CLARIFICATION NO: 01
AGAINST TENDER ENQUIRY NO: PROC-SERVICES/CB/SYSTEM-3233/2018
HIRING OF SERVICES FOR PROCUREMENT, INSTALLATION & IMPLEMENTATION OF ENTERPRISE
CONTENT MANAGEMENT SYSTEM (ECM) FOR A PERIOD OF THREE (03) YEARS

With reference to subject mentioned tender enquiry and further to clarifications sought by few of our prospective bidders the following clarifications is hereby communicated to all prospective bidders for their review and preparation of bid accordingly.

	Clarification	Reply
1	Optimized Mobile Apps support. Do we need to made Android and IOS Apps or just mobile browser version of ECM??	*A Mobile App support will be considered an additional Feature and preferred but minimum requirement is it should compatible with multiple handheld devices and can be accessible easily via mobile browsers.*
2	Integration with standard OCR/ICR enabled scanning machines Do we need integration of Web application with physical scanning machines? if yes any specific example required? With Web applications we can provide OCR of scanned images uploaded within the application.	*The proposed application should have the integration feature with any standard physical scanning machine. The actual integration will be done at some latter point in time. That is not the scope of current project.*
3	Integration with Business Processes and Back-End System We need some information regarding existing business applications? Are we going to integrate with these applications using Feeds and Web services or some other mechanism is already been used. If yes, please mention?	*The minimal requirement is ECM Solution should have integration with Microsoft exchange Email messaging solution. The proposed system is cable enough to integrate with other systems by standard integration approaches. Integration with other application will be done latter on.*
4	Digital Asset Management what type of media compression is needed. Also cloud based storage is required or not?	*The offered solution will be implemented in-house and on premise solution is required.*
5	Last but not the least, we need to confirm that whether we need to provide web server cost in the proposal or not. If the offered solution does required web server, the cost should be mentioned as an option in the Financial bid.	*The web server cost is not required in financial proposal.*