attached to the contract. Hence we propose modification of this definition as follows - ""Services" means the services delivered to the Stakeholders of Client or its nominated agencies, employees of Client or its nominated agencies, and to professionals, using the tangible and intangible assets created, procured, installed, managed and operated by the Bidder including the tools of information and communications technology as per the scope of work mentioned in Scope of Work document attached to the Agreement that is prepared on the basis of the list of services specified in this RFP and the technical proposal submitted in response thereto."	No change
59	Sec. B Cl.11(a) & Cl.16 (III)	Forfeiture of EMD id Bidder fails to accept work order terms and conditions	17 & 23	We submit that we may propose some alternate language / clarifications on certain critical non-standard terms of the RFP. We propose that upon down selection, the same will be mutually discussed at the time of contracting in order to reach a mutually agreeable position which will be incorporated in a written contract. Hence, inability of the parties to reach a mutually agreeable position on the terms will not be a ground of rejection of bid or forfeiture of EMD.	No change
60	Sec. B Cl.19	Contract Execution	24	We submit that Performance Security issuance process is initiated only after signature of the governing agreement. Hence, we submit that the Performance Security be issued within a reasonable time of execution of the governing agreement.	No change

61	Sec. B Cl.25	Liability	28	<p>The wording/drafting of this clause is not clear and does not make much sense. We propose modification and simplification of this clause as follows:-</p> <p>"In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In all such instances, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable in aggregate for all such claims for no more than:</p> <ul style="list-style-type: none"> ☑ Payment referred to in the Patents and Copyrights clause. ☑ Liability for bodily injury (including death) or damage to real physical property and tangible personal property limited to that cause by the Contractor's negligence. ☑ the charge paid by WTL for the individual product or annual service charges that is the subject of the claim for as to any other actual damage arising in any situation involving nonperformance by Contractor pursuant to or in any way related to the subject of this Agreement, <p>However, the contractor shall not be liable for any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.</p>	No change
62	Sec. B Cl.26	Patents & Copyright	28	<p>We submit that OEM manufacturers and software licensors will directly defend/settle third party IPR infringement claims as per their standard license/warranty terms. Hence, we propose modification of the first sentence as follows to clarify that the same is applicable to bidder branded products - "If a third party claims that a bidder branded product delivered by the Contractor to WTL infringes that party's patent or copyright, the Contractor shall defend WTL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL."</p>	No change

63	Sec. B Cl.28	Workmen's Compensation	28-29	We propose deletion of this clause as it is not applicable to this project.	No change
64	General	Infra	General	We assume that space, uninterrupted power, furniture, connectivity (for uploading), computers, local networking will be provided by WBCTD.	These facilities would be provided by WBCTD. DG backup will not be provided.
65	F	Digitization	27	As project is of shorter duration and digitization involved heavy capital investment and recurring cost so we request WBCTD for monthly payments for digitization activity.	Digitization would have quarterly payments only based on actual number of pages scanned by the SI.
66	K	(C1.3)	84	Please confirm if the indexing will be in English only	Indexing would be done in English only
67	K	1.6	88	Please specify the concurrency of licenses at any given point of time.	Unlimited user license
68	F	(1.3.2.1.21),	54	Since the department is asking for an open standard product, requesting you to remove the point "The annotation capabilities require an additional product (PDF Annotation Services) to be integrated within the software" since it is a propriety terms for some OEM product.	This clause (PDF annotation services) is deleted

69	A	1.3	9	<p>1. Documents are loose sheet or in a bind book format? If documents are in a bind book format then are we allowed to open the binding for the purpose of ADF mode scanning?</p> <p>2. Do we need to scan all pages provided to us, or selective pages? If selective pages then what is the percentage of pages in record which are to be scanned?</p> <p>3. What is the percentage of documents in torn/mutilated state?</p> <p>4. Do we need to convert all pages (A4,A3,A2,A1,A0) to PDF or PDF/A?</p> <p>5. Please specify the scanning mode (Color/Grey/B&W), DPI and File format.</p> <p>6. What are the metadata/indexing fields for a record and language of indexing? Please also specify the number of chars in each metadata/indexing field.</p> <p>7. Metadata/Indexing information is available on which page of record (like first page, specific page, any page)?</p> <p>8. What is the duration for completion of the scanning?</p> <p>9. What are the infrastructure to be provided by client like space, power, UPS, power backup, computers, connectivity for uploading, local networking, furniture, security, Air conditioned environment for scanners and computers.</p>	<p>1. Documents are in both formats but mainly in loose sheets.</p> <p>2. The historical scanning would be for all pages.</p> <p>3. This cannot be ascertained</p> <p>4. All pages should be converted to PDF or PDF/A</p> <p>5. Scanning mode: Grey/ 300 dpi/ PDF</p> <p>6. 7. 8. These points to be taken care during HLD stage (assess stage)</p> <p>9. Answered before</p>
70	A	1.3	9	<p>What are the various locations where the digitisation need to take place</p>	<p>Total 56 locations. 66 charge offices of which 27 offices are located in WBCTD HQ at 14, beliaghata road and 11 charge offices in Salt Lake WBCTD, 5 in howrah, 3 in behala and rest in the districts across the state.</p>
71	SHORT TENDER NOTICE	5	2	<p>Kindly provide an option to submit EMD in Bank Guarantee also.</p>	<p>No change</p>

72	SECTION - 5 Page 10 Eligibility criteria	Section 5	10	<p>The bidder shall have executed "Similar Nature" of single order as System Integration in Domestic IT project for an amount not less than Rs.10 Crores in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department/PSU/Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided("Similar nature" includes (a) Hardware, systems & application software installation and integration at Primary site, and (b) Hardware, systems & application software installation and integration at DR site, and (c) Maintenance and management of primary & DR site.) Request to replace or club the clause (a) and (b) with "Hardware systems & System Software/ERP and integration at Primary site/DR site"</p>	Change: Last 3 FY has been considered as 2010-11, and 2011-2012, and 2012-2013. Point a and b are clubbed together.
73	Section 15 Evaluation criteria	18	18	<p>The bidder shall have executed "Similar Nature" of single order as System Integration in Domestic IT project for an amount not less than Rs.10 Crores in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department / PSU /Autonomous Body. Documentary evidence to be submitted. References Work order / Purchase copy along with proof of completion for the project to be provided. As per clause no. 5 of eligibility criteria. LOI will not be accepted. ("Similar nature" includes (a)Hardware, systems & application software installation and integration at Primary site, and (b) Hardware, systems & application software installation and integration at DR site, and (c) Maintenance and management of primary & DR site.) Request to replace or club the clause (a) and (b) with "Hardware systems & System Software/ERP and integration at Primary site/DR site"</p>	Change: Last FY has been considered as 2009-10, 2010-11, and 2011-2012. Point a and b are clubbed together.
74	Table - A15: Facility Management Service	3. Technical Support Team (posting not required)	61	Does these resources need to be available on-call only.	

75	Table – A18: Facility Management Service	1. Technical Support team (posting not required)	63	Does these resources need to be available on-call only.	These resources should be available on call from WBCTD
76	Table A21 – Facility Management Service	1. Technical Support team (posting not required)	65	Does these resources need to be available on-call only.	
77	Section 24	Payment terms	20	<p>Request to modify payment terms as follows:60% payment of the total Hardware & Software value will be made after successful delivery of Hardware and System Software with proper documentation.</p> <p>40% payment of the total Hardware & Software value will be made after successful migration, go-live and starting of Facility Management Support.</p> <p>Systems Integration Charge</p> <p>90% of the System Integration Charge will be made after successful migration, go-live and starting of Facility Management Support.</p> <p>Remaining 10% of the system Integration charge will be made after one month of successful go-live.</p>	<p>60% payment of the total Hardware & Software value will be made after successful delivery of Hardware and System Software with proper documentation.</p> <p>35% payment of the total Hardware & Software value will be made after successful migration, go-live and starting of Facility Management Support.</p> <p>Rest 5% to be paid quarterly over 3 years (12 quarters)</p>
78	SHORT TENDER NOTICE	5	2	Kindly provide an option to submit EMD in Bank Guarantee also.	No change

79	SECTION - C Page 10 Eligibility criteria	Section 5	10	<p>The bidder shall have executed "Similar Nature" of single order as System Integration in Domestic IT project for an amount not less than Rs.10 Crores in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department/PSU/Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided("Similar nature" includes (a) Hardware, systems & application software installation and integration at Primary site, and (b) Hardware, systems & application software installation and integration at DR site, and (c) Maintenance and management of primary & DR site.) Request to replace or club the clause (a) and (b) with "Hardware systems & System Software/ERP and integration at Primary site/DR site</p>	<p>The bidder shall have executed at least one DMS solutions for an amount not less than Rs.1 (One) Crore in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department/PSU/Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided.</p>
80	Section15 Evaluation criteria	18	18	<p>The bidder shall have executed "Similar Nature" of single order as System Integration in Domestic IT project for an amount not less than Rs.10 Crores in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department / PSU /Autonomous Body. Documentary evidence to be submitted. References Work order / Purchase copy along with proof of completion for the project to be provided. As per clause no. 5 of eligibility criteria. LOI will not be accepted. ("Similar nature" includes (a)Hardware, systems & application software installation and integration at Primary site, and (b) Hardware, systems & application software installation and integration at DR site, and (c) Maintenance and management of primary & DR site.) Request to replace or club the clause (a) and (b) with "Hardware systems & System Software/ERP and integration at Primary site/DR site</p>	<p>The bidder shall have executed at least one DMS solutions for an amount not less than Rs.1 (One) Crore in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department/PSU/Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided. (a) and (b) are clubbed together</p>

81	Table – A15: Facility Management Service	3. Technical Support Team (posting not required)	61	Does these resources need to be available on-call only.	The technical support team needs to be available when WBCTD requests for the same
82	Table – A18: Facility Management Service	1. Technical Support team (posting not required)	63	Does these resources need to be available on-call only.	The technical support team needs to be available when WBCTD requests for the same
83	Table A21 – Facility Management Service	1. Technical Support team (posting not required)	65	Does these resources need to be available on-call only.	The technical support team needs to be available when WBCTD requests for the same
84	Section 24	Payment terms	20	Request to modify payment terms as follows:60% payment of the total Hardware & Software value will be made after successful delivery of Hardware and System Software with proper documentation. 40% payment of the total Hardware & Software value will be made after successful migration, go-live and starting of Facility Management Support. Systems Integration Charge 90% of the System Integration Charge will be made after successful migration, go-live and starting of Facility Management Support. Remaining 10% of the system Integration charge will be made after one month of successful go-live.	60% payment of the total Hardware & Software value will be made after successful delivery of Hardware and System Software with proper documentation. 35% payment of the total Hardware & Software value will be made after successful migration, go-live and starting of Facility Management Support. Rest 5% to be paid quarterly over 3 years (12 quarters)
85	Annexure VI	3	89	Please change for TPC-H benchmark instead of TPC-C (tpmC) or ask for SEPCINT_rate_base_ 2006 ratings to broadbase the bid participation. TPMC is a dated metric for OLTP and has lost relevance in modern workloads. DELL has stopped subscribing to it post 2009. Hence the latest systems' benchmarks are not available on this site	This clause is deleted
86	Annexure VI	7a	89	Seems to be a Typo error -SAS / SCBIDDER (SYSTEM INTEGRATOR)	This clause is deleted

87	Annexure VI	3a	92	Please change for TPC-H benchmark instead of TPC-C (tpmC) or ask for SEPCINT_rate_base_2006 ratings to broadbase the bid participation. Please change for TPC-H benchmark instead of TPC-C (tpmC) or ask for SEPCINT_rate_base_2006 ratings to broadbase the bid participation	This clause is deleted
88	Annexure VI	8a	95	Seems to be a Typo error -SAS / SCBIDDER (SYSTEM INTEGRATOR)	This clause is deleted
89	General	Infra	General	We assume that space, uninterrupted power, furniture, connectivity (for uploading), computers, local networking will be provided by WBCTD.	Space, power etc would be provided by WBCTD
90	General	File Movement	General	As per our understanding of the required solution, we strongly recommend the proposed system shall support the Whitehall View (Providing Option of putting the scan image and the note sheet on the same screen) of the file.	No change
91	A	It also plans to digitize the assessment/appeal files for the assessment year 2009-2010, which have approximately 80,000 files spread across West Bengal in its HQ and various charge offices (13)	9	What is the location of various charge offices where digitization is required?	Total 56 locations. 66 charge offices of which 27 offices are located in WBCTD HQ at 14, beliaghata road and 11 charge offices in Salt Lake WBCTD, 5 in howrah, 3 in behala and rest in the districts across the state.
92	F	The existing manual system of file movement poses several challenges to the effective functioning of the directorate (1.3.2.1)	51	Request you to include the following specification to get an effective file movement and tracking system: "The system should comply with the Manual of Office Procedure (MOP), published by the Department of Administrative Reforms and Public Grievances (DARPG)."	No change

93	F	The software should possess readily available document creation "Forms" (1.3.2.1.6)	52	Please explain this requirement in detail?	As mentioned in page 52 of the RFP.
94	F	Workflow Managemen.(1.3.2.1.11)	53	As workflow management is key component of this RFP we envisage that WBCTDD is looking forward for proven, and scalable Business Process Management(BPM) solution. Please clarify our understanding.	BPM is not included in the scope of this project.
95	K	Workflow Managemen.(1.1.3)	75	Understanding the process agility, we suggest the workflow management system should have Business Process Management and Notation (BPMN) compliant graphical workflow designer for modeling complex Business Processes using drag and drop facilities..	No change
96	K	Workflow Managemen.(1.1.3)	75	On the basis of our experience in similar projects our recommendation is that the organization need a Business Process Management (BPM) platform which has the capabilities of graphically modeling the processes or workflows, in built Form designer, configurable Business Activity Monitoring tool(Dashboards) to view progress of each individual process.	
97	K	Workflow Managemen.(1.1.3)	75	We recommend that the system should have inbuilt Rule Engine for defining rules. System should be compliant with JSR 94 and should support integration with other rule engines.	SI may propose inbuilt rule engine for defining rules
98	K	Workflow Managemen.(1.1.3)	75	Request you to include the following specification to ensure best of breed solution: The required BPM solution for the Workflow Management system should be BPEL (Business Process Execution Language) based Service Oriented Architecture. So please ensure that a BPM based system which should complies to workflow standards such as BPMN, BPEL, WFMC is required for automation of workflows	No change

99	F	The software should be able to generate timely MIS reports. Daily, Weekly and Monthly Status or MIS Reports should be generated to track the transaction levels and frequency. It can also be an effective tool to judge the overall functionality of the system with respect to a particular charge or a circle (1.3.2.1.24)	55	As WBCTD is looking for an extensive MIS/ reporting tool which should like an report in graphical and tabular format having dashboard functionality for WBCTD senior management, we envisage that WBCTD is looking forward for Business activity monitoring engine for holistic view of reports along with proposed workflow solution. Please confirm our understanding.	An integrated dashboard should show the MIS reports (both built-in and customised as defined by the nodal officer) for the workflow managers across the CTD hierarchy
100	K	Document Mangement System (1.1)	74	As WBCTD is looking for an extensive Document management system we suggest the software should support multiple platforms for interoperability (Windows 2003, options for Linux or other Unix variants) software should be platform independent on the server side. Support for multiple platforms for interoperability like Windows2003, Linux or other Unix variants. The server component should be able to run on Linux and Windows operating system both in virtualized and non virtualized environment	No change
101	K	Document Mangement System (1.1)	74	Request you to include the following specification to have a structured product : "DMS should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS."	DMS should be designed for storing high volumes. DMS should not store image and binary document in RDBMS

102	K	Search and Retrieval (A.1.1.6)	77	As digitization is key component of this RFP so we recommend that the proposed content management system should have support for archiving, viewing and annotating PDF/A documents, as PDF/A is an ISO-standardized version of the Portable Document Format (PDF) specialized for the digital preservation of electronic documents.	Replied above in the worksheet
103	K	Record Management (1.2.1)	78	Request you to include the following specification to ensure best of breed solution: The system should support the Record Management standards like DoD 5015.02/ VERS/ ISO. It should be certified for one mentioned standard.	No change
104	K	Scanning (C1.3)	84	We recomend that system shall have document image quality analyzer for auto correcting the scanned image without manual intervention. It should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.	No change
105	K	Scanning (C1.3)	84	Indexing will be in English or other language also	Indexing would be done in English only
106	K	Scanning (C1.3)	84	The software solution may include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.	No change. SI may propose the features supported in its proposed solution
107	K	Scanning (C1.3)	84	As time, accuracy and security is the essence of the project, the Bidder must have Automated Production Control System for managing digitization centre to track the real time progress of digitization activity. The Bidder should possess valid licenses of the same.	No change. SI may propose the features supported in its proposed solution

108	K	Licensing (1.6)	88	Kindly include the following criteria to get the best in breed solution: "The proposed Scanning Solution, DMS and Workflow management system should be from same vendor so that applications are seamlessly integrated"	No change. SI may propose the features supported in its proposed solution
109	K	Licensing (1.6)	88	Our understanding is that the organization requires the Document Management Software system for unlimited usage of named users. Is the understanding correct? Please specify the concurrency at any given point of time.	Correct
110	J	Bill of Material, Implementation Phase (1.2)	70	Since the department is asking for Enterprise / Unlimited License so please change DMS License Cost to DMS License Cost (enterprise/unlimited license) , Add Scanning software (unlimited licenses) , else the same RFP is asking different information for the same requirement.	Changed: DMS License Cost (enterprise/unlimited license)
111	F	Functional Module (1.3.2.1.21), External Users / Concept of Annotating	54	Since the department is asking for an open standard product, requesting you to remove the point " The annotation capabilities require an additional product (PDF Annotation Services) to be integrated within the software " since it is a proprietary terms for some OEM product.	This clause is deleted
112	B	Evaluation Criteria (14/15)	18	As a large enterprise installation atleast 1 to 1.5 crore images would be digitized on a yearly basis and therefore, over 10 years period, the repository would grow to 10-15 cr leading to be deployment of enterprise class systemt. So we suggest to have a good enterprise class Document Management Software the following points may be included in the Spec --- 1. "The Document Management Software should have at least 3 Implementation in India having a central repository of 5 crore or more images at every installation. Out of 3 installation at least 1 installation should be in the Government / PSU sector in India" 2. "The Proposed Document management Software should have at least 1 installation where 1000 or more	No change
113	F	Data Digitisation under PPP mode(1.7)	60	Historical documents are bind or loose state?	Answered above
114	F	Data Digitisation under PPP mode(1.7)	60	If documents are in bind state then are we allowed to unbind the documents for the purpose of scanning?	Answered above

115	F	Data Digitisation under PPP mode(1.7)	60	Do we need to scan selective or all pages from the set of documents provided to digitization team? If selective page, then what is the percentage of pages required to be scanned from the set?	Answered above
116	F	Data Digitisation under PPP mode(1.7)	60	As historical data is of 44,000 files @ avg 300 pages and yearly 50,000 files @ avg 200 pages, so can we assume that one file means one record or a file may contain multiple records (for multiple entities). If file contains multiple records then please specify the average number of pages in a record.	Answered above. For the subsequent years, the number of files may come down than the 50,000 files mentioned in RFP. The SI would receive digitisation cost based on number of actual pages digitised by it.
117	F	Data Digitisation under PPP mode(1.7)	60	What is the size of documents? like A4/A3/A2/A1 etc. If documents are of mixed size then specify the percentage of each size?	Answered above in the worksheet
118	F	Data Digitisation under PPP	60	What is the percentage of documents in torn or mutilated condition?	Answered above in the worksheet
119	F	Data Digitisation under PPP mode(1.7)	60	Please specify the number of locations for scanning setup along with average load per location.	Answered above in the worksheet
120	F	Data Digitisation under PPP mode(1.7)	60	What is the recommended scanning DPI and image file format like TIFF or PDF or JPG etc?	Answered above in the worksheet
121	F	Data Digitisation under PPP mode(1.7)	60	What is the scanning mode of documents like Monochrome or grey scale or color mode? if mix modes then specify the percentage of each mode?	Answered above in the worksheet
122	F	Data Digitisation under PPP mode(1.7)	60	What are the meta data entry fields for every record? please specify the name and number of chars each field?	This would be assessed during the Assess stage of the project. Indexing of records would be in English only.
123	F	Data Digitisation under PPP mode(1.7)	60	Indexing/Metadata entry of records will be in English or Hindi?	
124	F	Data Digitisation under PPP mode(1.7)	60	Metadata fields information is available on which page of record? like first page or specific page or within any page in a record?	Answered above in the worksheet
125	F	Data Digitisation under PPP mode(1.7)	60	What are the facilities provided by WBCTD for the scanning centre like Computers, LAN, uninterrupted power supply, furniture, connectivity for upload, space etc.	These facilities would be provided by WBCTD. DG backup will not be provided.
126	F	Data Digitisation under PPP mode(1.7)	60	It is assumed that WBCTD will provide documents at scanning location for the purpose of digitization and will also pickup after digitization. Please confirm.	For historical digitisation, WBCTD would provide the offices. The digitisation would be carried on charge wise and the charge officer would be responsible for handing over and taking back of the files in his/ her charge.

127	F	Data Digitisation under PPP mode(1.7)	60	Are we allowed to work 24x7 at the digitization centre?	For historical digitisation, the offices would be kept open as per WBCTD business hours.
128	F	Data Digitisation under PPP mode(1.7)	60	Are we allowed to work 24x7 at the digitization centre?	For historical digitisation, the offices would be kept open as per WBCTD business hours.
129	F	Payment Terms(24)	27	As project is of shorter duration and digitization involved heavy capital investment and recurring cost so we request WBCTD for monthly payments for digitization activity.	Answered above in the worksheet
130	B	15-A2	19	Experience in DMS Implementation (Value of Projects executed): Max 5 Citations showcasing experience as bidder for enterprise DMS implementation with project value ≥ INR 5 Crores. Can we showcase projects where 2 -3 areas (similar to A1) are covered as part of the project delivery?	Experience in DMS Implementation (Value of Projects executed): Max 5 Citations showcasing experience as bidder for enterprise DMS implementation with project value ≥ INR 2 Crores.
131	B	B1	22	Project Manager: The qualification & experience needs to be clarified. DMS related experience has been included twice. Can the specification for having MBA / PGDM from premier institute such as IIM, IIT, XLRI etc. be relaxed to MBA/PGDM from any institute / University?	No change
132	B	21	26	LIQUIDATED DAMAGE: Request to remove the following statement: 'The difference of cost incurred by WTL will be recovered from the contractor.'	No change
133	B	24	27	Payment Terms for Hardware / Servers: If WBCTD is unable to provide site within 60 days of material delivery the 15% payment will be released on the vendor giving a written assurance that he will install and commission the HW free of cost once the site is made ready. Request to amend / removal of this clause so that bidder is not penalised with payment delay for non-availability of site that is to be provided by Govt. departments.	Answered above in the worksheet
134	B	24	27 & 28	#Payment Schedule for Training Activity - Please clarify the payment terms for the Training related activities.	No change
135	F	1.7	60	Data Digitisation under PPP mode: Will the Directorate provide the basic infrastructure such as office space / room, almira, power, desktops, furniture, LAN, Internet Connectivity etc. for the digitization exercise?	Historical data digitisation would not be carried out in PPP mode. This would be done through the cost quoted by the lowest bidder. For future digitisation, needs the facilitation centres may be located outside CTD premises. For future digitisation needs, the SI would setup facilitation centers and scan the dealer documents at a rate that would help the SI run its facilitation centre economically.

136	F	1.8	61	Capacity Building / Training: Will the Directorate provide the basic infrastructure such as training venue, projector, power, desktops, furniture, LAN, Internet Connectivity etc. for the training exercise?	Yes. WBCTD would provide the basic infrastructure
137	F	1.8	61	Capacity Building / Training: Language for the classroom training, manual and CBT will be English. Please confirm this understanding.	Language for training, manual and CBT will be English
138	F	1.3.2.2.e)	56	Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system. DR is not in scope - please confirm the understanding and change the above statement accordingly.	DR is not in scope
139	J	BILL OF MATERIAL	70	How many document management users do we need to propose?	Answered in the worksheet above
140	J	BILL OF MATERIAL	70	How many workflow users do we need to propose?	Answered in the worksheet above
141	J	BILL OF MATERIAL	70	Is there any requirement of High Availability and Disaster Recovery also as Non functional requirement. If yes, which all components to include in HA & DR strategy.	Answered in the worksheet above
142	42	Help Desk	33	How many concurrent users are for the help desk and service desk?	Answered in the worksheet above
143	1.6	Asset Management	59	Is the system likely have an online IT asset management for all hardware?	Answered in the worksheet above
144	G	System Administration and Trouble Shooting	64	Can the bidder propose his own Application Performance Management system ?	Answered in the worksheet above
145	F	1.3.2.2. > f	56	Compliance with Industry Standards: Diety Content Management Interoperability Services (CMIS) specification for providing services on working with rich content repositories is a must for any Enterprise Content Management solution. Kindly include as mandatory requirement.	Answered in the worksheet above
146	F	1.3.2.1. > 1	52	Federated Search is a must for any Enterprise Content Management solution. Entry and Search Templates is a must for faster & easier business user access. Kindly include as mandatory requirement.	Answered in the worksheet above
147	F	1.3.2.1. > 25	55	Web-based access from anywhere in the world is mostly provided with User Interface on HTML5, CSS3, Dojo and Ajax based Web 2.0 technologies. Kindly include as mandatory requirements.	Answered in the worksheet above

148	F	1.3.2.1. > 23	55	E-Manuals: Product Documentation including the Application Program Interface toolkit information has to be provided for seamless business continuity. Kindly include as mandatory requirements.	Answered in the worksheet above
149	F	1.3.2.2. > d	56	Scalability: Homogenous Middleware Software components in Web Services, Application Services, Database Services and Directory Services ensures Reliability and Scalability as required. Kindly include as mandatory requirements.	Answered in the worksheet above
150	F	1.3.2.1. > 14	53	Uploading of products/ documents: Rule Based Scan Module for Online/Offline Scan is a must to adhere to legal requirements. Kindly include as mandatory requirements.	Answered in the worksheet above
151	F	1.3.2.1. > 2	52	Document Level Security/ Controlling and Organizing File Access: A Web Based Process Designer is required for compliance with various government rules and acts such as IT Act etc. The implications of each process and any change request should be properly analyzed and validated against the Govt. rules and guidelines as part of Security/Control/Audit. Kindly include as mandatory requirements.	Answered in the worksheet above
152	F	1.3.2.1. > 5	52	Document Collaboration: Milestones in Process Management on document collaboration is a must for MIS/Audit/RTI reporting. Kindly include as mandatory requirements.	Answered in the worksheet above
153	F	1.3.2.1. > 24	55	MIS Reporting: System Dashboard for performance monitoring is a must. Kindly include as mandatory requirements.	Answered in the worksheet above
154	Annexure VI	SAN disks	98	EMC CX4 240 is a Old Storage system and is an End of Sale declared product. Simply increasing the capacity and workload will put additional overhead on the Storage controllers which might lead to performance bottlenecks. Request you to clarify on the performance ownership of the existing EMC Storage. Moreover this specification is OEM proprietary, Hence request to procure a NEW Generation storage array or upgrade the existing storage using new generation VIRTUALIZATION technology which can handle the future Storage workloads.	Answered in the worksheet above

155	Annexure VI	Server Specification for Database Server	89	1.5V is a high Voltage Memory suggest to change it to 1.5V or Lower, 1.35V memory consumes lower power.	Answered in the worksheet above
156	Annexure VI	Server Specification for Application Server	91	1.5V is a high Voltage Memory suggest to change it to 1.5V or Lower, 1.35V memory consumes lower power.	Answered in the worksheet above
157	Annexure VI	Server Specification for Web Server	94	1.5V is a high Voltage Memory suggest to change it to 1.5V or Lower, 1.35V memory consumes lower power.	Answered in the worksheet above
158	S	2	111	Kindly Clarify, as this clause and clause no 4 are contradictory. As a Indian Company what should be the criteria ??	Answered in the worksheet above
159	S	6	111	This is Ok and acceptable but there is huge disparity with Evaluation Criteria (Please refer A2 of Evaluation Criteria on page 18). Kindly Modify accordingly	Answered in the worksheet above
160	S	7	111	Request is made to make it at least 2 times of the project value to make it competitive and resourceful Regional Bidders can Bid	Answered in the worksheet above
161	S	8	111	Request is made for making it Cmmi Leve 3 /ISO 9008. It is seen that most of the DMS tenders want ISO 9001:2008 from the implementer.	No change
162	J	BILL OF MATERIAL	70	How many worklow users do we need to porpose	Answered in the worksheet above
163	J	BILL OF MATERIAL	70	Is there any requirement of High Availability and Disaster Recovery also as Non functional requirement. If yes, which all components to include in HA & DR strategy.	Answered in the worksheet above
164	42	Help Desk	33	How many concurrent users are for the help desk and service desk	Answered in the worksheet above
165	1.6	Asset Management	59	Is the system likely have an online IT asset management for all hardware?	Answered in the worksheet above
166	Section B-ITB	15 Point AI	18	Request to change the point as : Experience in DMS Implementation / Software Development	Answered in the worksheet above

167	Section C — Eligibility Criteria	6	43	Kindly modify the point as : The bidder shall have executed at least one Software solution for an amount not less than Rs.1 (One) Crore in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department/PSU/Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided.	Answered in the worksheet above
168	Section F — Scope of Work	1.5.2	58	The RFP mentions deployment of IT hardware at Department/Charge Offices. However, there are no items listed in the Bill of Material. Please clarify whether such hardware have to be proposed or not	Answered in the worksheet above
169	Section F — Scope of Work	1.8	61	Please clarify whether infrastructure for training is to be provided by selected bidder or department	Yes
170	Section F — Scope of Work	1.9	65	Helpdesk support in Section F Clause 1.9 has been asked for a 24x7 support window. However Section B Clause 42 mentions 9x6 support for helpdesk	9*6 support is required for helpdesk
171	Section F — Scope of Work	2	71	Bill of Material for Hardware Components states 10 nos. of Automated Tape Library. Please clarify whether 10 Tape Libraries are required or 1 Tape Library populated with 10 tapes are required	1 Tape library populated with 10 tapes are required
172	General Queries			Kindly Consider the Last Three Financial Year as 2010-11, 2011-12 & 2012-13	Last 3 FY are 2009-2010, 2010-11, 2011-12
173	C	10	43	"It should be noted that the Prime Bidder shall independently fulfil the qualification criteria" - Request that the references of the prime bidder as well as the consortium partner can fulfil the qualification criteria.	No change
174	SHORT TENDER NOTICE	5	2	Kindly provide an option to submit EMD in Bank Guarantee .	No change
175	SECTION B INSTRUC TION TO BIDDER	73/EXIT MANAGEMENT/ Transfer of Assets	39-40	Kindly confirm whether the proposed project is a BOOT Project.	No

176			26	<p>Request to modify payment terms as follows:Application S/W Customization-including the Integration Requirements Payment-Milestone Based 30% of Application customization on Successful approval of SRS Document/Design Documents 50% of payment on successful integration completion in terms of the processes Assessment, Appeal, Audit and Enforcement. 10% of payment on successful installation of the DMS application. Payment QGR Based: 10% of Total Application Customization cost will be paid throughQGR for the contract period of 3 years. This payment would be regulated by the Nodal officer of the project based on successful execution of the project DataDigitization/ e-Records Payment-Milestone Based 100 % of total number of assessment files to be digitized pertaining to the FY 2009-2010 Hardware/ Servers Payment-Milestone Based 70% of total Hardware on delivery at site. 30 % of total Hardware on installation and commissioning. System Software Payment-Milestone Based 90% of total System Software Cost on successful implementation Payment QGR Based: 10% System Software Cost will be paid 6 months from the date of DMS application going live.</p>	Answered in the worksheet above
177	B	15: A2	19	Request to modify as follows"Max 5 Citations showcasing experience as bidder for enterprise DMS implementation with project value ≥ INR 1.5 Crores."	Changed: "Max 5 Citations showcasing experience as bidder for enterprise DMS implementation with project value ≥ INR 1.5 Crores."
178	B	71	38	"total number of consortium members including the Prime Bidder cannot exceed Two" - Request that this clause be removed on the number of members in the consortium.	No change

179	C	10	43	"However it may form a consortium for the activity of Data Entry/Data Digitization/ Data Scanning only" - Request if consortium be not restricted on the activity, left on the discretion of the System Integrator.	No change
180	C	6	43	Kindly confirm whether a project where DMS is implemented and currently backlog digitisation is in progress will be considered for eligibility.	Completion certificate is required
181	F	1.1	49	Is the vendor expected to manage and maintain the current legacy system IMPACT	No
182	F	1.1	49	Can the digitization operation be carried out from the client's facility	It can be done at WBCTD premises based on space availability and confirmation from Nodal officer. To be done at 66 charge offices of which 26 charge offices are located at WBCTD HQ.
183	H	1.9	67	What will be the size of the pages i.e. A4/Legal/A3/A2/A1 that needs to be scanned?	A4/A3/ Legal majorly
184	H	1.9	67	If the pages are of different sizes then what will be percentage breakup for each size of pages?	As available at charhes
185	H	1.9	67	Is there a specified nomenclature format for the folders or the metadata?	No
186	H	1.9	67	What would the average number of users to the workflow	JCCT and higher ranks: Approx. 600
187	H	1.9	67	What would be the process of delivery of documents from client to CMC?	Individual charge officers would give the files for digitization, and digitization would be done charge -wise in batches
188	F	1.1	49	Does the digitization activity need to be done at multiple locations? If yes, what will be the total number of locations where data digitization has to be done? Kindly confirm where they would be.	Yes. The details would be based on locations where there are volumes of digitisation.
189	F	1.1	49	Kindly confirm that infrastructure like space, furniture, AC, electricity, genset etc required for Scanning and digitization activity will be provided by client if digitization activity has to be done at client location?	No
190	H	1.9	67	Kindly confirm that scanning has to be done at 300 DPI in B/W format and final images would be saved in PDF/TIFF format? If not, please specify the format of scanning	Scanning has to be done at 300 dpi
191	H	1.9	67	What is the turn around time of the historical digitization work?	Before Go-Live of the DMS application.
192	H	1.9	67	What will be the average number of indexing fields and average number of characters per indexing field?	To be decided during Assess stage
193	H	1.9	67	What fields need to be extracted as metadata?	To be decided during Assess stage
194	H	1.9	67	Kindly confirm the volume of master data to be entered.	To be decided during Assess stage
195	H	1.9	67	What language would the master data be in?	English
196	H	1.9	67	Kindly confirm the various integration points in the existing client system for the digitization workflow	Mentioned in RFP. Page 145-151

197	H	1.7	60&67	What are the condition of the documents? Can the documents be scanned using Automatic feeder scanners? Or, the same is required to be scanned using non contact camera based scanners?	SI to decide whether to propose automatic feeder scanners
198	H	1.7	60&67	Is the historical data scanning a part of PPP model, i.e., the revenue for the same need to be collected from the dealers or the same will be paid by the Commercial Tax Department?	Historial scanning is not part of PPP model. The SI need not collect any revenue for the dealers for the same.
199	H	1.7	60&67	For the future digitization requirement of WBCTD, the revenue needs to be collected entirely from the dealers or Department will pay certain amount for the same? If the revenue is to be collected entirely from the dealers, whether the same is to be shared with the Department? What will be the revenue model?	Future digitisation would be on PPP mode for which the SI would collect the scanning charges from the dealer for dealer documents and from the WBCTD for the CTD documents. The revenue collected from the dealers can be retained by the SI.
200	H	1.7	60&67	What is the size of the future documents to be scanned, A4/ Legal/ A3?	No change
201	H	1.7	60&67	The future digitization requirement of WBCTD is estimated at 1 crore pages per year. Is it the minimum guaranteed documents to be scanned?	This number of future digitizaion requirement is not guaranteed
202	T		113	There is no scope for quoting the data digitization rates for PPP model for future digitization requirements.	The data digitisation for future digitisation requirements would be to collect revenue from dealers for scanning dealer documents.
203	1.7 Data Digitisation under PPP mode & SECTION - H	1	60&67	What is the size of the existing documents to be scanned, A4/ Legal/ A3?	Answered in the worksheet above

204	1.7 Data Digitisation under PPP mode & SECTION - H	I	60&67	What are the condition of the documents? Can the documents be scanned using Automatic feeder scanners? Or, the same is required to be scanned using non contact camera based scanners?	Answered in the worksheet above
205	1.7 Data Digitisation under PPP mode & SECTION - H	I	60&67	Is the historical data scanning a part of PPP model, i.e., the revenue for the same need to be collected from the dealers or the same will be paid by the Commercial Tax Department?	
206	1.7 Data Digitisation under PPP mode & SECTION - H	III	60&67	What is the no. of estimated documents to be scanned during first year of future digitization requirement?	Answered in the worksheet above
207	1.7 Data Digitisation under PPP mode & SECTION - H	III	60&67	For the future digitization requirement of WBCTD, the revenue needs to be collected entirely from the dealers or Department will pay certain amount for the same? Will collection be responsibility of the SI? If the revenue is to be collected entirely from the dealers, whether the same is to be shared with the Department? What will be the revenue model?	Answered in the worksheet above

208	1.7 Data Digitisation under PPP mode & SECTION - H	III	60&67	What is the size of the future documents to be scanned, A4/ Legal/ A3?	Answered in the worksheet above
209	1.7 Data Digitisation under PPP mode & SECTION - H	III	60&67	The future digitization requirement of WBCTD is estimated at 1 crore pages per year. Is it the minimum guaranteed documents to be scanned?	This number of future digitization requirement is not guaranteed
210	SECTION - T PRICE BID	Sl. No.3: Digitization/Scanning of Historical records	113	There is no scope for quoting the data digitization rates for PPP model for future digitization requirements.	Answered in the worksheet above
211	Section K	a-> 1.1.1 -> 2	74	Need clarity on need of native authoring tool to create and view document . Document can be created using the native application. Document can be viewed as HTML. Form available to add metadata for the document	Answered in the worksheet above
212	Section K	a-> 1.1.1 -> 2	74	Should enable users to customize the metadata information of document for specific needs such as review, approve and search.Document metadata schema is fixed based on document category. Metadata values can be changed by user	Answered in the worksheet above
213	Section K	a->1.1.3->12	74	Need clarity on reminder, or bring-forward, facility for unmanaged documents .Not clear. Reminder can be set based on time elapsed (reminder) when the document is in workflow	Answered in the worksheet above
214	Section K	a->1.1.3->15	74	Need more information on various security options .Please clarify	Answered in the worksheet above

215	Section K	b->1.2.1->1	74	Not clear what is meant by creating the electronic record using MS word, PDF , MS Excel .Please clarify	Answered in the worksheet above
216	Section K	b->1.2.5->11	74	Need details for automated periodic comparison of copies of information, and the replacement of any copy found to be faulty, to guard against media degradation.Please clarify.	Answered in the worksheet above
217	Section K	b->1.3->3	74	What documents need to be scanned and OCR'ed? Are these structured documents? ICR is for hand typed documents (like forms)? Please clarify	Answered in the worksheet above
218		1.3.1.1 ->Viii	Section F,Page 50	The "mode of using digital signature (by the WBCTD officials)" is to be rendered e.g. procuring a 'Single' Digital Signature such that all the officials can use that signature on the behalf of the directorate for various functional processes and related administrative work. The "mode of using digital signature(SHA2 algo should be supported by application software) (by the WBCTD officials)" is to be rendered e.g. procuring a 'Single' Digital Signature such that all the officials can use that signature on the behalf of the directorate for various functional processes and related administrative work	Answered in the worksheet above
219		1.3.2.1	52	The Commercial Tax Directorate (WBCTD), through its wide set of activities and functions, produces and manages immense volumes of files.It should be changed to : The Commercial Tax Directorate (WBCTD), through its wide set of activities and functions, produces and manages immense volumes of contents	Answered in the worksheet above
220		1.3.2.1	52	The storage of the files is another challenge, both in terms of space as well as secure preservation .It should be changed to: The storage of the files is another challenge, both in terms of space as well as secure preservation like deduplication, authorizations, encryptions, compressions.	Answered in the worksheet above

221		1.3.2.1 à 1	52	<p>Search Engine / Searching. This feature should be as part of this section:</p> <ol style="list-style-type: none"> 1. Support for both full-text and metadata searches. Shall provide full text search for searching across contents of documents. 2. The search capabilities shall be a part of Document Management System (DMS). There shall not be any extra licensing or additional costs incurred for the search engine available with the Document Management System 	Answered in the worksheet above
222		1.3.2.1 à 2	52	<p>Document Level Security/ Controlling and Organizing File Access. Should add the following clauses:</p> <ol style="list-style-type: none"> 1. Shall provide check-in/check-out functionality and ensures only one person at a time can make changes to content. 2. Shall provides comprehensive security including role-based, account based, rule-based and content-level security models, ensuring only the right people can access protected information. 3. 	Answered in the worksheet above
223		1.3.2.1 à 3	52	<p>Document Cataloguing and Indexing. Should add the following clauses:</p> <ol style="list-style-type: none"> 1. Content items should be indexed immediately upon check-in, resulting in quick and easy retrieval with full-text and metadata searches. Regardless of the query, all searches are automatically filtered by user's security privileges. 	Answered in the worksheet above
224		1.3.2.1 à 4	52	<p>Version Control/ Versions and Renditions. Should add the following clauses:</p> <ol style="list-style-type: none"> 1. Revision control should allow to easily track new revisions and roll back to previous versions. 	Answered in the worksheet above

225		1.3.2.1 à 25	55	<p>Web Based access.We recommend to add the following clauses:</p> <ol style="list-style-type: none"> 1. The ability to create and administer documents using a single user interface simplifies the administration experience, records and Web content within one application . 2. Administration services such as archiving and removal, configuration migration, audit trails and system reports, and back-up and recovery capabilities are available for all content management applications, using one Web-based user interface. 3. Provide ability for user to check-in/check-out via desktop & web based user interface. 4. Ability to save and execute (saved searches) search conditions and access the same from web interface as well as windows explorer for a better user experience. 5. The application through web browser shall be compatible on several platforms like Windows, Unix, Linux and Solaris 6. The user interfaces shall be accessible through multiple web-browsers such as IE, Mozilla, Opera, Chrome etc 	Answered in the worksheet above
226		1.3.2.1 -> 24	55	<p>MIS Reporting. We recommend to include the following features as part of the MIS Reporting:</p> <ol style="list-style-type: none"> 1. MIS reporting should provide graphical executive dash board with automatic live data feed. 2. The MIS reporting should be done for both real time and historical data. 3. The DMS Server should support a services based architecture to support best of the breed MIS reporting. 4. Solution should provide native support for JSR 170 and REST services to support MIS reporting. 5. Ability to expose DMS Server services as Web Services. 	Answered in the worksheet above
227		1.3.2.1 -> 22	54	<p>Integration.We recommend the following clauses:</p> <ol style="list-style-type: none"> 1. The integration pattern should support service oriented architecture. 2. There should be out of the integrations capabilities available from DMS product. 	Answered in the worksheet above

228		1.3.2.1 -> 21	54	<p>External Users / Concept of Annotating : The annotation capabilities require an additional product (PDF Annotation Services) to be integrated within the software. We recommend this following change:</p> <ol style="list-style-type: none"> 1. The annotation capabilities require an additional product (PDF Annotation Services) to be out of the box within the software. 	Answered in the worksheet above
229		1.3.2.1 -> 19	54	<p>Document signing using Signature (DSC) / Document storing using digital signature. We recommend the addition of the following clause :</p> <ol style="list-style-type: none"> 1. The DSC should support SHA2 algorithm. 2. Content deduplication capability should be out of the box in DMS product. 	Answered in the worksheet above
230		1.3.2.1 -> 15	54	<p>Separating File Storage Organization from File Access Organization : We recommend the addition of following clause:</p> <ol style="list-style-type: none"> 1. The content repository should support de-duplication of files. 	Answered in the worksheet above
231		1.3.2.1 -> 11	53	<p>Workflow management . We recommend the following additions :</p> <ol style="list-style-type: none"> 1. The DMS product should support should provide graphical editor for workflow or workflow designer out of the box. The editor should also map the workflow activities with application or user roles. 2. The DMS product should also provide open capabilities to accept workflow design done third party desktop tools like MS Visio etc. 3. The simulation capability of the workflow should be out of the box 4. The workflow UI creation should be out of the box from DMS product which also supports no coding environment and automatic UI generation based on the content and metadata. 	Answered in the worksheet above

232		1.3.2.1 -> 12	53	Event Notification.We recommend the following additions: 1. SMS should also be added as notification medium. 2. Contents can also be contributed using Windows Explorer, Web browsers, or e-mail applications, or from any desktop tools like MS word, excel, powerpoint etc. 3. The notification should support actionable emails.	Answered in the worksheet above
233		1.3.2.2	55	Other Functionalities.We recommend to add the following: 1. The DSC and security should support SHA2 algorithm. 2. High Availability across all the layers in DMS solution. 3. Active Active clustering across all the layers of DMS solution 4. Unified manageability like performance management, administrations, provisioning, config management, change management, patching and upgrade through a unified console across all the layers like web server, application software, database etc	Answered in the worksheet above
234	Section K	a-> 1.1.1 -> 2	74	Need clarity on need of native authoring tool to create and view document. Document can be created using the native application. Document can be viewed as HTML. Form available to add metadata for the document	Answered in the worksheet above
235	Section K	a->1.1.2 ->2	74	Should enable users to customize the metadata information of document for specific needs such as review, approve and search. Document metadata schema is fixed based on document category. Metadata values can be changed by user	Answered in the worksheet above
236	Section K	a->1.1.3->12	74	Need clarity on reminder, or bring- forward, facility for unmanaged documents. Not clear. Reminder can be set based on time elapsed (reminder) when the document is in workflow	Answered in the worksheet above
237	Section K	a->1.1.3->15	74	Need more information on various security options. Please clarify	No change
238	Section K	b->1.2.1->1	74	Not clear what is meant by creating the electronic record using MS word, PDF , MS Excel. Please clarify	Answered in the worksheet above

239	Section K	b->1.2.5->11	74	Need details for automated periodic comparison of copies of information, and the replacement of any copy found to be faulty, to guard against media degradation. Please clarify	Answered in the worksheet above
240	Section K	b->1.3->3	74	What documents need to be scanned and OCR'ed? Are these structured documents? ICR is. Please clarify	Answered in the worksheet above