

**NOTICE INVITING TENDER FOR IMPLEMENTATION OF DIGITAL SIGNATURE SOLUTION AND EMPLOYEE TRAVEL MANAGEMENT IN SAP**

**Prebid Queries Clarifications Sheet for Bidders**

**Date: 28-01-2020**

**RFP Ref: BL/IT/HO/APP/PT/201920/0008 dated 17.01.2020**

Sl. No.	Tender Reference	Participant's Query	Balmer Lawrie's Response
1	The digital signature solution should allow enterprise level signing as well as individual level signing of documents	It's not clear what's the difference between Enterprise level Signing and Individual level Signing	BL is ideally looking for a solution which can cater to Enterprise and individual level signing solution. The feasibility needs to be checked by bidder and bidder to propose the solution. BL will be evaluating all the proposed solutions and then come to a final conclusion.
2	Should support signature of multiple person in single document and single signature in multiple page.	Not clear what it means by " Multiple persons in single document ". Whether the same document will be signed multiple times by different persons in the workflow and if so, whether the document should hold all the signatures or if multiple persons can sign the document but only persons will sign it after which it won't allow for resigning.	As part of the workflow BL requires that the document is signed by all the members/persons in the workflow.
3	Digital Signature solution should have two components. Client USB token base signing and Server-side signing to integrate and enable signing functionally in SAP application.	Requirement not clear whether both Token based and server-based Signing will be enabled as both serves the same purpose and having one makes the other redundant	BL is ideally looking for a solution which can cater to Enterprise and individual level signing solution. The feasibility needs to be checked by bidder and bidder to propose the solution. BL will be evaluating all the proposed solutions and then come to a final conclusion.
4	The application should have a portal/console for management of digital signature solution. The portal's dashboard should allow registration of users of with DSC, re-registration of users, mapping of users with DSC, delegation of user etc. Dashboard should also provide escalations, reminders and alerts based on various lifecycle events like Token expiry, or based on the administrative decisions taken by the Balmer Lawrie like in case of any change (transfer, promotion, leave, suspension, termination, superannuation etc.)	Not clear about the functional aspects and use of this requirement. Need more clarification	Requirement is of single/central portal to manage the DSC lifecycle for the proposed solution.
5	Solution should have undergone third party Vulnerability Assessment and Penetration Testing (VAPT) and proof of audit certificate should be produced	Requirement not clear whether VAPT is a pre-requisite before starting development or before implementing the solution in production	VAPT is not required rather the solution should comply with the prevalent security standards

6	Current Signature process	Require data on the current Signature process and how Digital Signature will be incorporated in it. Based on it we can determine whether invoices will be signed via a central custom report for all invoices or different custom report for different invoices or applying digital signature in standard application	Documents are approved in SAP as well as outside SAP. Few documents are system generated as well and hence it doesn't need signing. All the processes need to be catered based on the stakeholders' requirement and legal compliance.
7	Digital Signature	No of authorised Signatories and their locations	Expected number of signatories will be around 200.
8	Digital Signature Smartforms	Whether the Invoices already have designated place for Digital Signature. If not, who will take care of the Smartform Changes	The changes will have to be incorporated by the successful bidder and bidder is expected to provide an end-to-end solution. These documents maybe bilingual as well.
9	Expected Phases: 1) Implementation of Digital Signing Software(s) for client-side signing including admin/management portal/software and licenses (if any). 2) Implementation of Digital Signing Software(s) for server-side signing including admin/management portal/software and licenses (if any).	In the Server-Side signature solution module, the signatures should be typical Class 2 Digital Signature Certificates (that are mandated to be stored in HSM - Hardware Security Module Box in Server end) or Document signer Certificate that can be stored in Server as a soft signature? Please Clarify.	BL is ideally looking for a solution which can cater to Enterprise and individual level signing solution. The feasibility needs to be checked by bidder and bidder to propose the solution. BL will be evaluating all the proposed solutions and then come to a final conclusion.
10	What would be the approval workflow for Domestic Travel	1 or 2 Level approval	It is dependent on the grade of the employee and there are exceptions as well. Bidder to ensure flexibility and to cater to all types of employees.
11	Settlement against advance (Travel Request)		Settlement against advance has to be done. There can be multiple trips in a short duration hence multiple advance can also be there.
12	Travel Expense tagged with Travel Approval?	employee will create expense using the existing trip ID	Each advance needs to be tagged to the respective travel trip
13	Travel Expense paid through SAP off-cycle payment?	Yes, SAP standard after payroll run park and post concept	Will be finalised during design phase of the solution.
14	Different bank account for Travel Expense payment?	Yes, possible main bank and other bank in SAP Infotype 9	This will be finalized later during design part.
15	All the travel request to approval log need to be store in system?	Yes, approval/rejection log with user, date and time	Yes, All the logs need to be stored.
16	How Daily Allowance (DA) logic will validate with time?	For training and meeting BL given 1/4 DA	This will be finalized later during design part.
17	Is there attachment functionality required?	Need DMS	Yes, DMS alignment is required.

18	Is there any cross-check option required like forward WF to some other to cross check	Workflow delegation or forward WF	Yes. This is required. We might have to forward the workflow.
19	How to handle if excess advance claim at the beginning of the trip?	Is it refunded or adjusted on another trip	Refunded back to the company. Details will be decided during design phase.
20	Back dated entries need to be handled in Travel request and Expense.	What would be the maximum?	Yes. Maximum will be decided during design phase.
21	Notification on each level of approval or rejection	Notification on each level of approval or rejection	Yes. This is required at relevant stage of the business process.
22	hard copy required to submit?	hard copy required to submit?	Actual physical bills etc is required for processing.
23	The solution should be SAP HANA compatible and any further development/enhancement required during the contract period has to be performed subsequent to implementation of the solution.	This can be done only after S4 HANA has been deployed by relevant vendor under non-Rapid Deployment Model.	BL is expecting the solution to be HANA compatible to cater to the future need of the organisation and to cater to any challenge that might arise due to any component that might reach end-of-support during the contract period. To ensure seamless transition this is required.