

## Clarifications on Bidding Document (RFP No. CPPA-G/12871-76)

Implementation of Microsoft SharePoint 2016 Online (Office 365 Enterprise E3) as Enterprise Content Management (ECM) Solution

### All prospective bidders,

Following are the clarifications on RFP No. CPPA-G/12871-76:

Sr. No.	Queries	Customer's Reply
1.	Active Directory version?	Operating system= Windows server 2016 standard Schema version = Object Version : 87
2.	What are integration requirement, level / depth of integration with Oracle?	Oracle EBS R12 database and repository
3.	Search will include external files and/or databases. Where external files will reside and how they will be accessible to SharePoint Online same case with database?	Oracle EBS R12 database and repository
4.	With reference to RFP point 3.5.7 (a), In case of non-availability of cloud service, the files, document libraries and search-ability should be available through CPPA-G intranet to the end users. Are you looking for Hybrid Solution which means install and configured SharePoint On-Premises?	No, in case of absence of cloud, basic search capability will be available through intranet portal of CPPA-G. The Intranet portal will exploit only local repository (SQL server) to search documents/contents. The intranet portal will be on share point as well as access to the local repository at CPPA-G data center through VPN will be provided.
5.	Is oracle accessible from external network / internet?	At present, No
6.	Are you looking for scanning solution with SharePoint Online or you just want to import already scanned document to SharePoint Online? Means you separately scan document and later on upload to SharePoint online?	Please refer to section 3.5.9, 3.5.10 and bid form 6. Moreover, data migration from unbundling to bundling (complete life cycle) is responsibility of the vendor.
7.	How many people within the organization would need access to the solution?	125 to 150 system level users
8.	On average, how many documents would the organization need to issue for signature per month?	145 documents/records (letter/noting)/day
9.	What is the most important aspect of an electronic signature solution (ease of use, functionality, Integrations)?	Please refer to section 3.5.1 as <ul style="list-style-type: none"> <li>• Solution shall permit for electronic signature management - support for inserting signatures and managing records content</li> </ul>

		and access. At present CPPA-G has not asked for e-signature solution in this RFP as part of solution; however, proposed solution must not restrict future inclusion of e-signatures.
10.	Share MFP copiers' vendor and model number. Do you have software which come with MFP copiers that's supports SharePoint Online?	Yes, MFP 527z is potential target printer and have this inherent capability
11.	At what stage you want to convert MS Office documents to PDF with the electronic signature option. Are you looking for separate feature which convert MS Office documents to PDF with electronic signature whenever you need basis?	At present CPPA-G do not intend to have e-signature solution as part of this RFP.
12.	Establish a global home page with contents (intranet: with news analytics capability) targeted to CPPA-G employees; Please explain analytics capability.	Primarily theme will be same; however, contents may vary based on department needs.
13.	Other than news, BPM what information are looking into Intranet Portal?	May be assessed during volumetric analysis.
14.	What are workflow integration requirement with other business applications?	No
15.	How do you develop and update project plan?	Initial and detailed project plan will be proposed by the successful bidder and agreed by CPPA-G within the timeline of 6-8 months
16.	Are you looking for Project Management Solution with SharePoint Online?	No
17.	What is your current data size and growth frequency?	Estimated 1 million documents to be migrated from legacy database, 145 documents or records per day is the requirement
18.	Will all department use same SharePoint Online Design Theme or each department would have their own site design theme?	Primarily theme will be same; however, contents may vary based on department needs.
19.	How many department will be part of Intranet Portal?	HR & Admin, IT, Legal, SMD, Technical, Finance, Treasury, CEO, Corporate Governance, Company Secretary offices and external stake holders as NEPRA, NPCC, NTDC, MoWP, IPPs, AEDB, PPIB etc.
20.	Who will perform OCR / Scanning functions?	Please refer to section 3.5.9, 3.5.10 and bid form 6. The scanning/OCR or any other solution if required for data

		migration will be the responsibility of the vendor.
21.	What is size of historical data? Average pages in one file?	May be assessed during volumetric analysis, please see section 5.2 and bid form 6
22.	How many signatures would you use in 12 months?	Please refer to section 3.5.1 as <ul style="list-style-type: none"> <li>• Solution shall permit for electronic signature management - support for inserting signatures and managing records content and access.</li> </ul> At present CPPA-G do not intend to have e-signature solution as part of this RFP; however, proposed solution must not restrict its future usage.
23.	Expected Project timelines are 6 to 8 months. Is there any flexibility in timelines?	Time line for data migration may be flexible; however, project time line is 6-8 months.
24.	What sort of annual support are you looking, like RE / On Call etc.?	Onsite and it is vendors responsibility.
25.	What are the locations for user trainings?	At CPPA-G premises, Islamabad
26.	Reference to RFP Clause 5.2 & Bid Form: 6 Kindly confirm that CPPA will made 100% advance payments (as per proposed and agreed licenses delivery plan)?	Yes
27.	Due to the uncertainty in the value of Pak Rupee (PKR) which may prevail throughout the lifecycle of project, it is recommended that all the license/subscription fee should be paid either in US Dollar or US Dollar exchange rate of the State Bank of Pakistan on the payment date should be considered for calculations and payments in PKR.	US dollar exchange rate of the state bank of Pakistan on invoice date will be considered for this conversion
28.	<b>How many documents need to be processed every week?</b> Example answer: 1 million documents.	145*5
29.	<b>What is the SLA/Window?</b> E.g. processing 10,000 pages in an 8 hour day is very different to processing the same volume between 8am and 9am if that is what the internal SLA dictates.	Please refer to section 3.5.9, 3.5.10 and bid form 6
30.	<b>How many operators do you currently have for this operation?</b> Example answer: We currently have 100 users. We plan to reduce it to 50 after the project.	Vendor is supposed to suggest manpower needed for the proposed solution
31.	<b>Do you know the average page count per document?</b> Example answer: 3 pages per document on average.	This may be determined during volumetric analysis
32.	<b>How do you receive documents and what percentage?</b> Example answer: Fax (50%), mail (45%) and email (5%).	Most of the documents are in hard form

33.	<b>Do you need documents to be classified automatically?</b> Example answer: Yes, content (OCR) based classification. No, we will use separator sheets with barcodes.	No
34.	<b>How many document types do you have?</b> Please list them. Example answer: We have 50 document types such as Invoice, Application Form, Driver License, etc.	To be defined during volumetric analysis
35.	<b>Do you have pre-printed barcodes or Form ID on your documents?</b> Example answer: Yes, 10% of the documents have 3 of 9 barcode.	No
36.	<b>How would you like to store documents after processing?</b> Example answer: Store them in a shared folder as PDF, TIFF and XML files. Store them in Document Management such as SharePoint We need a custom solution using web services.	Primarily pdf
37.	<b>What type of scanner you have?</b> i.e. Brand / Model	MFP Laser Jet M527z
38.	Total volume of Islamabad and Lahore? (how many volume in Isb & Lhr)	Major part of legacy data is in Lahore whereas most recent data from June, 2015 is at Islamabad.
39.	Nature of documents/file/binded/books/open files/loss files in percentages? (File %, Books %, Binded file or Book %)	Files/Documents are binded packed in the boxes and stored in warehouse. CPPA-G will provide vendor the boxes of binded files to be migrated. The unbundling and bundling in the data migration life cycle will be the responsibility of the vendor.
40.	Required time line for document scanning?	The data migration time frame is flexible and is not limited to 6-8 months which is project time line.
41.	Sizes of binded files?	The size of binded files vary depending on the type of document. e.g. an Invoice may have up to approximately 200 pages.
42.	Size & numbers of Micro Films or Micro Files?	We do not have Micro films.
43.	Scanning in sequence or random (both sides Isb. & Lhr. Started in same time or in phases)?	Primarily the migration of most recent data which is at Islamabad will be the priority.
44.	Number of fields / indexing?	On average 5-7
45.	Can document will pass through roller?	The document may be scanned in parts and digitally stitched.

46.	Does CPPA-G already have SharePoint Online/O365 E3 plan? Or is it required by the vendor to procure O365 E3 plan?	No, we do not have, vendor is required to procure O365 E3 plan for CPPA-G.
47.	We are assuming that the API from ORACLE EBS side will be provided by CPPA-G for Oracle EBS integration. Is this assumption correct?	The potential APIs or business connectors for synchronization with Oracle EBS R12 repository and replica of local repository must be proposed in the proposed solution; however, if any additional API is identified and justified will be provided by the CPPA-G. Note: proposed solution must be complete in all respects
48.	Clause 5.2, Annual Support (post production) after warranty period.	The award of the contract includes one-year warranty / maintenance period. The annual support service agreement after expiry of the warranty period if awarded to the same vendor will require 10% of the remaining payment to be withheld by CPPA-G.
49.	Section 4 clause 'failure to address any section or answer any question(s) in this RFP may subject the proposal to disqualification.	The initial proposal submitted to CPPA-G must be complete in all respects and supported with all documents required in this RFP. The evaluation team will not ask vendor to provide any missing document, therefore, it is the responsibility of the vendor to carefully prepare the bid along with all required documents.