



# The Institute of Chartered Accountants of India

(Setup by an Act of Parliament)

ICAI Bhawan, Indraprastha Marg, New Delhi – 110002

## Pre-Bid Response on “Inviting Sealed Quotes for Development & Implementation of Document Management Application for ICAI”

Page No	Tender Clause	Query/Suggestion/Clarification	ICAI Response
1	100 % Web based Application: The Document Management System should be 100% Web Browser based software. Users should be able to access it using standard Web Browser, and no Licensed Software should be required on user machine to access <b>workflow</b> and DMS Solution.	Request for the clarification of below queries: 1. Whether it is expected to have in-built workflow functionality from DMS solution? 2. If yes, what is the expectation of features and functions from in-built workflow solution?	1. In-Built Workflow is not mandatory. 2. Not in Current Scope.
2	Publishing Secure Link: Provisioning for Publishing Secure authenticated URL for accessing file in any other system based on URL and authentication.	Request to clear our understanding that ICAI is expecting to set proper access control and permission for the responsible users on accessing of documents from document management system. If any other expectation, then kindly clarify the expectation of "Publishing Secure authenticated URL for accessing file in any other system based on URL and authentication"	Bidders need to Develop Mechanism of accessing the Files from Different System by generating Hyperlink, which can be accessed after Secured authentication.
3	Admin Control – Creation of Users & Groups, setting privileges and Access rights on folders or on specific documents and set user password management, <b>Provision for Guest Access.</b>	Request pls. clarify how "provision of guest access" is expected to work on in DMS.	Provision of Guest User is required from Admin User, Where Particular Files Can be shared on Email ID via Guest User Mechanism.
4	Bidders can also propose preoperatory product/Out of the Box Solution as perpetual software licenses to ICAI. In both the cases <b>Source code rights</b> will be with ICAI.	Request for the clarification whether source code related to entire preoperatory product/Out of box solution which is being proposed, needed to be provided or only the source code related to customization portion of the product including front end to be provided?	Source Code related to ICAI Customization to be provided to ICAI.
5	Bidders can also propose preoperatory product/Out of the Box Solution as perpetual software licenses to ICAI. In both the cases <b>Source code rights</b> will be with ICAI.	Is there any Escrow agreement to be organized by the department for the delivery of source code?	Yes

6	ICAI will bear the complete Cloud Infrastructure Cost, Server, Database, Data Transfer and SSL etc. AWS Cloud is preferred by ICAI.	Request to pls. confirm our understanding that entire infrastructure included application server (Middleware) like - JBOSS/WebLogic will also be provided by ICAI along with other infrastructure like hardware, network, RDBMS, SSL and other infra for implementation.	Yes, ICAI will facilitate Entire Infrastructure for Hosting of Server and Application. Any tools required for Development; Testing would be provided by Vendor.
7	Bidders are required to setup and configure the 3rd Party Cloud (Preferably Amazon Cloud) on name of ICAI and deploy the Developed application on ICAI Cloud Server. All the Infrastructure Cost to be paid by ICAI. Bidder are requested to provide the recommended server configuration (Preferable on Amazon instance) and Monthly Cost in below mentioned table. The Infrastructure cost will not be part of Commercial Evaluation.	As the infrastructure cost is not part of the evaluation, it is suggested to keep the vendor's responsibility limited to provide the sizing of the infrastructure but not the cost. Request pls. evaluate the suggestion.	The Cost of infra is required for ICAI Internal Approval Only.
8	A: One Time Development & Implementation of Document Management Application for ICAI The Following are components of "Development & Implementation of Document Management Application for ICAI" Scope. I. Utility for Uploading Scanned PDF Files & Meta Data from Excel/CSV Files II. Document Management Application	Can the same application (DMS) having facility of bulk uploading be provided instead of 2 separate application? Please confirm	Yes, this may be used.
9	Bidders need to develop Utility Application (Thick Client Application) in Open Source Platform for ICAI.	We understand that the application developed with open source like PHP and MYSQL will serve the purpose as per the criteria. Please confirm.	Any Open Source Platform as specified in Scope.
10	Facility to upload multiple attachment in a document	We understand this is for uploading multiple documents in one folder. Please confirm.	This means, Running Multiple Utilities at same time.
11	Categorization of Documents: The System shall support categorization of documents in folders subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder	We understand that the application should have no limitation on creating folders, subfolders. Please clarify.	Yes
12	The System shall provide provision for linking Main File and Sub Section of Files into the DMS System.	What does mean file & sub section files linking?	Yes
13	The System shall support Automatic full text indexing for Text search within the PDF Documents. The system shall also support search based on default system fields.	What does mean "automatic full text indexing"? Pls explain.	This means, Searching within the Document.

14	Change Management Cost Bidders are required to submit separate change management cost in man days (Working Days). The Change Management cost would be applicable for any major system changes required by ICAI in future. Total cost would be calculated based on the price quotes and total efforts in development process.	1. We understand the "Change Management Cost" will be applicable for the changes done post UAT. Please confirm. 2. How the Man Days be calculated on the requirement, will this be mutually agreed or is there any methodology?	1. Change Management will be applicable Post 1 Month of Go-Live. 2. Mutual Agreement basis.
15	End to End Cloud Instance Creation, Server Installation, Server Administration and Application Deployment.	1. From which period AMC will be started? 2. We understand that the administration of servers or cloud would be managed by the department only. Please confirm.	1. AMC Period will start 1 Month Post Go-Live/ 2. End to End Administration of Cloud Infra would be done by bidder as part of AMC Scope.
16	Bidders Recommended Cloud Server infrastructure / Storage/ bandwidth and Approximate monthly Cost.	We understand this should be taken by the department only. Also, the cost of cloud is depending on the service taken. Please clarify the reason of sharing the cost for cloud service.	Bidders need to Create
17	Utility for Uploading Scanned PDF Files & Meta Data from Excel/CSV Files	As understood from the RFP Statement, ICAI is having a certain volume of Pre-Scanned Images and Other E-Documents with Respective Metadata in CSV / Excel format and through a ready-made Upload Utility, those images needs to uploaded into DMS at one go with association of respective metadata. Please confirm whether the above understanding is correct.	Yes
18	Powerful Document Search	As per our understanding the searching capability in Document Management System which would include: 1. Indexed based search 2. Wildcard search 3. Document name-based search 4. Folder name-based search Is the content-based search required which would search the content inside the documents and will fetch the results. If yes, kindly include the 'content-based search' as well. Request you to consider this.	Yes, Content Based Search is required as mentioned in Scope.

	Query	Clarifications
19	What is the expected number of users and concurrent users?	Expected Users 200-300 Concurrent Users 10-50 System should Consider upward Scalability.
20	Are 10 lakh files and 5 Cr pages are same? Line item given under the topic "System Scalability".	Yes, 90 % of Volume is Members & Students Files
21	What is the size per file?	Average Number of A4/Legal Pages in file may be 200-300 Pages.
22	What is the size of the 10 lakh files?	Size May be Estimated based on Per Page Scanned Size 200 dpi B & W.

23	What is the expected download of files per day? This is to calculate the I/O Ops.	Approx. 50 Files would be accessed on daily basis from DMS.
24	What is the expected per day number/volume of files upload through the Upload utility?	Approx. 2000-5000 Pages on Daily Basis. However, Upload Utility should handle High Volume.
25	What is the format of the files (PDF, TIFF, JPG etc)?	PDF
26	What is the expected growth of the files per year in future?	The Specified Volume is Fixed. Additional of New Paper is very low.
27	Is expectation for cloud only infra or optionally cloud or on premise infra?	Cloud Infra is Preferred.
28	If any Proprietary/Licensing technology is used in Development, Licensing Cost will be responsibility of Bidder. ICAI will not bear any licenses cost for Development Tools. Please provide clarity on the mentioned requirement.	If Any Paid Tool/Library is used in Development of Software/Testing etc, Vendor need to bear the Cost of Tool.
29	As per our understanding with implementing similar systems, Organizations requires a robust Document Management System (DMS) that needs to be architecturally scalable and secured i.e. it shall have a separate image storage and only metadata to be stored in RDBMS. Given that the documents that need to be stored are from citizens and govt. departments, they need to be encrypted while being saved at the file server. Please confirm if our understanding is correct.	Yes, it is Correct.
30	Kindly confirm whether the DR setup is required on cloud or on-premises.	DR Setup is by Default as per Cloud, No separate additional DR Setup is required.
31	Please confirm whether required Solution should come with the following Environments, 1. Production (With Active-Active Clustering OR Active-Passive Clustering OR as a Standalone System) 2. DR Environment 3. UAT Environment 4. Development/Test/SIT Environment	1. Standalone System is required; however, this would be discussed while discussing the Solution Designing. 2. Testing Environment is required to be setup for Testing and UAT. No Separate UAT/DR Environment is required. This will be discussed at Solution Designing and Finalized Accordingly.
32	What is the tentative date/month of POC	This will be informed after Submission of Sealed Quotes. Bidders would be informed in advance.
33	Utility for Uploading Scanned PDF Files & Meta Data from Excel/CSV Files A. What is the total size of data and number of files? B. Are all scanned files associated with the metadata in excel/csv? C. How many fields are associated with every file in meta data	A. Total Size of Pages may be approx. 5 Cr as specified. B. Yes C. Every File may have 5-10 Fields of Meta Data.
34	Number of User licenses to be included in the cost and the ICAI location details	There should not be any restrictions on Number of User Licenses. ICAI require unlimited User Access.
35	Please confirm do Bidder need to provide Cloud services with the server, storage, and bandwidth configuration to ICAI, OR ICAI will go with bidder cloud solution provided here on MS Azure Server.	Bidders need to Setup/Configure Cloud on name of ICAI on direct Billing by ICAI.