

Pre-Bid Queries/Answers

Queries from HP:			
SI No	RFP Section/ Clause Details	Query	DIPP Answer
1		1) Where the application would be hosted.	Application would be hosted on a private server which shall be arranged by the IT Application Services Agency
2		2) Do we have mobile app for same in future as most of Govt. applications are migrating to mobile platforms.	Right now there is no mobile application. However, the Make in India portal is mobile friendly. The future versions will continue to be mobile friendly. In case any service is provided through this portal, a mobile application will be developed.
3		3) What is the expected concurrency /Peak of users on the application.	The average sessions during a day are about 5000. Moreover, with new content the load is expected to increase and accordingly, the scope of work requires a robust system to handle at least 60,000 concurrent users and bandwidth for 5,000 concurrent users of video data.
4		4) We recommend to use a tool available in Gartner Leaders Quadrant so we can ensure application performance as the expected volume of users would be high. & 5) As this application would be used by external users using different network conditions which cannot be simulated and tested in test environment we suggest to use Network Virtualization to be used during performance testing.	The vendor is free to use any tool/software/platform as long as they do not violate any IPR and provide the requisite level of security and service.
Queries from Gold Mine Limited:			
1		1. Are consortiums allowed to bid for this project?	No. Only one person/firm can apply.
2		2. As specified by MSME, will EMD exemption be granted to bidders registered with NSIC as per GFR 157 of General Financial Rules, 2005?	Yes, the registration has to be given as EMD document, along with relevant GO/circular.
Queries from KPMG			
1	Form 3A , Point 9/ Form 3F, Point 8	Please clarify the term “affiliates”. Also, kindly confirm that this requirement applies to affiliates in India only.	It relates to affiliates in India only. It relates to any one who holds 25% of shareholding, partnership or managing board with the applicant. In case of proprietorships, it

			refers to spouse, brothers and sisters of spouse, mother and father of spouse and any other person lineally ascendant or descendant to the proprietor. It also includes subsidiaries and holding companies.
2	Form 3A , Point 10/ Form 3F, Point 9	Please clarify the term “affiliates”. Also, kindly confirm that this requirement applies to affiliates in India only.	-do-
3	Form 3A , Point 11/ Form 3F, Point 10	Please clarify the term “affiliates”. Also, kindly confirm that this requirement applies to affiliates in India only.	-do-
4	Form 3A , Point 11/ Form 3F, Point 10	Please clarify whether the word “Director” in this clause refers to Board of Directors or Directors by designation.	The work ‘director’ refers to a director including manager & managing director and, in case of a firm, includes a partner.
5	Form 3A , Point 11/ Form 3G, Point 10	Kindly limit the requirement of manager/employees under this clause to the engagement Team.	Only with respect to business transaction.
6	Section 4 – Financial Proposal Standard Forms	The table given lacks the option of providing both one-time and monthly costs for the new modules (unlike the other modules for which both costs can be provided). Shall bidders make provision to provide both one-time as well as monthly costs for the new modules as well?	Development of new module is expected to have one-time cost only. Any other monthly cost will form part of the overall maintenance of the portal.
7	Section 5 – Terms of reference	Where is it hosted currently? Who is the current hosting vendor? How many users have hit the site in the last 3 months?	It is currently hosted on NIC server. This is to be shifted on an outside server. About 450000 users have hit the site.
8	Section 5 – Terms of reference	Please provide the current specifications of the portal – functionality, technology platform, external integrations/linkages etc.	Query Resolution System: Functionality: This is a ticketing system and has the capability to create tickets both through eMail parsing and through a Web Interface. It has a built in rules engine that allows the users to define business rules on all incoming tickets. The system also has a reporting section with a dashboard which has predefined reports based on user inputs/requirements. The SLA management in the system allows the user to define custom SLAs and flag all over due tickets. The system also has an automated eMail module with a template engine, this allows the user to configure auto generated mails

			<p>sent on events defined by the user. There ticketing module tags all tickets and allows the user to transfer/reallocate/post notes on the tickets; it can receive and track response sent to admin users through emails. Complete audit trail of the system is also maintained.</p> <p>Technology Platform: LAMP stack</p> <p>External Integrations/linkages: a standalone system which interacts with other systems only through emails.</p>
9	Section 5 – Terms of reference	We assume all of these are pre-existing functionalities which are being enhanced. Please confirm.	Yes.
10	Section 5 – Terms of reference	What Artificial Intelligence (AI) Engine is currently in place? What specific AI is expected from the new system or what kind of intelligence or decision support it is intended to provide? How will the AI be triggered?	<p>This is a custom build application created by the DIPP vendor based on DIPP requirements. The system is built using JAVA.</p> <p>Artificial intelligence component needs to provide analytics and customized pages to the visitors and keyword based search of queries.</p>
11	Section 5 – Terms of reference	How is the investment proposal information entering the system? Is it some other system or it is happening through this Portal?	Through portal.
12	Section 5 – Terms of reference	What business rules have been implemented currently?	For the protocol being followed, Annexure-I may be seen.
13	Section 5 – Terms of reference	What will be the nature of queries? How will queries be captured? Will it be entered by users directly on the portal or can there be alternative means of receiving the queries (e.g. emails)?	Any query may be raised by the visitor. Queries shall be entered through portal or through e-mail.
14	Section 5 – Terms of reference	Please explain the kind of reports required. Please provide the count of such reports.	No specific count of reports required can be given. The reports required shall be based on a query mechanism and the system should provide flexibility to create new reports. The reports may include country-wise, sector-wise, investment destination wise, classification of queries, classification into resources, investment proposals and other similar indications as DIPP may require from time to time. IT application services agency should be in a position to

			provide such reports once so requested by DIPP.
15	Section 5 – Terms of reference	Creation of country specific landing pages: This is very open ended. Request to provide the list of target countries. In what terms is the specificity required?	Depending upon the country to which the visitor belongs or the geographical location of the visitor , customized country-specific pages need to be created in a dynamic mode. Currently, pages will be in English language. However, the design should allow for future integration of other languages.
16	Section 5 – Terms of reference	Is there any expectation that the Portal needs to be available in Foreign languages? If yes, as with the earlier question, please provide the list of countries/languages.	
17	Section 5 – Terms of reference	What are the target social media channels which need to be integrated?	All. No limits.
18	Section 5 – Terms of reference	What is the outcome/end result of a user subscribing to an industry?	He will be provided customised content.
19	Section 5 – Terms of reference	We assume that the Cloud provider can be an external agency sub-contracted by the bidder to provide the hosting services. Please confirm.	Yes. But the duty/liability of such performance lies with the IT Application Services Agency.
20	Section 5 – Terms of reference	Does the Cloud provider have to be from India or can the data be hosted outside the country?	Preferably India. IT Application Services Agency is responsible for security on the portal.
21	Section 5 – Terms of reference	We assume CMS refers to Content Management System. Please confirm.	Yes.
22	3.3.5	Kindly limit consulting agency's liability to the one time the fees to be received from DIPP under this engagement.	The liability cannot be limited upto this amount as security of the portal is an important component and the Agency needs to guarantee that.
23	Section 6 – Standard Form of Work Order	What are the payment milestones? Is payment going to be released on a monthly basis?	Payment milestones are clearly indicated in the RfP.
24	General	Are there any data entry/transactional screens for capturing data apart from whatever is mentioned in the Functional details like query screens? If yes, how many entry screens are there and what data are they capturing?	A number of new modules are to be added to the portal and most of these modules require input from user. Accordingly, adequate arrangements for capture of such inputs including images and videos should be made.
25	-do-	Can the portal be developed on Free Open Source Technologies or bidder needs to propose enterprise licenses or COTS products	Yes. So long as it does not compromise on the quality and the security of portal.
26	-do-	Are there any workflow requirements within the portal (approvals/reviews	The work load is already explained in 12 above.

		of investment proposals)?	
27	-do-	Are there any external systems with which the envisaged portal needs to be integrated? If yes, please provide the details – nature of system, technology platform and nature of integration.	Yes. It needs to integrate with MII portal.
28	-d0-	Will the system be available both on the intranet as well as the internet?	On the internet.
29	-d0-	What are the project timelines – commencement to go-live? How many years of support – 2 years?	Timelines are given in Annexure-II
30	-do-	Is any kind of data migration in scope? If yes, please provide the volume of data to be migrated.	About 11,000 queries have been received in the existing portal and 30-40 queries are received every day. This data needs to be migrated to the new system along with database for FAQs.
31	-do-	Does the Portal need to be multi-lingual? If yes, what languages?	Yes. Hindi and such other Indian and foreign languages as may be decided from time to time. But, the main query shall be received in English only.
Queries from Deloitte:			
1		1. What is the value of the professional liability insurance / indemnity of losses to be kept for the tenure of the work order:	The liability cannot be limited to a specific amount as security of the portal is an important component and the Agency need to guarantee that.
2		2, In clause number 3.6.2 who will be the arbitrator for disputes that can't be settled amicably?	The matter shall be settled as given in Para 2.17 on page 7 of RfP. Work order shall stand changed accordingly.
3		3, What challenges (related to human resource and technology) is DIPP facing with the current Query Resolution System that have motivated the request for an artificial intelligence system enabled upgrade? (see, 5. Terms of Reference. 1)	These requirements have already been listed in item 2.4 and new modules of scope of work.
4		4. Google Analytics provides Insights for all the points in User Behavior and Analytics Platform sub section. What would be your reasons for requiring a custom analytics engine? (5.3.2)	The vendor is free to use any tool/software/ platform as long as they do not violate any IPR and provide the requisite level of security and service.
5		5. We understand DIPP requires an analyst to Interpret the site analytics on an ongoing basis. Is this correct? (5.3.4)	DIPP will need reports on analytics and their interpretation and it forms part of the scope. DIPP may require explanation of any data or interpretation.
6		6. Does the creation of country	Depending upon the country to which the

		specific landing pages also require content creation in the languages of those countries? What country specific features would you be interested in? (5.4.4)	visitor belongs or the geographical location of the visitor , customized country-specific pages need to be created in a dynamic mode. Currently, pages will be in English language. However, the design should allow for future integration of other languages.
Queries from UTI Infrastructure Technology and Services Ltd.			
1		How much bandwidth at initial they required?	This assessment is the job of IT Application Services Agency.
2		What is the range (size) for dynamic content?	In terms of content percentage, around 65 to 70%.
3		What are the measures for highly scalable and secure cloud infrastructure?	This assessment is the job of IT Application services Agency.
4		Are they required specific load balancer or any (proposed)	This assessment is the job of IT Application services Agency.
5		Do they require specific resources for specific role as mentioned above? If yes, what would be the team size? What are the backup policies to be followed?	The level of service is specified. Requirement of resources is to be assessed by the applicant.
6		What are the technologies /platform used for make in india website portal. Please specify	It is built using LAMP stack and uses HTML 5/JS/PHP 5.5
7		what would be the frequency of upgradation/updation in the website. Please specify	It will be a dynamic content website with daily to weekly updates. The vendor should be ready to provide updates with such intensity.
8		Will team sit at DIPP office or they can work from vendor's office? Please specify	They can work from anywhere but need to interact continuously with DIPP and its other Agencies.
9		What are the platform for Analytics ? And for Dashboard creation? Please specify	The vendor is free to use any tool/software/ platform as long as they do not violate any IPR and provide the requisite level of security and service.
10		Can we put CA certificate as supporting document for Revenue along with 3A, 3B, 3C and 3D forms. Please specify	Yes.
11		Server Size?	This assessment is the job of IT Application services Agency.
Queries from SAS Institute (India) Pvt. Ltd.			
1		For doing the drill down & ad-hoc query and to better understand the queries from outside countries we would recommend to have a	1-3: The vendor is free to use any tool/software/ platform as long as they do not violate any IPR and provide the requisite

		dedicated Business Intelligence tool to be the part of RFP.	level of security and service.
2		BI tool can help department in answering the queries in a more efficient manner.	
3		BI tool can be integrated with the make in India portal for advance MIS reports.	
4		These reports can be seen on mobile and android application going forward.	Right now there is no mobile application. However, the Make in India portal is mobile friendly. The future versions will continue to be mobile friendly. In case any service is provided through this portal, a mobile application will be developed.
Queries from Bottomline Consulting Pvt. Ltd.			
	Form 3C	Appreciate if the condition can be changed for current year. 2012-2013; 2013-14; 2014-15.	Either 2011-12, 2012-13 & 2013-14 or 2012-13, 2013-14 & 2014-15 may be used. The condition of minimum qualification criteria cannot be relaxed. The applicant may fulfil these requirements for year 2012-13, 2013-14 and 2014-15 if the audited accounts for year 2014-15 or certificate from statutory auditor for the same is available.
		Also would request if condition of minimum Qualification criteria: "revenue for IT Application services" can be changed to 2 Cr instead of 2.5Cr. for 3 years.	