S no.	Section	RFP Clause	Query	Response
1	Annexure 2: Functional requirements	Solution shall have the capability of integration with Email and SMS for OTPs/notifications	Will the Bank provide SMTP/SMS gateway credentials for alerts and OTPs, or is the vendor expected to provision them?	Yes, Bank will provide the SMTP/SMS gateway credentials.
2	Annexure 2: Functional requirements	The e-OFFICE Solution shall be capable to support minimum 500 concurrent users.	What is the percentage of Users increase year on year	10%
3	General		The Department should clarify that the e-office solution will be deployed on cloud or Departments Local On-premises infrastructure? We assume that client will provide the necessary infrastructure for application hosting, please clarify in case of difference in understanding.	On premise deployment will be done.
4	General		Will historical DAK/File/Note data need to be migrated from any legacy system? If yes, please share volume and format.	Bidder should factor for max of 5000 pages of leagcy DAK/file/Note data.However bank shall provide master data as per the requirement.
5	General		We are assuming that the timeline is quiet aggresive. The requirement , study and design will take some time. We are requesting to change the timelines.	The delivery timelines has been revised to 2 months.
6	General		Any login process needs to be enabled, like single on login or LDAP	Firstly, single login is required but there should be a capability to connect through Active Directory at a later stage.