

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
1	22	Case 2 – As per section 4.2 of the RFP- S.No. 1	Milestone: Delivery, Deployment of New DMS and Annual Technical Support of new DMS as per section 4.2.1 of the RFP Deliverable: • New DMS perpetual Licenses. • ATS certificate of new DMS for 1st year • System Study, Deployment • Go-live of application Time Frame: T0 + 30 Days Payment terms: 60% payment of the amount mentioned/agreed in Sr. No. 1 of BOQ shall be equated in 4 instalments and to be paid quarterly.	We request to amend the Payment Terms as " 100% payment of the mentioned / agreed in Sr. No.1 of BOQ i.e at the time of delivery of new DMS and for ATS you may ask for Additional Security Deposit Equivilant to 10% of DMS Costing"	As per RFP
2	11	2. PROJECT PROFILE & RAJ-EVAULT APPLICATION DETAILS	Average daily document upload: 2,50,000+	For new DMS case, please confirm the expected peak API load for document upload/view (maximum number of documents will be uploaded by departments/citizens at a given point of time) via integration of different applications, portal, mobile app.	As per RFP
3	11	2. PROJECT PROFILE & RAJ-EVAULT APPLICATION DETAILS	Average daily document upload: 2,50,000+	We understand that the working window for daily document upload would be 24 hours . Please confirm our understanding is correct.	Confirmed

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
4	13	Clause No 3 - Rule No 6 - Technical Capability & Experience	The bidder must have executed at least one work order of software development & FMS work of not less than the amount Rs. 5 crores in Government/ PSU/ Semi-Government / BFSI /Public Limited from 01.04.2018 to last date of bid submission. OR The bidder must have executed at least two work orders of software development & FMS work of not less than the total work orders amount Rs. 6 crores in Government/ PSU/ Semi-Government / BFSI /Public Limited from 01.04.2018 to last date of bid submission	"Request to kindly modify as: "The bidder/OEM / authorized partner must have executed at least one work order Supply and Installation of DMS/Software Development and FMS work of not less than the total work orders amount Rs. 6 crores in Government/ PSU/ Semi-Government / BFSI /Public Limited from 01.04.2018 to last date of bid submission" Justification : As per the Scope of Work in this RFP, the OEM is directly responsible for supplying licenses, implementing the solution, and ensuring complete migration of existing Raj-eVault data to the new system (in case a new DMS is proposed). This makes the OEM's past experience highly relevant and critical to the successful execution of this project. Limiting eligibility only to the bidder's credentials overlooks the fact that OEMs provide the core platform, technology stack, and migration expertise — while bidders/System Integrators act as implementation partners. By including OEM experience, RISL ensures that only proven and capable technologies (already deployed in large projects >₹5 Cr.) are brought in, mitigating project risk.	As per RFP

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
5	17	4.2.1 Delivery and Deployment and ATS of New Document Management System	If the selected bidder is not providing Annual Technical Support of IBM BAW (Filenet), then the selected bidder shall deploy new Document Management System(DMS) with required perpetual Licenses which can handle the current and growing load (upto 125 Crore Documents) of the Raj eVault system.	For new DMS case, please confirm the total number of DMS users with expected concurrency who will directly access the DMS system with their respective user ID & password for admin related activities.	As per RFP
6	18	4.2.2 Migration of existing application and data of Raj eVault System	Total number of document types: 110+ Total number of Documents/Files stored till Date: 82+ Cr	Please confirm the total size of file to be migrated in GB or TB for: a) Documents b) respective metadata	As per RFP
7	20	4.3 Onsite Resource Deployment	Admin Resource (IBM-BAW/new DMS Administrator): B.E/ B.Tech/BCA/ MCA/MSIT/ M.Tech with minimum 8 years of total experience in IT applications including 3 years of experience on IBM-Filenet/ new proposed DMS administration including installation, configuration,upgradation etc	We request RISL to amend this clause as below: "B.E/ B.Tech/BCA/ MCA/MSIT/ M.Tech with minimum 5 years of total experience in IT applications including 3 years of experience on Document Management System administration including installation, configuration, upgradation etc Rationale: This amendment would broaden the availability of skilled resources while still ensuring adequate expertise for effective administration of the proposed DMS solution. It would also enable greater flexibility in resource deployment without compromising on the quality of delivery.	As per RFP

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
8	21	Clause No 4.4 - Project Deliverables, milestones and Time schedule:	Payment Terms	Requested Change: "Request you kindly revise payment terms to: 80% payment on supply & delivery, 20% payment on successful implementation & Go-Live, For ATS/FMS, payment to be released quarterly in equal instalments." Justification :- The current structure of staggered instalments creates heavy working capital pressure on bidders, since the bulk cost of OEM licenses, software, and infrastructure must be paid upfront by the bidder to OEMs. Providing 80% upon supply/delivery and 20% after implementation strikes a fair balance between securing Government interests (holding 20% till go-live) and ensuring financial feasibility for bidders. For ATS/FMS, quarterly equal instalments align with standard industry practice for support contracts and ensure consistent service delivery throughout the contract period. This modification will encourage wider participation, particularly from qualified mid-sized firms, and will ensure that project execution is not delayed due to financial constraints.	As per RFP

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
9	22	4.4 Project Deliverables, milestones and Time schedule:	Deliverables: New DMS perpetual Licenses. • ATS certificate of new DMS for 1st year • System Study, Deployment • Go-live of application Payment Term: 60% payment of the amount mentioned/agreed in Sr. No. 1 of BOQ shall be equated in 4 instalments and to be paid quarterly.	As the project scope encompasses multiple commercial components—namely DMS perpetual licenses, Annual Technical Support (ATS), and implementation services (including system study, deployment, and application go-live)—clubbing these components under a single payment structure creates operational and financial complexities. Processing payments for each component separately is critical to ensure smooth execution and timely deliverables. In view of this, we respectfully request RSIL to consider revising the payment terms as follows: "Payment Term: 80% payment of the amount mentioned/agreed in Sr. No. 1 of BOQ shall be paid at the time of supply and installations of new DMS and its licenses" We believe this structure will streamline payment processes, reduce administrative overheads, and ensure uninterrupted execution of project milestones	As per RFP
10	22	4.4 Project Deliverables, milestones and Time schedule:	Case 2 – As per section 4.2 of the RFP : Delivery, Deployment of New DMS and Annual Technical Support of new DMS as per section 4.2.1 of the RFP Time Frame: T0 + 30 Days	For new DMS scope, considering the detailed scope of work involved in the new DMS setup, deployment including requirement gathering, configuration, integration, testing etc., we request RSIL to kindly extend the project delivery timeline from 30 Days to 60 Days. i.e., Time Frame: T0 + 60 Days	As per amended RFP
11	23	4.4 Project Deliverables, milestones and Time schedule:	c) Selected Bidder shall submit complete source code, DB Scripts to the purchaser.	As per our understanding of the requirement is to provide the source code for the custom developments carried out specifically for RISL under the e-Vault project. Please confirm our understanding is correct.	Confirmed

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
12	61	7 SERVICE LEVEL STANDARDS/ REQUIREMENTS / AGREEMENT	Time taken for resolving the issue for Application Software Support "Within 24 hours of lodging the complaint" - No Penalty "After 24 hours of lodging the complaint" - Rs. 2000 Per day	We request RSIL to kindly amend the SLA clause for issue Resolution Time, based on the severity of the issue arises in New DMS. Proposed Clause: S1: High Production System Down The Customer production system is not operational. The problem affects more than 90% of the users and a solution is not available. Resolution Time: within 24 Business Hours of lodging the complaint S2: Medium Serious Impact on System Operation The Customer production system is operational but has a major feature that is not operational, or the performance is very slow. The problem affects a significant number of users, and a solution is not available. Resolution Time: within 48 Business Hours of lodging the complaint S3: Low Subsystem or Device Failure Cases The system is generally available and functional for a significant number of users. An interim solution is available to keep the system operational. Resolution Time: within 72 Business Hours of lodging the complaint We believe that this amendment will ensure a fair, practical, and service-oriented approach to addressing system issues, while safeguarding the interests of RSIL by ensuring timely response and prioritization based on severity. We kindly request you to consider this amendment.	As per RFP

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
13	11	2. PROJECT PROFILE & RAJ-EVAULT APPLICATION DETAILS	Average daily document upload: 2,50,000+	For new DMS case, please confirm the expected peak API load for document upload/view (maximum number of documents will be uploaded by departments/citizens at a given point of time) via integration of different applications, portal, mobile app.	As per RFP
14	11	2. PROJECT PROFILE & RAJ-EVAULT APPLICATION DETAILS	Average daily document upload: 2,50,000+	We understand that the working window for daily document upload would be 24 hours . Please confirm our understanding is correct.	Confirmed

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
15	13	3. PRE-QUALIFICATION / ELIGIBILITY CRITERIA Point no.6	The bidder must have executed at least one work order of software development & FMS work of not less than the amount Rs. 5 crores in Government/ PSU/ Semi Government / BFSI /Public Limited from 01.04.2018 to last date of bid submission. OR The bidder must have executed at least two work orders of software development & FMS work of not less than the total work orders amount Rs. 6 crores in Government/ PSU/ Semi-Government / BFSI /Public Limited from 01.04.2018 to last date of bid submission	We respectfully request RISL to kindly modify the eligibility criteria as follows: Proposed Clause: "The bidder/OEM/authorized partner must have executed at least one work order of software development & FMS work of not less than the amount Rs. 5 crores in Government/ PSU/ Semi Government / BFSI /Public Limited from 01.04.2018 to last date of bid submission. OR The bidder/OEM/authorized partner must have executed at least two work orders of software development & FMS work of not less than the total work orders amount Rs. 6 crores in Government/ PSU/ Semi-Government / BFSI /Public Limited from 01.04.2018 to last date of bid submission Justification: As per the Scope of Work defined in this RFP, the OEM holds direct accountability for supplying licenses, implementing the solution, and ensuring the complete migration of existing Raj-eVault data to the new system (if a new DMS is proposed). Hence, the OEM's prior experience becomes highly relevant and critical to the success of this project.	As per RFP

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
16	17	4.2.1 Delivery and Deployment and ATS of New Document Management System	If the selected bidder is not providing Annual Technical Support of IBM BAW (FileNet), then the selected bidder shall deploy new Document Management System(DMS) with required perpetual Licenses which can handle the current and growing load (upto 125 Crore Documents) of the Raj eVault system.	For new DMS case, please confirm the total number of DMS users with expected concurrency who will directly access the DMS system with their respective user ID & password for admin related activities.	As per RFP
17	18	4.2.2 Migration of existing application and data of Raj eVault System	Total number of document types: 110+ Total number of Documents/Files stored till Date: 82+ Cr	Please confirm the total size of file to be migrated in GB or TB for: a) Documents b) respective metadata	As per RFP
18	20	4.3 Onsite Resource Deployment	Admin Resource (IBM-BAW/new DMS Administrator): B.E/ B.Tech/BCA/ MCA/MSIT/ M.Tech with minimum 8 years of total experience in IT applications including 3 years of experience on IBM-FileNet/ new proposed DMS administration including installation, configuration,upgradation etc	We request RSIL to amend this clause as below: "B.E/ B.Tech/BCA/ MCA/MSIT/ M.Tech with minimum 5 years of total experience in IT applications including 3 years of experience on Document Management System administration including installation, configuration, upgradation etc Rationale: This amendment would broaden the availability of skilled resources while still ensuring adequate expertise for effective administration of the proposed DMS solution. It would also enable greater flexibility in resource deployment without compromising on the quality of delivery.	As per RFP

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
19	22	4.4 Project Deliverables, milestones and Time schedule:	Deliverables: New DMS perpetual Licenses. • ATS certificate of new DMS for 1st year • System Study, Deployment • Go-live of application Payment Term: 60% payment of the amount mentioned/agreed in Sr. No. 1 of BOQ shall be equated in 4 instalments and to be paid quarterly.	As the project scope encompasses multiple commercial components—namely DMS perpetual licenses, Annual Technical Support (ATS), and implementation services (including system study, deployment, and application go-live)—clubbing these components under a single payment structure creates operational and financial complexities. Processing payments for each component separately is critical to ensure smooth execution and timely deliverables. In view of this, we respectfully request RISL to consider revising the payment terms as follows: "Payment Term: 80% payment of the amount mentioned/agreed in Sr. No. 1 of BOQ shall be paid at the time of supply and installations of new DMS and its licenses" We believe this structure will streamline payment processes, reduce administrative overheads, and ensure uninterrupted execution of project milestones	As per RFP
20	22	4.4 Project Deliverables, milestones and Time schedule:	Case 2 – As per section 4.2 of the RFP : Delivery, Deployment of New DMS and Annual Technical Support of new DMS as per section 4.2.1 of the RFP Time Frame: T0 + 30 Days	For new DMS scope, considering the detailed scope of work involved in the new DMS setup, deployment including requirement gathering, configuration, integration, testing etc., we request RISL to kindly extend the project delivery timeline from 30 Days to 60 Days. i.e., Time Frame: T0 + 60 Days	As per amended RFP
21	23	4.4 Project Deliverables, milestones and Time schedule:	c) Selected Bidder shall submit complete source code, DB Scripts to the purchaser.	As per our understanding of the requirement is to provide the source code for the custom developments carried out specifically for RISL under the e-Vault project. Please confirm our understanding is correct.	Confirmed

Prebid Queries on RFP for selection of Agency for ATS and FMS of Raj-eVault System

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark by RISL
22	61	7 SERVICE LEVEL STANDARDS/ REQUIREMENTS / AGREEMENT	Time taken for resolving the issue for Application Software Support "Within 24 hours of lodging the complaint" - No Penalty "After 24 hours of lodging the complaint" - Rs. 2000 Per day	We request RSIL to kindly amend the SLA clause for issue Resolution Time, based on the severity of the issue arises in New DMS. Proposed Clause: S1: High Production System Down The Customer production system is not operational. The problem affects more than 90% of the users and a solution is not available. Resolution Time: within 24 Business Hours of lodging the complaint S2: Medium Serious Impact on System Operation The Customer production system is operational but has a major feature that is not operational, or the performance is very slow. The problem affects a significant number of users, and a solution is not available. Resolution Time: within 48 Business Hours of lodging the complaint S3: Low Subsystem or Device Failure Cases The system is generally available and functional for a significant number of users. An interim solution is available to keep the system operational. Resolution Time: within 72 Business Hours of lodging the complaint We believe that this amendment will ensure a fair, practical, and service-oriented approach to addressing system issues, while safeguarding the interests of RSIL by ensuring timely response and prioritization based on severity. We kindly request you to consider this amendment.	As per RFP