REQUEST FOR PROPOSAL FOR SELECTION OF AGENCY FOR E-OFFICE/WORKFLOW AUTOMATION IMPLEMENTATION AT PRIME MINISTER'S MUSEUM & LIBRARY

RFP Reference No.: PMML/E-Office/Workflow Automation/2025 dated 15-01-2025

CORRIGENDUM 1

1. The last date for the submission of bids has been extended till 13/02/2025 by 05:30 PM.

2. The reply to the queries of the prospective bidders are as follows:

S. No.	RFP Document Reference			at Prime Ministers Museum & Library	Query by the Bidders	Query Response -PMML
	Page No.	Section No	Section Name			
1	20	2.16	Period of Engagement	The duration of the project is 26 Months (2 Months implementation and customisation) and 2 Years AMC from Date of Go Live	We request clarification on whether remote access can be provided to our infrastructure team to facilitate the installation activities remotely. Our implementation process involves multiple specialized teams, including the Systems team, Platform team, and Database team. Bringing all these experts onsite would significantly increase implementation costs. Therefore, we kindly request remote access to optimize the deployment process.	As per RFP
2	36	8	Scope of Work	To achieve project objectives, bidders shall supply, install, configure & commission an appropriate E-Office/Workflow Automation system with all the required system software such as Operating System, Database and Hardware etc.	Could you please specify the preferred Operating System, Database, and hardware specifications (e.g., server capacity, storage requirements, etc.) required for the E-Office/Workflow Automation system? Should the hardware be procured by the bidder based on the exact requirements?	The bidder needs to propose all the necessary hardware, system software including operating system, and database as part of their solution.

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3	36	8	Scope of Work	This solution will provide a platform to store company wide paper-based documents & other electronic contents with proper indexing & Meta data for their easy retrieval, as & when required.	Is there an existing repository of digital documents for PMML currently? If yes, does the bidder need to handle data migration?	For eOffice there is no existing repository
4	37	8	Integration with Digital Signature	For enhanced security the proposed E-Office/Workflow Automation Solution shall be integrated with digital signature (DSC) and interface with other existing and upcoming IT Systems and application(s), as per details given below: 1. Integration with NIC email – Mail Messaging Solution 2. Integration with Digital Signature (Class III with signing and encryption).	Are there any specific technical requirements for the digital signature integration. Please clarify whether we will get required details from NIC side to enable Email integration.	The system should integrate with Class III DSC for signing the note/files by PMML users
5	37	8.1	General requirement	Bidder shall provide E-Office/Workflow Automation Solution and deploy it as on PMML Premise and provide manpower support to PMML for smooth operations of this system hence the service provider is expected to propose and factor hosting of the application at PMML premise manage the complete ICT operations (including hardware & software) and provide list of servers services which shall be used for hosting the system.	Can you confirm the detailed specifications of the on-premise environment (e.g., existing server specifications, operating systems, and database preferences)	The bidder needs to propose all the necessary hardware, system software including operating system, and database as part of their solution.

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6	37	8.1	General requirement	Bidder shall provide E-Office/Workflow Automation Solution and deploy it as on PMML Premise and provide manpower support to PMML for smooth operations of this system hence the service provider is expected to propose and factor hosting of the application at PMML premise manage the complete ICT operations (including hardware & software) and provide list of servers services which shall be used for hosting the system.	Please clarify whether PMML will provision servers based on the server sizing provided by the supplier.	The bidder needs to propose all the necessary hardware, system software including operating system, and database as part of their solution.
7	37	8.1	General requirements	Bidder would need to install E-Office/Workflow Automation system at PMML as on premise manner at PMML	Is there any existing workflow or automation system currently in use that we need to integrate or replace?	There are no existing workflow for eoffice. This would be a greenfield implementation.
8	37	8.1	General requirements	Bidder would need to install E-Office/Workflow Automation system at PMML as on premise manner at PMML	What level of customization is expected from the bidder, and will there be any constraints on modifying the workflows?	The Level of customization depends on the proposed solution by bidder. For more, please go through the functional requirements mentioned in the RFP.
9	37	8.1	General requirements	Bidder would need to install E-Office/Workflow Automation system at PMML as on premise manner at PMML	Could PMML provide a sample or template of processes to be automated for reference?	PMML will discuss it after vendor selection process.
10	37	8.1	General requirements	Backup and Audit Requirements	Please clarify the expectations of Back up.	PMML requires that regular backups of the E-Office/Workflow Automation system, including data and configurations.
11	38	8.1	General requirements	The solution shall be web based and provide interface with ERP and other existing & upcoming core and business IT systems, to push or pull data from respective systems.	Please specify the existing ERP and core IT systems with which the proposed solution needs to integrate.	Currently PMML has digital archive system and website. Several initiatives such as HRMS are under various stages of bidding design and implementation

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12	20	2.16		Period of Engagement	The duration of the project is 26 Months (2 Months implementation and customisation) and 2 Years AMC from Date of Go Live	Additionally, we seek clarification from PMML on the required number of personnel to be deployed onsite for the deployment. Is there a specific deployment plan or requirement for onsite resources?	During the implementation, PMML will require onsite manpower deployment, once the system will be deployed and stable onsite / offsite deployment may be considered by PMML and the same shall be mutually agreed after discussion between successful bidder and PMML
13	38	8.1		General requirements	(ii) Following activities will be in the scope of work for the successful bidder: Carry out change management and control for customizations required during the contract period	How many customizations or change requests are anticipated during the contract period, and could you please specify the number of man hours we need to factor in the implementation efforts?	After Go-Live, Change request will be discussed with successful bidder.
14	39	8.1		General Requirements	(iii) The scope components identified below have been elaborated in the next section. The scope of work also includes the responsibility matrix and exit management scope: Implementation of E-Office/Workflow Automation Solution across PMML would entail a total user base of approximately 100 users.	Should the hardware and bandwidth sizing consider scalability for future expansion beyond the 100-user base mentioned?	PMML does not foresee large growth number of user base during the contract period and approximate no of users has already been indicated in the RFP
15	36	8		Scope Of Work	Customization of the E-Office/Workflow Automation system, system integration, training to end users and supply, install, configuration of the various instances, commissioning of the required hardware for implementing the project.	How many instances are you looking for? Do you need UAT server, Development server, Production DC & DR servers?	The bidder has to provision the necessary instances for UAT, development, production, and backup.

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16	37	8	Scope Of Work	Bidders has to supply, install, implement & configure all the required software and hardware components including but not limited to operating systems, Database, Servers etc. The infrastructure for E-Office/Workflow Automation solution shall be designed in High Availability Mode with no single point of failure. Application & Database servers shall be configured in HA (Active-Active) Mode in separate servers to enable redundancy	Please confirm whether PMML will provide the servers to host the solution with storage.	The bidder needs to propose all the necessary hardware, system software including operating system, and database as part of their solution.
17	37	8	Scope of work	Integration with Digital Signature: The proposed solution must be implemented in such a manner that users can use their DSC to sign the files and without valid DSC no workflow should be initiated or PMML data can be accessed.	Please confirm whether DSC - Etoken will be provided by PMML?	PMML users will procure DSC - Etokens separately. The bidder needs to integrate it.
18	38	8.1	General Requirements	PMML envisages that deployment of E-Office/Workflow Automation system shall be on premise and the infrastructure for E-Office/Workflow Automation Solution shall be designed in High Availability Mode with no single point of failure. Application & Database servers shall be configured in HA (Active-Active) Mode in separate servers to enable redundancy.	Will PMML provide the servers? Please clarify whether the Bidder needs to provide only the server sizing.	The bidder needs to propose all the necessary hardware, system software including operating system, and database as part of their solution.
19	67	10	Annexures Annexure-VI: Financial Bid Format:	Form B: Break Up of Financial Bid: B: Operations and Maintenance Costs (Monthly Expenses for 02 years of contract after '"Go-Live"): 3. Cost of Hardware Items (list all items)	What are the Hardware items you are referring to?	All hardware that would be required for the proposed solution to run / remain operational

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20	67	10		Annexures Annexure-VI: Financial Bid Format:	Form B: Break Up of Financial Bid: B: Operations and Maintenance Costs (Monthly Expenses for 02 years of contract after '"Go-Live"): 4. Audit etc	Are you referring to a security audit as part of the requirements? If so, should we factor in the cost of engaging a CERT-In empanelled vendor for the security audit, or will PMML provide the necessary arrangements for the audit?	The bidder would be responsible for Security audit of the proposed solution before Go-Live
21	32	5.3		Technical Evaluation Criteria	6. Bidders should also submit relevant Quality Certifications such as ISO 9001, PCMM, ISO 27001	Since the other criteria reference only ISO 9001 and ISO 27001 certifications, we request the removal of PCMM from the evaluation marking criteria for consistency.	Please refer to corrigendum
22	31	5.3.		Technical criteria	"The bidder should submit a document to substantiate his approach towards the project including Approach Methodology, Work Plan, QA Plan and how Bidder will do the customization as per PMML requirements"	What is the level of customization required?	The Level of customization depends on the proposed solution by bidder. For more, please go through the functional requirements mentioned in the RFP.
23	36	8		Scope of Work	"Enable digitization by providing the technology platform for key-business documents should seamlessly get referenced and stored in Paperless system with tagging to relevant file, process, or document."	What volume of data needs to be digitized?	The volume will vary for each department every month.
24	37	8. – (X)		Scope of Work	"Integration with NIC email – Mail Messaging Solution"	What is the specific version/configuration of NIC mail?	PMML users use NIC mail and tightly coupled integration is not required only sending alerts / emails shall be in the scope of bidder.
25	32	5.3(Point 8)		Technical Criteria		Please clarify the deployment model.	Refer RFP on premise Model is required
26	39	8.1		General Requirements		Can OEM extend support to Bidding partner, as bill of material suggests, it is a System Integration project? Also, whether experience of OEM will be considered?	As per RFP

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27	39	8.1		General Requirements		What type of support is needed during 24 months period?	Deployment support will be provided during the first two months, covering the deployment, stabilization, and any necessary changes or customizations until the system reaches stability post go-live. The bidder must ensure support which shall include update, upgrade, incident management and performance optimization to run the solution smoothly
28	58	9		Service Level Agreements		SLAs are very stringent based on the scope of the project, kindly reconsider and relax accordingly.	The SLA's are there to ensure availability of service during PMML business hours and Other SLAs are for system quality and performance.
29					General Submission	Recommend a Dedicated private server in cloud for period of 2 years instead of mettle servers. As same will be efficient, cost effective, secured and fast.	Please refer Corrigendum
30						Please Consider Consortium.	As per RFP

3. Based on the reply to the queries of the prospective bidder, the following changes in the RFP document is done as mentioned below:
   a. Section 5, Sub Section 5.3, Clause 6 in the RFP document to be read as:

5.3: Technical Evaluation Criteria:
The Bidder must possess the requisite experience, strength, and capabilities to provide the services necessary to meet the requirements, as described in the RFP.
The invitation to the bids is open to all the Bidders who qualify the below eligibility criteria:

S. No.	Technical Criteria	Amended Technical Criteria
6.	Bidders should also submit relevant Quality Certifications such as ISO 9001, PCMM, ISO 27001 02 Marks shall be awarded for each certificate with maximum of 05 marks for three or more certificates.	Bidders should also submit relevant Quality Certifications such as ISO 9001 Certificate. 05 Marks will be allotted for ISO 9001 Certificate.

b. Based on the reply to the queries of the prospective bidder, the following changes in the RFP document is done as mentioned below:
Section 8, Sub-Section **8.2**: Performance requirement for PMML E-Office/Workflow Automation System in the RFP Document to be read as:

8.2. Functional Requirements for E-Office/Workflow Automation Solution

Performance requirement for PMML E-Office/Workflow Automation System
Performance required in terms of response time of application is as per following table (Bidder is to refer these performance parameters while sizing the hardware).

S. No.	Activity	Expected Time	YES/NO (to be filled by bidder)
1.	Menu Navigation - Displaying the appropriate menu as per defined user role and profile	< 2 Sec	
2.	Screen Opening - Display of the meta data/ document upload screen/ process forms	< 2 Sec	
3	Field Navigation - Navigation between different data entry fields in the Screen	< 2 Sec	
4.	Look up response - Display of items from a List of Values from the paperless system	< 3 Sec	
5.	Look up response - Display of items from a List of Values from the third party system (provided the third party system is functional and responding to query)	< 3 Sec	
6.	Screen Navigation - Navigation between different data entry screens (from one to another)	< 2 Sec	

7.	Upload/Download of document after committing the upload/download transaction by end user (<5 Mb size document)	<5 Sec	
8.	Navigation to specific page within the document (in a 100 page document)	<3 Sec	
9.	Simple search (On the basis of document name/department)	< 3 Sec	
10.	Medium Complexity search (Full text search with one additional parameter)	< 5 Sec	
11.	High Complexity search (Full text search in a set of 1 million documents)	< 7 Sec	

c. Based on the reply to the queries of the prospective bidder, the following changes in the RFP document is done as mentioned below:
Section 9: Service Level Agreements in the RFP Document to be read as:

Section 9: Service Level Agreement (SLA)
The Bidder must ensure the Solution/support should comply with the RFP/SLA terms and penalties will be imposed on breach of RFP/SLA terms as mentioned below.

Penalties for the shortfall in Performance Levels (SLAs)

Bidder will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 99.5% on 24x7x365. The penalty will be calculated as per the details given below.

Uptime percentage	Penalty Details
A >= 99.5%	No Penalty
99.5% =< A <99%	0.5% of cost of monthly charges
99% =< A <= 98.5%	1% of cost of monthly charges
A < 98.5%	Penalty at an incremental rate of 0.5% of cost of monthly charges for every 0.1% lower than the stipulated uptime

S. No.	Service Description	Desired Requirements	Measurement Requirements	Max Response Time	Max Resolution Time	Penalty
1	**Availability of E-Office/Workflow Automation Solution including server during office hours (9 AM to 7 PM)**	99.9% uptime for E-Office/Workflow Automation Solution Application/Service	Measured uptime from system logs	120 minutes	240 minutes	0.5% of monthly payment for each 0.1% below 99.9% uptime
2	**Incident Management**	Quick response for critical issues like bugs, access issues, and data errors	Incident response and resolution	120 minutes	4 hours	0.5% of monthly payment for each breach of response or resolution time
3	**User Support (Employee Queries)**	9 AM to 7 PM access to support for PMML's employee inquiries	Response time measured from ticket submission or contact	180 minutes	4 hours	0.5% of monthly payment for each breach of response or resolution time
4	**Regular System Maintenance, Updates and Upgrades**	Monthly system updates, including patches, enhancements, and features	Update logs, scheduled maintenance notification, and downtime tracking	1 day prior to maintenance	4 hours (for unplanned downtime)	0.5% of monthly payment for each hour of unnotified downtime
6	**Data Backup Recovery and Retention**	Periodic data backups with 30day retention	Backup logs and restoration verification	1 hour (in case of failure)	24 hours (for full data recovery)	0.5% of monthly payment for each breach of backup or recovery SLA
7	**System Customization Requests**	Customization of E-Office/Workflow Automation system as needed for specific PMML requirements	Tracking of requests and implementation timelines	1 business day	10 business days	0.5% of monthly payment for each breach of customization timeline

- **Penalty** applies when the service provider fails to meet the required SLA standards.
- The penalty is **0.5% of the monthly payment** for each instance of non-compliance with the **response time** or **resolution time** set in the SLA. Maximum penalty shall not exceed 5% in case maximum penalty exceeds 5% PMML may terminate the services.

- For **system availability** and other uptime-related issues, penalties are based on a **threshold below 99.9% uptime**, calculated as 0.5% of the monthly payment for every **0.1% below 99.9% uptime**.
- **Critical incidents** or **data recovery failures** lead to penalties for missed timelines, with 0.5% of the monthly payment deducted for each SLA breach.

S. No.	Service	Service Level	Min Resolution Time	Max Resolution Time
1.	Critical System Issues	Level 1	120 minutes	240 minutes
2.	Major System Issues	Level 2	120 minutes	8 hours
3.	Minor System Issues	Level 3	1 business day	2 business days

Issues Description

S. No.	Issue Type	Issue Description
1.	Critical System Issues	Critical issues are those in which all the functionalities of the solution/portal for all PMML users are not working.
2.	Major System Issues	Major issues are those in which a few functionalities of solution/portal for certain amount of the PMML users are not working.
3.	Minor System Issues	Minor issues are those in which limited functionality of the solution/portal for only specific PMML users are not working.

Please Note:
1. Bidder may provide E-Office/Workflow Automation solution and deploy it on Cloud (CSP must be from MeITY empanelled CSP only) and provide manpower support to PMML for smooth operations of E-Office/Workflow Automation solution hence the service provider may propose hosting of the application on Cloud and manage the complete ICT operations (including hardware & software related to Cloud) and provide list of servers services which shall be used for hosting the system on cloud. The Cost of CSP has to be borne by the bidder.

2. Bidder would also need to install e-office / workflow system at PMML as on-premise version hardware (Server) for backup, audit and other purposes. Bidder shall ensure that PMML must have all the e-Office system (with Data) all the times and it will be the responsibility of bidder to provide all eOffice data to PMML at the time of exist. Syncing & Backing up from Cloud to physical servers shall be the responsibility of bidder.

3. Bidder shall grant PMML an irrevocable, perpetual license to use E-Office/Workflow Automation solution provided by the bidder, including all customizations perpetually. Bidder shall offer the E-Office/Workflow Automation solution to PMML without any pre-conditions. Once the contract period is over PMML & successful bidder shall mutually discuss the annual maintenance, Annual Technical support charges and mechanism to ensure the continuity of system at PMML.

*************End of Document*************