Reference	Questions	Response
-	The number of user licenses required is not indicated anywhere in the RFP. Do we propose Per Concurrent User or Per Named user price? How will the different vendors be compared if the number of user licenses required is not clear?	Vendor to propose the appropriate number of licenses that the system will require. The system should cater for 200 users
-	Besides EDMS and Workflow modules, there also seems to be a requirement to build an Intranet portal and provide tools to create and update content for the Intranet (Sections 5 and 6 in Appendix C). Can you please clarify if we can quote for the remaining modules alone or whether all parts need to be addressed by the same vendor?	Please refer to Section 2.17. Subcontracting
General	Can bidders submit more than one bid?	Please refer to Section 2.1. Overview of the RFP
General	Do you have any preference for a specific product/technology?	No

Reference	Questions	Response
Section 1.2 Page 6: "Full infrastructure of SharePoint 2010 and MS SQL Server"	What is the actual MS SQL Server version and edition?	Microsoft SQL Server 2008 R2 Standard Edition (64-bit)
	What edition of SharePoint 2010 has been deployed? E.g. Standard or Enterprise?	Enterprise
	Is there a possibility to upgrade to the latest version (SharePoint 2013) in the near future	Vendor to propose Bank has an enterprise agreement with Microsoft
Section 1.2 Page 6: "Full infrastructure of SharePoint 2010 and MS SQL Server"	What and how many user and server licenses BOM have for SharePoint 2010 and MS SQL Server?	200
	The SharePoint deployment, is it a farm deployment?	Virtualised environment and accessed through farm
	Is the SharePoint server and the SQL Server in cluster?	No
	Can we have a topology / architecture of your existing SharePoint deployment?	Virtualised environment and accessed through farm

Reference	Questions	Response
Section 1.2 Page 6: "The Bank produces a substantial amount of documents"	Can we have an estimate of the number of documents being processed daily?	-
	Is historical documents migration in the scope of this project?	Yes Vendor to propose cost of scanning of documents per page (recto/verso)
Section 1.3.1Page 7:RELIABILITY, AVAILABILITY & SCALABILITY	Can we have a rough estimate of the annual percentage growth?	15 % The solution must be scalable and phased approach may be adopted.
Section 1.3.1Page 7:DISASTER RECOVERY	Does the actual SharePoint deployment cater for fall-back scenarios?	Yes The SharePoint deployment should be from scratch.
Section 1.3.8 page 10:"To be implemented"	A brief description / explanation about each point would be helpful to scope each workflow process	-
	Is there any integration to any existing system that needs to be done?	Please refer to Section 1.3.1 General requirements INTEGRATION WITH BANK's IT SYSTEMS. There is no integration with existing systems as such, except with email system. All workflow to be developed from scratch.

Reference	Questions	Response
Section 1.3.11Page 10: "Hardware requirements"	Are we expected to propose a topology for solution or should we make use of the existing infrastructure7	Please refer to Section 1.3.1 General requirements INTEGRATION WITH BANK's IT SYSTEMS A black box solution is expected. Vendor to propose best solution. Hardware to be quoted as option.
	In the latter case, can we have a topology of your IT infrastructure including the SAN *I* NAS,SAN switch, Load balancers, etc? And available storage space.	Vendor to propose best solution. Hardware including storage to be quoted as option.
	Is there any monitoring tool/system in the existing IT infrastructure?	Vendor to propose best solution. Monitoring tool to be quoted as option.
Scanning	How many scanning stations will there be? How many users will do scanning?	Please refer to 11.6 of Appendix C. – Table IV: Technical Specifications
	What are the scanner models available at BOM?	Hp Color Laser Jet CM 6030f MFP
	Are we expected to quote for scanners?	Yes, if existing scanners are deemed unsuitable for the solution proposed

Reference	Questions	Response
No.of Users	What is the total of number of users for the Enterprise Document Management System? How many will only use workflow?	200 users.
General	What is the retention period for records?	7 years
General	What is the budget available for this project?	-
Section 1.3.5 Page 8 "Intranet"	It is mentioned that the system should be web-based and deployed internally. However should access also be provided to internal users outside BoM network?	Access to users outside the Bank is not expected at this stage, but may be considered in the future. Vendor to propose best solution.
General	Will there be a Pre-Bid Meeting?	No
General	Should we cater for using your existing available hardware exclusively? Can you specify which ones are available (usage analysis included)	Vendor to propose most appropriate solutions for the Bank. Hardware including servers, racks, storage and scanners to be quoted as option.

Reference	Questions	Response
General	Having oracle as your main RDBMS, do we have any limits (resource /performance) to ponder upon?	Vendor to specify any limits of solution proposed
Disaster Recovery	Having referred to existing ESX enabled servers, can the DR be meant on an infra level exclusively?	System should be accessible from DR site in case of disaster at main site
Existing DMS	SharePoint being your existing DMS, is there any limitations to the storage?	Vendor to propose storage requirement of solutions
Existing DMS	What is the load of your SharePoint? (inclusive of peak time usage analysis)	-
-	Is there a pre-bid meeting scheduled and when can we schedule the site visit for clarifications?	No
-	How many pages will be scanned for ongoing operations on a daily or monthly basis?	Vendor to determine at Requirement Analysis stage

Reference	Questions	Response
-	Please also specify peak values for the volume per day?	Vendor to propose best solution as option
-	What is the volume of pages in the archives/ backlog to be scanned into the system (if applicable)?	Vendor to propose cost of scanning of documents per page (recto/verso)
-	What are the paper sizes to be processed (A4, A3…)?	A4, A3
-	Is field extraction from the documents required?	Not for the archives/backlog
-	Please provide sample documents which require field extraction	-
-	Do you have scanners? If yes, please specify model. If no, please provide requirements (paper size, speed, network/ Multi-function Printer or USB attached)	Hp Color Laser Jet CM 6030f MFP
-	Are these documents printed (computer processed) or hand written? If possible, please specify % of handwritten documents	Both

Reference	Questions	Response
-	How many different types of documents are expected to be processed. For example, invoice processing - if there are 5 suppliers each with one specific format of invoice, that makes 5 types of forms.	The number of different types of document will be determined during detail requirement analysis and on adaptability of proposed solution
-	How many Scanning stations are required? What are their geographic location?	Please refer to Section 11.6 of Appendix C. – Table IV: Technical Specifications. They are all located at BoM Tower and Rodrigues
-	How many persons are expected to perform validation of data? Are they the same persons doing the scanning?	Dual authorisation
-	Is there an existing DMS or other system such as a fileserver that files will be migrated files from? Please provide details if any. Please also specify size of data to migrate.	Yes, fileserver (DFS) 1 Tb of disk space occupied by files

Reference	Questions	Response
-	Please provide rate of growth of the fileserver per month or per year	-
-	Number of users who will access the DMS? Please specify the total number of users in the respective departments: a. Corporate Services: All contracts at the Bank, b. Supervision: correspondence from institutions and subsequent workflow, c. Supervision: other documents, d. HR: personal files, e. Secretary: Board papers, f. Secretary: Tender Committee papers, g. Secretary: Health and Safety, h. FMOD: loan agreements, i. Banking/Accounting: scanning of authorised signatories j. Accounting: Scanning and archival of Vouchers k. Facilities Management: Contracts, Invoices/Vouchers/Bills of purchases for reference l. Governor's Office: Documents related to Regional Desk (COMESA, AACB, SADC etc…) m. Payment Systems: All payment vouchers and authorised SWIFT Messages. Please specify any required department(s) other than the above and the corresponding number of users.	200 users spread across divisions mentioned

Reference	Questions	Response
-	How are users distributed (same office, multiple offices on different locations)?	200 Same building, different floors
-	How are users authenticated? E.g. on Microsoft Active Directory	200 Active directory + RSA tokens
-	What is the version of MS Active Directory, if applicable?	Windows 2008 R2
-	Do users participating in workflows have a valid email address?	Yes
-	What is your document life cycle policy? Is records management required? E.g. 7 years retention period for all document types	Yes

Reference	Questions	Response
-	How many processes will be automated using workflow? a. Corporate Services: All contracts at the Bank, b. Supervision: correspondence from institutions and subsequent workflow, c. Supervision: other documents, d. HR: personal files, e. Secretary: Board papers, f. Secretary: Tender Committee papers, g. Secretary: Health and Safety, h. FMOD: loan agreements, i. Banking/Accounting: scanning of authorised signatories j. Accounting: Scanning and archival of Vouchers k. Facilities Management: Contracts, Invoices/Vouchers/Bills of purchases for reference l. Governor's Office: Documents related to Regional Desk (COMESA, AACB, SADC etc…) m. Payment Systems: All payment vouchers and authorised SWIFT Messages.	Please refer to Section 1.3.8 Business Process Management – Workflow It is expected that BoM staff will be trained to design new workflows or bidder will assist in designing new workflows as part of maintenance contract
-	What will be the expected number of workflow participants?	200
-	Are any there any systems to be updated using the workflow? Please specify Application or database and their respective version	Oracle RDBMS

Reference	Questions	Response
-	Please specify version of email server and client Productivity/ Office Application used (MS Office, Open office, etc..). Specify version.	MS Exchange 2010 MS Office 2010
-	Can you accommodate a server on your existing infrastructure or do we need to provide the required hardware?	Vendor to propose, based on solutions If the solution can run on virtual machines, BoM may provide virtual machines. However storage may have to be supplied by bidder. If solution requires hardware servers then bidder need to supply servers, racks and storage. Scanners are to be supplied if the HP6030 used for scanning is deemed not suitable
-	Is the DR infrastructure already in place or do we need to provide the infrastructure in terms of network, storage, network, replication tool? Please specify.	DR infrastructure is available in terms of network. However, vendor may propose hardware and replication tool
-	Bandwidth between sites if available.	50 Mbps

Reference	Questions	Response
-	Are server & database licenses available for use with the DMS server or do we need to include them in the proposal? Windows Server 2008R2 and MS SQL server 2008R2 or higher is recommended?	Servers, racks, storage, scanners & database licenses need to be included in the proposal if not available at the Bank
-	What is the current virtualisation platform and version is in use at **B**OM?	VMware VCenter Server Version 5.0.0
-	Training: Please specify number of end users? Please specify number of administrators?	End users: 200

Administrators: 12 |
| Case 1: Using only VMs on existing blade | How many blade servers are available to host the new DMS system | 48 blade servers in total |
| | Which Blade: BL460c gen8, BL420? | Proliant BL 460c G7 |

Reference	Questions	Response
Case 1: Using only VMs on existing blade	How many physical processors on the blades? How many physical cores?	2 physical processors Quad core intel xeon 2667 Mhz
	How many physical Memory?	32 Gb
	How many cores will be available(dedicated) and memory(dedicated) for the DMS?	8 cores 12 Gb
	How Does the existing enclosure connect to the existing SAN?	Yes
	What are the features implemented on the VMWare? HA, Fault tolerance? How many physical blade servers are in the HA mode?	Fault tolerant
	Is there unoccupied FC ports on the existing Virtual Connect SAN switch? How many? Are SFP 8GB/10GB present?	Yes 2 SFP SX 2 Hp virtual connect 2 4Gb FC Module

Reference	Questions	Response
Case 1: Using only VMs on existing blade	Please give us the number of unoccupied FC ports on existing SAN switch?	Virtual connect – 4 ports 4 Gb FC VC – Flex 10 – 6 ports
	SAS switch requested in RFP is to have 10GB, is it external SAN switch?	External
	Do the above equipment have proper warranty and maintenance contract? Who will be responsible in case the hardware failure? Please take into consideration that the existing hardware is not maintained by LCI?	Maintenance contract Supplier
	Can we quote for FCOE 10GB SAN switch?	Yes
	What is the capacity of the connection between the Main site and the Dr site?	50 Mbps
	Do you need synchronize or Asynchronize replication?	Asynchronous
	Does the DR has the same capacity/available capacity for new DMS as requested above(Ques1-11)	No

Reference	Questions	Response
Case 1: Using only VMs on existing blade	Is there any unoccupied blade server bay in the existing BL c7000 enclosure? How many free bays?	No free bays
Case 2: New Hardware	Can we quote only for the server blade to be install in the existing C7000 enclosure in case there are free server bays?	No
	Is there a requirement for new Rack in Main site and Dr site to install new blade enclosure?	Please refer to Section 11.2 of Appendix C. – Table IV: Technical Specifications
	What is the capacity of the connection between the Main site and the Dr site?	50 Mbps
	Do we need to quote for network switch/router? Or there are enough free Ethernet port on the core switch?	To use existing switch/router
	In case we install new equipment, will BOM provide us connection to existing UPS or do bidder need to quote for UPS? In case UPS connection provided, how many electrical point will be available to us?	BoM will provide connection to existing UPS

Reference		Questions	Response
		Warranty?	Please refer to Section 2.19. Warranty
		Maintenance contract?	Please refer to Section 4.3 Support Services
-		How many users should the system cater for?	200
1.1	System shall support and integrate with operating systems, browser and productivity applications installed within the Bank operating environment (e.g. MS Office, Exchange, etc.)	Please detail versions of MS Office deployed in BoM environment. What are the Client OS used in BoM environment?	MS Office 2010 Windows 7 Enterprise
1.3	System shall support standard messaging protocols (e.g. SMTP, MIME) and integrate with the Bank MS Exchange email system.	What is the Current Version of Exchange Deployed at BoM?	MS Exchange 2010
1.4	System shall support migration and conversion of data from existing repositories, including file servers.	Will Migration be catered by End Users or form part of the project?	Part of project

Reference		Questions	Response
1.12	The system should be accessible through any standard web browser and support document print, copy and download and re-archive after modification. Right of print, copy and download must be set both at user and document level.	List of Browsers Deployed in BoM environment. List of File Types concerned by Right Management (Right of Print, copy and Download)	Windows Explorer 9
1.21	System shall have the ability to generate PDF documents from XML or other Documents e.g. web pages.	Please advise if ability refers to ability to Print/Save WebPage from WebBrowser or ability to Convert XML document stored in repository into PDF document?	From WebBrowser
1.22	System shall provide a reliable and stable content management system with a proven capability and continuous high levels of up-time.	Please provide estimated Recovery Point Objective and Recovery Time Objective?	System shall provide a "continuous high level of uptime"
1.23	System shall be scalable to meet anticipated growth of data, both in user base and content volume.	Estimated Size of Content and Growth over next years?	To be determined during Requirement Analysis phase.
1.24	All requests (queries) whether simple or complex to be completed in a reasonable time - under a maximum of 20 seconds,	Current Bandwidth, Sites and Network Links?	50 Mbps

Reference		Questions	Response
2.1	System should provide a methodology and naming convention, among others to identify documents.	Do you already have an existing naming convention for the different document types that you manage and can you provide us with same naming convention?	No
2.3	System shall support integration with workflow processes, and allow for processes to be triggered based on defined rules associated with specific document types.	Please provide examples of rules that may be associated with the specific document types	Standard workflow rules
2.4	System shall allow users to navigate the file repository via desktop file editing tools, including MS Office. For example, users shall be able to open or save files from within a word processing application (MS Word) without opening a separate interface. Alternatives may be proposed.	Please provide list of desktop file editing tools commonly used in BoM environment	MS Office 2010
2.3	System shall support varying levels of version control and enforcement of "reason for change" comment entry upon document check-in	Does enforcement mean compulsory comments?	Yes
2.38	System shall support file compression when sending/transferring files.	Please specify scenario in which files will be sent/transferred?	Files sent/transferred between end users

Reference		Questions	Response
2.42	System shall provide a document audit trail. The audit trail shall indicate all activity associated with a document and individuals accessing the file.	Please list activities required to be audited.	E.g. Read, Write, Delete. Copy and versioning
2.44	System shall provide mechanism to control printing rights.	Please list file types on which printing rights needs to be controlled?	Any printout from all applications used in the Bank
4.1	System shall allow users to build, manage and share database driven applications	Can you please provide examples of such database driven applications?	Leave application
4.2	Updating a form from a scanned document that has been processed by OCR software to pre-populate fields on the form	Can you please provide examples of such process where form are populated by data extracted from scanned documents?	EDF form
4.3	System shall support form-based generation of documents	Can you please provide examples of such process?	Transform text-based documents into process apps or templates
4.14	System shall support bar code labeling for forms	Do you require Barcode Reading Capability or Barcode Generation Capability?	Both
4.15	System shall support the ability to merge collected data into document templates	Please specify file types concerned by this ability	e.g. text-based documents

Reference		Questions	Response
5.2	System shall support development, testing/staging and production environments, and control of movement between each	Do you need a separate test environment? Do we need to provide the hardware and application infrastructure for test environment?	Yes, a separate test environment is required. If hardware is provided by the bidder, then hardware for tests should be supplied
5.4	System shall provide tools to support deployment of sites, including externally hosted sites, across a number of internally hosted servers	By External Hosted sites, do you mean internet facing sites? Do you have the required H/W, network infrastructure to publish the sites?	No, only internal sites Yes
5.7	Ability to integrate with third party workflow processes for cross-system workflow management (example: ability to integrate with a recruitment workflow management).(optional)	Please specify product used for recruitment workflow management	No details available at this stage
5.2	System shall provide or integrate with tools used to author web based programs that can generate dynamic content in several formats (e.g. pdf, html, xml, rtf).	Please provide examples of same tools.	-
8.11	Ability to setup proxy workflow and have that proxy workflow invoked automatically based on the Bank business rules	Please elaborate on the term "proxy workflow"	e.g. proxy assignment allows a staff to delegate alternative approval personnel in the event he/she is out of office

Reference	Questions	Response
-	What is the estimated number of users who will access the EDRMS	200
-	Please chare with us the specs for the scanning devices	High resolution heavy duty scanners
General	will there be retrospective scanning (scanning of already archived documents?) If yes	Yes
	what is the estimated volumes that will be required to be scanned?	Vendor to propose cost of scanning of documents per page (recto/verso)
	will it be duplex? Color?	Duplex, color
	what is the current condition of the these documents and will there be people assigned to the project to prepare the pages?	No
	what will be the desired timelines for all the documents to be scanned and archived electronically?	Vendor to assess and propose
As per page 7 section 1.3.1 - general requirements Sub section - document acquisition	does the bank have any hardware preferences with regards to document scanners?	No

Reference	Questions	Response
Sub section - document archival	how long does the bank need the to archive the scanned documents?	-
	after which period would the bank consider using alternative storage I.e. Tape?	7 years
Sub section - document retrieval	which browsers does the bank currently and predominantly use (internet explorer, chrome" Firefox etc.)?	Internet Explorer 9
Sub section - disaster recovery	What is the currently infrastructure layout between the bank and the DR site, could the bank provide a network topology diagram?	Bank and DR site connected via a 50 Mbps link
	what is the connection between the bank and DR site, fiber?	Speed 50 Mbps
As per page 8 section 1.3.2 - areas to be implemented	What will be the estimated volumes projected by the bank for each of these areas?	-
	what will be the minimum number of steps in each of these workflows and what will be the maximum amount of workflows the bank would like to have in each process/area?	Should be a minimum but including all requirements

Reference	Questions	Response
As per page 26 Appendix C:	does the bank want a formal solution overview and the again reference each section to page back to the section in the proposal? Or could we complete the reference section as our answer to the question with screen shots etc.?	Formal solution overview and screenshots
As per page 43: requirement number 11.6	what is the banks understanding of the levels of scanners?	The level corresponds to floor numbers
	please clarify the specifications for each level of scanner required?	-
	Bank is intended to implement new ECM or it is expecting to reuse the existing licenses as much as possible? Please clarify.	The vendor should provide adequate number of licenses
	Is SharePoint 2013 a consideration as an alternative platform? Is the bank open to a hybrid – SharePoint on-premise and SharePoint cloud based solution?	Vendor to propose best solution Cloud based: it is not in Bank's policy to have database kept by a third-party
	Does the bank have a preference for Open Source (including Commercial Open Source) or any COTS product?	Vendor to propose best solution Maintenance to be available post-implementation

Reference	Questions	Response
	Are there any existing systems that will be replaced by the proposed solution?	No
	Is any old data migration in scope? If yes, please share data volume proposed to be migrated.	Yes Vendor to propose cost of scanning of documents per page (recto/verso)
	How many total users will use the system? How many concurrent users are expected? Please provide the spread of total users and concurrent users by geography?	200 All users are at BoM Tower and Rodrigues
	Are bank users geographically spread? If yes, are they in the same domain or different domain?	No
	Will all users of the proposed system be within the bank's intranet or will there be external users as well?	Internal users
	What would be the maximum number of active users in 30 min timeframes at any given point time (Concurrent Users)? a. At the start of the project b. After 2 years (ie Expected growth)	Potentially all users at the Bank, about 200

Reference	Questions	Response
Section 1.3.5 - Intranet	How many workflow are expected in the new system and how many approval cycles are expected in the workflows? Please share the complexity of workflows also.	The minimum number of workflows should cater for areas as per Section 1.3.8
	Are there any workflows that would need to built as part of the system or will they only be 'self-service' with respect to end users?	Vendor to propose best solution
	Please specify the total size of the documents/data. Please also specify the count of documents/data type wise (E.g.: Excel, Word, Images, and Memos etc.). Please indicate the average expected increase in size of repository in every year.	-
	Please specify the approximate number of documents to be handled by the system during a period of time (average documents per day, maximum documents per hour).	-

Reference	Questions	Response
	What is the prospective scanning volume/volume of docs proposed to be digitized/scanned? What is the current scanning volume per day/week/month?	Vendor to propose cost of scanning of documents per page (recto/verso)
	How many users' needs access to scanning? How many users will be required to scan documents into the new EMC system?	200
	From how many locations the current system is getting scanned?	From all offices as per Section 1.3.2
	Please give us more information on the paper or image quality after scanning?	Standard paper sizes with best quality
	How do you plan to deploy ECM System? a. Centralized deployment b. Multiple location (If multiple locations please provide metrics per location – number locations, total users, concurrency, size of repository, load patterns, etc.)	Centralised deployment
Section 1.3.8 - Business Process Management - Workflow	Will system need to integrate with LOB systems e.g. for the HR data? If yes, please share details.	Yes, Oracle based system

Reference	Questions	Response
Appendix C – 7.13	Is the system proposed to be multilingual? If yes, what are the languages apart from English?	English
Section 1.3.1 - General Requirements "Document Acquisition"	"The system should provide for high speed scanning (including web-based scanning), document separation and indexing. It should also support all standard image operations as well as automatic data extraction using OCR, MICR and Barcode." Please share details of functionalities expected with respect to "support all standard image operations".	Vendor to propose best solution
Section 1.3.1 - General Requirements "Reliability, Availability and Scalability"	"System should be reliable and provide an acceptable response time for queries". Please share details of acceptable response times.	Vendor to propose best solution
Section 1.3.2 - Secured repository of non-structured documents (memos, business forms, correspondence, scanned information).	"Payment Systems: All payment vouchers and authorised SWIFT Messages". Please share details of SWIFT messages – source application, message format etc.	Details may be obtained from SWIFT website
Section 1.3.6 - Portal - Collaboration	"It should be possible to publish content to a separate web server". Please share details for this requirement and the expected end result.	Separation of authoring and publishing environments

Reference	Questions	Response
Section 1.3.8 - Business Process Management - Workflow	How many reports are required to be built as part of the system other than 'self-service' reporting capability?	Will be determined once detailed requirement specifications is done
Appendix C – 1.4	Please share details of existing repositories except file shares.	Oracle RDBMS
Appendix C – 1.12	Please share details of web browsers that end users will use to access the proposed system.	Windows Explorer 9
Appendix C – 1.22	Are there any SLA's for availability etc.?	Vendor to propose best solution
Appendix C – 2.24	How many templates are required to be built?	Vendor to propose best solution
Appendix C – 5.7	Please share details of third party or cross system workflows proposed to be integrated.	Oracle built on Oracle database
	Is the proposed system required to be adapted to be available over mobile devices?	Vendor to propose best solution
	What is the percentage distribution for document reads vs. writes with respect to document handling?	-

Reference	Questions	Response
	Could you please list all currently used file types of documents (in particular, what file extensions the new system should be able to support?)	e.g. MS Office, pdf, text files
	How many versions of each file will be there?	Vendor to propose best solution
	How many metadata fields will be associated with each object?	Vendor to propose best solution
	What is the existing bandwidth from data center to the environment?	100 Mbps LAN
	What is the timeframe that the sizing needs to be done for? (E.g., 3 years)	-