

एमएसएमई पोर्टल की विकास, रखरखाव हेतु प्रस्ताव का आमंत्रण - बोली पूर्व स्पष्टीकरण
Pre bid Queries for MSME Portal for SIDBI

क्र. सं/ Sr. No.	पृष्ठ सं / Page #	अनुभाग / Section #	धारा / Clause #	निविदा धारा / RFP Clause	बोलीकर्ताओं के प्रश्न / Query from the Bidder	स्पष्टीकरण / Response
1	20	Support to Marketing Strategy/ campaigns:	c.ii	Support to Marketing Strategy/ campaigns: The bidder shall arrange for features on portal to run Interactive banners, campaigns, surveys through free wares on important occasions or periodically, etc	For banners, campaigns, surveys will the content will be provided by SIDBI	Bidder will propose the content from time to time. SIDBI may give guidance. Implementation in a seamless manner and better experience on portal shall be the bidder's responsibility.
2	27	Other Support Requirements	4.8.7	24x7 unlimited Support through customer care. Means that, the solution should be live 24x7. The Bidder shall provide 24x7 customer support to SIDBI and 9 hrs x 6 days Customer Support to portal users with whom portal is integrated/ to be integrated (like NPCI, UIDAI, NCGTC, Credit Bureaus, Credit Rating Agencies & Banks with whom CBS would be integrated, data providers with whom API integration would be done etc.)	Please clarify about Customer Support	The solution should be live 24x7. The bidder will provide 9 hrs x 6 days support to portal users. The Bidder shall provide 24x7 customer support to SIDBI and 9 hrs x 6 days Customer Support to portal users with whom portal is integrated/ to be integrated (like NPCI, UIDAI, NCGTC, Credit Bureaus, Credit Rating Agencies & Banks with whom CBS would be integrated, data providers with whom API integration would be done etc.)
3	21	Portal Maintenance/ uploadin	4.2.1	Selected Service Provider needs to provide the backup of these Portals to SIDBI, whenever asked by SIDBI.	Please elaborate	The back up of the portal application including source code, database, technical documents, test cases, test results etc. to be provided to SIDBI, whenever required.
4	28	Roles and Responsibilities	4.9	UAT, VAPT, System Audit, Certification, Compliances is mentioned as responsibility of Bidder ?	Please specify the frequency of these activities - VAPT, System Audit, Certification	Half Yearly/ Need Based / As and when decided by SIDBI.

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5	29			<p>4.The Bidder should have the experience of working with Banks for software development, implementation and maintenance of portal for at least 12 months.</p> <ul style="list-style-type: none"> • Citation as per format specified in Annexure 'and' • Copy of Work Order and Completion Certificates from the client; 'OR' • Work Order and Phase Completion Certificate from the client; 'OR' • Copy of client certificate as documentary proof for the stated criteria and implementation status; <p>Note: 1. All the projects cited should be in the name of the Bidder and not in name of any parent, subsidiary or affiliate entity 2. All the supporting documents mentioned above shall be required from all the bidding entities. 3. In the event the bidder is running its own portal, a self-certification shall be considered</p>	<p>Request to kindly add Govt./PSUs experience also and amend the clause as:</p> <p>4.The Bidder should have the experience of working with Banks/Govt./PSUs for software development, implementation and maintenance of portal for at least 12 months.</p>	No change
6			4.2		What are number of bugs which are currently reported?	Routine end user calls are around 40 calls per day which will be handled by SIDBI support team and Technical bugs around 10 calls per quarter will be reported to the vendor maintaining the portal.

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7			4.8.7		How many resources will be required for onsite support?	One resource to be deployed onsite. Support shall be provided through offshore team.
8			4.8.7		How many resources will be required for 24x7 unlimited Support through customer care?	Bidder has to estimate no. of support resources as per clarification furnished in Sr. No. 2.
9			Statistics		How many loan applications are processed in last 3 years?	As on February 01, 2019, 54039 online loan applications have been submitted on portal, of which 5304 have been sanctioned.
10			Statistics		How many MSME have been registered under each category?	As on February 01, 2019, the details are as per following: General 137534 Minority Community 11355 OBC 57526 SC 44438 ST 11217
11			General		How many resources required for maintenance support?	Bidder has to estimate no. of maintenance support resources as per scope of RfP
12			General		Can the bidder utilize the MSME data after permission from SIDBI?	Subject to approval of SIDBI on a case-to-case basis
13	27		4.8.7	System administration tasks such as creating and managing users, taking backups etc.	Please let us know the Data Backup policy?	Bidder shall propose data backup policy for our consideration.
14	27		4.8.7	Database Backup shall be taken on regular basis maintaining complete integrity and security of the sensitive information.	Please let us know the Data Archival Policy?	Bidder shall propose data archival policy for our consideration.

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15	27		4.8.7	The Bidder shall provide 24x7 customer support to SIDBI and 9 hrs x 6 days Customer Support to portal users with whom portal is integrated/ to be integrated (like NPCI, UIDAI, NCGTC, Credit Bureaus, Credit Rating Agencies & Banks with whom CBS would be integrated, data providers with whom API integration would be done etc.)	Please let us know total number of portal users?	Total no. of portal user as on February 01, 2019 is approximately 4.80 lakh, which include loan applicants, lenders, handholding agencies, CSC etc.
16	48		7.3.3	Project Closure means the completion of implementation of all the deliverables mentioned in scope of the project or as decided by SIDBI for implementation, integration of components as per scope, handover of latest compilable source code, training and submission of the relevant documents as per the transition management plan to SIDBI / new service provider.	Please let us know total how many staffs have to be trained?	Officials from SIDBI team and new vendor to be trained.
17	10		1.1	This request for proposal document ('RFP document' or 'RFP') has been prepared solely for the purpose of enabling SIDBI to select a Service Provider for development, maintenance and support of MSME Portal	Please let us know the browsers the solution should support?	The solution should support Internet Explorer 10+ and latest version of Google Chrome & Mozilla Firefox.

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18	10		1.1	This request for proposal document ('RFP document' or 'RFP') has been prepared solely for the purpose of enabling SIDBI to select a Service Provider for development, maintenance and support of MSME Portal	Which are the languages the solution (Web Portal & in future mobile app)to be provided in?	The solution shall be bilingual (Hindi/ English) based on evolving requirements. The translation shall be provided by SIDBI.
19			General		Bidder has to deploy any onsite manpower during Maintenance period of 3 years? If yes, what is the qualification of the resource and how many resource has to be deployed	One onsite resource to be deployed for co-ordination amongst SIDBI and Offshore team. Accordingly, suitable onsite resource may be deployed by the bidder.
20			General		Required Infrastructure (including hardware, system software, backup etc.) for hosting will be provided by SIDBI. Please clarify	Required infrastructure for hosting shall be provided by hosting partner (presently ESDS Software Solution Pvt. Ltd.). However, the selected bidder shall work in close co-ordination with the hosting partner for seamless implementation of the project.
21	28		4.9 of 12		UAT, VAPT, System Audit, Certification, Compliances - Bidder has to obtain any certificate before live? Please confirm. Also during maintenance is it required for certification and how frequent it is required?	Half Yearly/ Need Based / As and when decided by SIDBI.
22	25		4.7.1		Application portal database is MSSQL and Chatbot database is PostGRE SQL. Please confirm	Yes

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23					We request you to kindly extend the date of clarification request date by one week, and do the needful for the clarification request.	No change
24					a. As per the understanding of the current Portal Infra, no specific Portal Platform or Digital Experience Platform is being used. Many of the expectation from the RFP outcome are more or less available as "Out of the BoX" feature in many platforms including availability of mobile apps. So request to kindly allow bidders to propose a revamp of existing website using a proven Digital Experience Platform (covered in many reports like Gartner MQ, Forrester Wavereport) with or without changes in underlying technology within the budget and timelines as mentioned in the RFP. This will be beneficial and cost effective to SIDBI going forward.	The scope of the present RfP is for maintenance and development of existing portal. Change in technology is therefore not envisaged as per the scope of the RfP.

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25					Gartner Definition of “Digital Experience Platforms” Gartner defines a digital experience platform (DXP) as an integrated set of technologies, based on a common platform, that provides a broad range of audiences with consistent, secure and personalized access to information and applications across many digital touchpoints. Organizations use DXPs to build, deploy and continually improve websites, portals, mobile and other digital experiences. DXPs manage the presentation layer based on the role, security privileges and preferences of an individual. They combine and coordinate applications, including content management, search and navigation, personalization, integration and aggregation, collaboration, workflow, analytics, mobile and multichannel support.	
26					Provide complete infrastructure specs (no. cores, servers etc.)	Please refer to Hosting Hardware Details (Page no. 63 of RfP).
27					Provide Technical Architecture of the Portal	Please refer to Technical Architecture (Page no. 25 of RfP).

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28					Provide email and SMS integration roles and responsibilities	Application Partner has to arrange email & SMS services. Approximately 500000 SMS are used on every year.
29					Kindly confirm that the source code of chat bot will be provided to the successful bidder at a later date.	Source code for the same cannot be shared.
30					Please help us with the high-level scope of existing system to work accordingly on the scope of work.	Please refer to the scope of RfP (Page No. 19). Please refer to clarification provided in Sr. No. 26, 27, 28 & 29. Further, inorder to view existing portal functionalities, guided tour videos may be seen from : https://udyamimitra.in/Video
31					Post the walk through session we would like to understand certain specifications for user flow. Can we please obtain the User Credentials (testing credentials) of the portal?	Test user credentials cannot be shared. However, in case of any specific queries, the same may be e-mailed to email ids mentioned in the RfP.
32					In the RFP , there is mention for copy of client certificates in eligibility. As per our company policy we do not share client certificates until project gets approved. Thus, would like to request you if this conditional clause can be exempted. We will surely share the certificates at the later stage.	Citation may be provided showing the nature of work performed and stating that the project was completed successfully.