

GBIC CMS TENDER CLARIFICATION

February 18, 2011

Addendum - IV

Clarification on the feedback received on the IVR document of the Complaint Management Software Solution after the pre-bid meeting held on 09/02/2011

Page No	Para./Point No./line No	Line No. Query	Clarification
9	C/v	Performance Security	Performance Security is to be given when the contract is awarded. Hence it will not be part of the financial Bid. The performance security will be based on the total project cost as per the revised Annex.H
14	1	Pre UAT training	Pre UAT training is different from the Post acceptance training of users.
18	3/a	Registration of complaint	Scrutiny is outside the scope of the system, but we need basic validations in the system. Also we need provision for complainant to enter complaint directly on CMS but this feature will be used at a later date.
19	d	Implementation	If the complainant does not accept the decision and does not send the consent the complaint is closed after the acceptance period is over (i.e. one month). We will require the provision to reopen the case if necessary.
19	e	Complaint statement/ Reports	There will be 15 standard reports or statements to be generated from the system. i.e. A,B,C,D
20	1	Attaching Actual award document to complaint.	Award document and its synopsis are to be linked to the complaint.
21	16	Search Complaint	The search is required on the captured fields only.
22	17	Uploading of scan documents	Every complaint may involve uploading up to 40 documents. Uploading function can be released in phased manner to various user groups (i.e. OIO users, Insurance Company and Complainant)

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23	25	Website Beautification	The current web site is static HTML website with 10 pages. The vendor has to develop a new web site. The existing web site will be discarded once the project is implemented.
24	28	Concurrent users in the system.	The concurrent users of the system are estimated at 100. But the system should be capable of supporting 300 concurrent users taking into account the probable future increase.
27	7/h	Uptime	Assuming uptime of 99% (calculated on quarterly basis)
28	I	Providing Back up services & DR site.	The idea of having Back ups and DR site is to provide for fast recovery in case of the any breakdown. If the backups are sufficient to restore the system within a reasonable time frame then DR sites are not required. Taking into account the cost associated with the development and maintenance of the DR site, it may not be necessary at this stage. Vendor has to ensure that the system will be restored with help of backups in case of any breakdown.
28	J	Unlimited data transfer.	The bandwidth estimation has to be done by the vendor, taking into account the number of users, data size and the expected growth in both. The vendor can suggest minimum requirement to begin with and quote additional price for next bracket of data transfer in terms of GB. To begin with the vendor should quote for 25 GB.
29	v	Size and scalability	At present we receive about 15000 complaints for all 12 offices and we assume around 15% increase every year.
30	vii	User access	We don't have any existing application.
31	C	Mailing Solution	We need corporate email IDs for our employees. Also we should be able to send emails from the system for those whose email id is captured in the system.
31	F	Migration of the existing data	The existing data is in physical form, such as registers and in excel files. The total no of records is about 60,000 and each record consists of 25 fields in alpha numeric. The data is available in the

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			offices of our 12 ombudsmen and the vendor has to suggest ways to migrate the same to the new system.
31	L & M		Both are in the scope of the Bid.
35	Y	Process Analysis	The time frame for changed process and SRS is 10 days.
36	CC	Load And stress Testing	The load and stress testing certification is not required by GBIC but the procedure will be determined jointly by the vendor and GBIC.
38	HH	End User Training and Training Tool	The training will be conducted either in Mumbai or Pune. The number of users will be around 35. CBT tool is not required for the training.
39	8	Change Management Cost	Any change which has an effort estimation of 5 days or less shall not be charged, effort estimation above 5 days will be charged only for days in excess of 5 days.
74	K/line 2	Rs.10 lakhs	Correction – Rs.5 lakhs
Annexure B	12	Reference Documents	Copies of Completion certificate as per Annexure K
Technology priorities			Which will fulfil our requirements and which is cost effective

***** END*****