ADDENDUM NO. 3

TENDER NO. ICTA/OT/10/2021-2022   **9th December, 2021**

TENDER NAME: SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AN ELECTRONIC DOCUMENT AND RECORD MANAGEMENT SYSTEM

RESPONSE TO BIDDERS QUERIES /CONCERNS REQUIRING CLARIFICATIONS

#	PAGE NO.	POINT NO	POINT DESCRIPTION	QUERY	RESPONSE
1.	86	5.5.2 (VII)	Increase document security and disaster recovery capability	Is disaster recovery site also to be implemented by us.	**Yes replication site has to be configured by the bidder**
2.	86	5.6.3.3	There is a requirement for long-term integration with an application for managing physical records in their semi-active state such as ARIS (Archives and Records Information System). The EDRMS will need to incorporate ARIS linking data (accession / application numbers) with potential for future integration	Please provide more information about ARIS. The technology it is built upon etc.	**ARIS is not yet in place. The requirement is that the proposed solution should have the capability of integrating with ARIS in future**
3.	86	5.6.5	The EDRMS should be able to store the documents in databases such as My SQL Server etc. Solutions that meet the database standard will be ranked higher than those that do not.	Is this a typing mistake? The documents will not be stored in the database, the documents in the form of images will be stored in image server and the database will have the metadata. Kindly clarify	**The EDRMS Solution should be open to support all standard databases such as My SQL Server etc.** Solutions that meet this criteria will be ranked higher than those that do not.
4.	88	5.6.7.7	Integration with existing systems	Please Provide a list of existing systems with their versions and technology.	**We don't have the list. The solution should have no limit on the number of systems to be integrated with it. This**

					is an enterprise solution to be implemented in all the MCDAs. Your solution should be scalable and have integration mechanisms
5.	88	5.6.5.7.5	Mapping of relevant business processes. The bidder shall map and implement 10 business processes in the two identified organizations and train expert users who shall continue to map and implement additional processes	Here 10 business processes in two organizations is mentioned whereas in point number 5.6.9 (mentioned below) says a total of 8 processes in every organization and the number of organization is not mentioned. Please clarify	**5.6.9 IS corrected to read "10 business processes in two organizations"**
6.	88	5.6.9	Eight processes for each organization to be configured by vendor	Total how many organizations are their	**For this tender you will implement in two organizations.** **The enterprise solution will be used to onboard other organizations in Government in subsequent years as budget is availed.**
7.	105	1	The system should be platform independent and should support both Linux and Windows platform. It should support both these platforms with or without virtualization	This point is favoring those systems which are platform independent. Can those companies also bid who only support windows. This is an open tender and cannot restrict or favour any technology or company.	**ICTA requires a solution that is Platform independent.** **Solution must be Platform agnostic (free from any ties to a specific platform or system and run equally well across more than one platform)**
8.	109	20	System should be platform independent and should support both Linux and Windows for application server	This point is favoring those systems which are platform independent. Can those companies also	**ICTA requires a solution that is Platform independent.** **Solution must be Platform agnostic (free**

				bid who only support windows or linux alone and not both	**from any ties to a specific platform or system and run equally well across more than one platform)**
9.	93	8	Handover plan Maintenance and Support plan for 12 months warranty period (potentially extendable for another six months) period.	The warranty period mentioned here is 12 months Whereas on page 88 it is mentioned "Maintenance and manufacturer backed support for at least 2 years including warranty" Please clarify what is the total warranty period desired in the tender.	**Maintenance and Support plan for 24 months warranty period (potentially extendable for another six months) period.**
10.	130	153	The system should be certified to Record Management standard like DoD 5015.02, NRAA Oman, VERS or equivalent standard.	Is the certification mandatory? Is it acceptable If the system complies with the standard but is not certified?	**The certification is mandatory**
11.	137	215	Solution should have been built using server side java andJ2EE technologies.	This is favoring a specific company. It should be open for other technologies like .net etc.	**ICTA prefers a Solution built using server side java and J2EE technologies however bidder can propose best solution that best meets the requirement.**
12.	137	218	Solution should be compliant to CMIS, ODMA, WebDav open standard	This is favoring a specific technology/company.	**This is an enterprise Solution that should be compliant to CMIS, ODMA, WebDav open standard**
13.	138	224	ICTA developers to be trained on the programming language used to develop the solution	This is not a valid request. We are not in a business of providing training of the programing language to the customer. Please	**This is a valid request for Government and ICTA as the purchaser.**

				clarify.	
14.	138	225	ICTA developers and DBAs to be trained on the Database platform used	This is not a valid request. We are not in a business of providing training of the programing language to the customer. Please clarify	**This is a valid request for Government and ICTA as the purchaser.**
15.				Do we have to also quote for Database and Operating system licenses	**You are supplying a complete solution including supporting softwares**

This addendum & clarification form part of the bidding document and is binding on all bidders. All other terms and conditions of the tender remain the same.

The tender closes on Thursday 16th December, 2021 at 10.00 a.m.

CHIEF EXECUTIVE OFFICER