Ref No. 03/06/2016-IIWCRT

Dated: 22/06/2016

CORRIGENDUM

With reference to the tender notice no. 03/06/2016-IIWCRT dated 03/06/2016 for '**Selection of a Service Provider for designing, development, hosting and maintenance of the National Investment Grid,**' this is to inform the following changes in the RFP milestones:

S. No.	Clause No.	Point No.	Page No.	Original	To be read as
1	2.21	2.21.3	21	"Pre-Qualification and Technical Proposal – Selection of a Service Provider for designing, development, hosting and maintenance of the National Investment Grid (Not to be opened before *June 30, 2016*)"	"Pre-Qualification and Technical Proposal – Selection of a Service Provider for designing, development, hosting and maintenance of the National Investment Grid (Not to be opened before <u>July 7, 2016</u>)"
2	2.21	2.21.3	22	"This outer envelope shall bear the submission address, reference number (mentioned in Data Sheet) and be clearly marked "DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE *June 30, 2016*."	"This outer envelope shall bear the submission address, reference number (mentioned in Data Sheet) and be clearly marked "DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE <u>July 7, 2016</u>."
3	2.29	16	31	"Not later than the following date and time: Date: *June 28, 2016*; Before 1600 hours (IST)"	"Not later than the following date and time: Date: <u>July 5, 2016</u>; Before 1600 hours (IST)"

4	2.29	14	31	"*October 30, 2016*"	"**November 7, 2016**"
5	4	Form Fin 1	55	"Our Financial Proposals shall be binding upon us up to expiration of the validity period of the Proposal, i.e. till *October 30, 2016*."	Our Financial Proposals shall be binding upon us up to expiration of the validity period of the Proposal, i.e. till **November 7, 2016**.

Responses to bidders' queries- Part 1

Serial No.	page Number	Section	Sub Section	Question	Response
1	32	2.29	18	Please elaborate what is meant by 'similar projects?'	'Similar Projects' means government (Indian or Otherwise) projects coming under the banner of e-governance projects of national importance. The scale and scope of 'similar projects' should have catered to the needs of users based across the globe.
2	14	2.8		EMD: Is Bank guarantee acceptable to Invest India instead of DD?	No, Invest India will accept EMD only as DD drawn in favour of Invest India payable at New Delhi
3	59	5.1.2		What is module for stalled projects?	Stalled projects would be a functionality not visible on the home or landing page but accessible through a navigation. Through this a list of projects which are stalled or behind schedule due to certain reasons can be displayed. Project authority should have a flexibility to register and track his stalled project.
4	60	5.2.1		Is it possible to provide a limiting list of browsers and devices the portal needs to be tested on?	The portal should be compatible with major browsers (e.g. Chrome, Safari, IE, UC Browser etc.) and operating systems (iOS, Android, windows etc.)

					Last three versions of these major browsers and OS may be looked at.
	60			For SSO (Single Sign On), is there a particular standard or mechanism (e.g. SAML / CAG) that is preferred by Invest India; based on the current list of systems would they like to integrate the desired solution to?	Invest India is open to suggestions from System Integrator (SI). SI may propose a suitable mechanism to suit the overall architecture.
			5	Are there any other integration points to existing systems that the solution should cater to? If yes, what integration patterns are expected to be supported (e.g. News, Search)?	SI to propose a flexible and scalable solution so that any future integration requirements can be addressed.
	61		7	Does the portal (and the overarching solution) need to support multiple languages?	Current scope includes only English. Architecture should allow scaling up to incorporate some international and/or scheduled Indian languages in the future.
	61			What is the type of data that is expected to be bulk-loaded by this functionality through an excel spreadsheet (e.g. investible project information)? Will this be a one-time exercise or a permanent feature of the solution?	Data will be in the form of information around investible projects (for more information see functional specs table in section 5 of RFP). This will be a repetitive exercise, the periodicity of which will depend on the frequency of data we receive from states. This will be elaborated during the requirement gathering phase.
	61	5.2.2	9	What are the integration requirements? Is it only excel upload or other mechanisms to be provided?	The current scope is limited to excel upload only. The portal might need to address other requirements in the future.
5	61		13	What is the type of fraud/mistakes that is expected to be captured by this functionality?	Issues like foreign bot attacks, mass uploads, multiple user ids from same location etc. will be needed to be addressed. Specific requirements will be worked out during the requirement gathering phase.

	61			18	Does the solution need to integrate with an existing reporting platform to produce MIS reports?	No integration with existing reporting platform.
	61				Are there any projected figures available for the volumes of pictures, videos and other unstructured-content?	No. However it will be a finite manageable list
	61			20	Is capability to run campaigns on the website also required?	Yes
	62			21	What is the type of information referred in this functionality and which MIME formats needs to be supported?	Invest India foresees excel and pdf.
	62			25	Is there a minimum set of accessibility standards (and their compliance levels) that Invest India would like their portal to conform to?	Invest India does not have any existing Accessibility management framework for NIG. SI can propose suitable guidelines.
	62			26	Are there any browser or device specific requirements that have to be kept in mind for UAT?	ECM or DMS should be a part of the overall solution architecture
	62		27		SEO activities improve the ranking of pages gradually so committing to pages always appearing at top would not be possible. Is it acceptable that rankings keep improving with time?	Yes
					Does Invest India foresee requirements of Big data for analytics?	No
6		5.2.3		3	Is there a finite number of pre-defined workflows that the solution is expected to deliver.	Yes

				16	Is there a requirement around archiving of stored documents? If yes, what are its specifications (e.g. document lifecycle timelines)?	Yes, Enterprise Content Management System or Document Management System should be a part of the overall solution architecture
					Is this facility intended only for administrators or is it an imperative requirement for the end user of the portal as well?	Administrator and Project Authorities. The end user/ investor will not have access to this feature.
				17	Is there a finite list of formats that are expected to be converted to / from?	Yes. SI to suggest standard formats for scanned documents. Invest India does not see any requirement of conversion of documents from one format to another.
7		5.2.4		4	What is the expectation around ISO27001 compliance? Would you be engaging an external provider for compliance?	Yes, Invest India will get a reputed government agency for compliance.
					Will a cloud hosted solution be acceptable to Invest India?	Yes
					Will Invest India be open to consider a private cloud based solution from a leading player (like AWS) complying with all the security requirements, but with data centers based outside India?	Yes, Invest India is open to private cloud based solution. However, the data center should be located within India.
					From solution availability perspective, are there any considerations regarding Recovery Time Objective (RTO) and Recovery Point Objective (RPO)?	SI to suggest.
8		5.2.5			Do we have any regional preferences for disaster recovery site?	No.

				From high availability perspective, do we need an "automated" failover-solution? Kindly confirm.	SI to suggest.
		5.2.7		8	What is the expected medium of communication between the administrator and the user during the process where the former seeks more information about the latter?	Electronic-mail.
9		5.2.8		Would there be any help provided in validating the test data, are there any sample test data items which can be used.	Yes, Invest India will validate the data for testing.
				Who would be the audience for UAT (Central / State / Regional)? What will be the user base size?	Invest India team and some representatives from Central/ State Governments. User base for UAT would be around 20-25 people.
10		General		Is there any preference for development methodology (agile, waterfall)?	Agile.
11		General		Please share an overview of technology landscape for DIPP and possible systems integrating into NIG.	Invest India does not foresee any systems integrating into NIG as of now. Link to NIG will be made available through various government websites
12		General		We understand that Invest India requires Level 2 or Level 3 Incident Support accessible via email or Incident Management online tool for Operations and Maintenance of NIG portal. Will Invest India requires Level 1 Voice Service Desk call center support for NIG Portal? Please confirm.	Yes, Invest India will require L1 Voice Support for NIG portal.

13		General		Please confirm count of internal/external users of NIG portal and expected % hike per year.	No such prediction exists.
14		General		Please confirm the expected Operations and Maintenance Support service coverage hours.	Since the users of the system are expected to be present globally, Invest India expects the system to be up 24X7. However SI may suggest a scheduled maintenance plan.
15			5 5.2.2	The GUI Form Administration should support changing list of value (LOV) contents. Please explain the exact requirements	List of values can be changed by admin login as and when required. The change at the master data site level can be done at a later time.
16			5 5.2.2	Who will provide the SMS gateway?	SI to provide for capability to integrate standard SMS gateway. SI may also provide list of experienced SMS gateways. Recurring cost of SMS gateway will be borne by Invest India.
17	60		5 5.2.2/ Point 5	Could you please provide the list of websites and their respective technology for Single-Sign-on functionality?	Invest India does not foresee any website to connect with NIG at this point of time
18	62		5 5.2.2/ Point 25	Could you please provide targeted list of disabilities? Example - Deaf or hard of hearing etc.	SI to suggest industry standards being followed for 'similar projects'.
19	69		first line (manage contacts)	Does this mean an address book is to be maintained within the system for each user? Or does this simply mean to manage the contact number of the users	SI to suggest.
20	71		Point 6	Could you please explain the requirement for the 'Scan document' functionality? We assume that this is basically upload of digitalized	Uploading digitized documents.

				documents to the portal and not actual scanning of documents through this portal. Please clarify.	
21	76		Point 13. Dashboard(s)	Provide sample reports for the following dashboard- 1) Senior Management 2) MIS Reports 3) Project Initiator 4) End User	SI to suggest.
22	76		Point 13. Dashboard(s)	Please can you list the data/reports/charts that you wish to see on the Dashboards? Will this support Drill-Down feature for the data displayed?	Invest India cannot list down the reports as of now. These will be elaborated upon during the requirement gathering phase. Yes, these reports will support drill down feature.
23				Hosting of portal can be over cloud or at India Data Centers? Please confirm.	Invest India is open to hosting the NIG over the cloud or at data centers based in India.
24	61		5.2.2	What is the source of users' data for Single Sign-On? Are the user details going to be pulled from related systems or is it going to be a federated authentication using ADFS/SAML?	No. The user details for NIG will be maintained on the same system
25	63		5.2.3	Admin should be able to change/tweak the workflow in the portal using some kind of a workflow designer/modeler. Although this is possible, we will also assume that the bidder's technical maintenance team will be involved in changing these workflows. Please confirm.	Yes

26	63	5	5.2.2/21	At this moment, we assume that the download formats for information from portal would be PDF for textual data and XML and CSV for data that's needs to integrate into another system. Please confirm.	Yes
27				To maintain consistent and higher Search Engine Rankings, we will need a one-time effort + a sustained recursive effort. We are considering this in the 2 year maintenance phase. Please confirm.	Yes
28	70	5	5.2.7	Admin to add/modify form fields as per sector Would it be predefined based on sector/group type or do they need to be added dynamically? If dynamically - how do we ensure form layout and the restriction on the amount of content?	Predefined
29	75	5	5.2.7	Static Dashboards and MIS Reports to be fixed with predefined headers and information buckets?	Yes
30	75			For performance testing please share the following data 1] Expected Page load time 2] total Users using this system (maximum) 3] Concurrency rate to be considered as 30%? 4] In case of documents, what is the	1. page load - 3-4 seconds 2. Approximately 5 concurrent users during initial phase and then around 100 concurrent users 3. Concurrency rate would be fine 4. Document size would not be more than 4 MB and can support upload Zip/Rar files

				maximum size of documents to be uploaded on the portal	
31	75			Will Security testing be done by a 3rd party agency or by the same bidder who is developing the system? So is Security testing as an end activity in scope for the bidder?	Third party (to be identified by Invest India)
32	75			Documentation - User manuals will be developed for both Admin and End users. Please confirm	Yes
33	75			In order to arrive at sizing we need to know - a) No of internal users b) No of external users c) Transaction volumes d) response time e/ Will all users come through internet or internal user may have access through VPN/MPLS etc. f) what is the RPO/RTO	a) 15-20 (Invest India) b) Project Authorities (150-200); no estimation done for private projects and investors/ visitors c) SI to suggest looking at similar projects of this scale in the past d) As per industry standards, expecting optimum performance e) Yes f) SI to suggest
34	76			How many users are to be trained, at how many location, and how often? Is train the trainer acceptable?	Minimum 5 trainings with 20-25 users each with knowledge transfer. Train the trainer is acceptable
35	75			Hierarchy of users, level, Type of workflows, complexity etc. to be known in order to do effort estimate. This portal may have departments, inter department, state govt., central govt. and many more type of users and workflows. The workflow can be very complex. It is important that the	Please refer to the functional specifications (Section 5)

				scope and complexity is defined in order to respond to this RFP.	
36	75			No information on Users, volumes of projects, transaction etc. This information is needed first to understand the base architecture and also to plan for peaks. Also we need to know , what kind of transaction will increase with increase of usage , quantum and rate of increase	Shared earlier
37	74			Details of information which will go on portal, type of information, forms etc. to arrive at the effort.	Please refer to the functional specifications (Section 5)
38				Please confirm that the operational responsibility is with Invest India.	Invest India will manage all the workflows involved in the system
39				Please confirm that the scope should not have content creation, marketing, popularizing etc. are not part of Bidder responsibilities.	Content will be provided by Invest India.