IFSCA's Response to Pre-Bid Queries

[with reference to RFP no. IFSCA/IT/2023/001 (GeM Bid No. GEM/2023/B/2979317) dated 12 January 2023]

1. Please find below IFSCA's response to queries of various bidders.
2. IFSCA has responded to queries duly communicated to IFSCA in the format provided in Annexure 6.1: Request for Clarification of the RFP before the last date of submission of pre-bid queries and clarifications i.e. 05:00 PM, 27 January 2023.
3. All the bidders are requested to carefully go through this document.
4. Request for extension of the last date for submission of bids has been considered by IFSCA. For details regarding the same and other relevant information with regards to this RFP, bidders are required to visit the website of IFSCA regularly.

S. No	Bidding Document Reference(s) (Section/ Page No.)	Content of RFP requiring clarification	Points of clarification required	IFSCA's Response
1	Bid Document Page 2	(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.	This clause couldn't be seen in the RFP document, please let us know if a company if exempt from paying the EMD amount if it is in the service segment	The EMD Exemption will be provided as per prevailing Govt Rules which are in GeM GTC (Latest Version). The Company claiming EMD Exemption is required to provide the supporting documents
2	Page 25 3.1.3 - 1	Automatic feeds from linked social media accounts such as Twitter, Koo, LinkedIn, YouTube etc	Should the social media feeds be showcased on IFSCA website or a embed a URL to redirect the user	Showcase on IFSCA website
3	Page 77	EMD	If a we are exempt from paying the EMD amount, can we make changes to Annexure 6.2 as per the criteria or	Same as S.No.1

			submit an empty document	
4	Page 26 3.1.5 - 4	Standards Website and its content shall be available in English, Hindi, Spanish, French (or other languages specified by IFSCA).	Shall the bidder consider only English, Hindi, Spanish and French currently while preparing the commercial bid or any other language to be added in the scope	As per IFSCA RFP
5	Page 28 3.a	Tentative Sections of the website b. Developments c. Legal Database e. Reports and Publications f. Media h. Careers i. Tenders j. Downloads	Please mention an estimated number of updates on a monthly basis	It is expected that updates will be through CMS handled by IFSCA users or on-site personnel of Service Provider
6	Page 36 3.4	The SP or on-site service personnel (See Section 3.12 of this RFP) shall be responsible for creation of appropriate creatives for various social media handles of IFSCA.	Please specify the number of creatives (images, blogs, newsletters) to be prepared in a month and the list of social media sites to be targetted for the content.	The creatives are expected to be created and posted by the on-site personnel deployed at IFSCA premises on need basis. Currently IFSCA is on - Twitter, Koo, Linkedin and Youtube. These may be amended from time to time as per policy of IFSCA
7	Page 43 3.6	Migration of Data The Bidder shall also be responsible for onboarding all relevant data to the website Solution, which was hitherto not in digitized form.	1. Please mention an estimated volume of data to be migrated 2. State the approx volume, format of data (handwritten, prints, scans, etc.), languages for relevant data which	1. The existing Directory on IFSCA website may be referred for the estimated number of registered entities. 2. The Data will

			is not in digitized form	be a combination of handwritten, prints and scans. The language is predominantly English only.
8	Page 32 3.3.4 - 1	Content Management System The Content Management System (CMS), as an integrated application, shall be provided completely to users of IFSCA to be able to create/ modify/ remove/ update webpages or content on the website.	Shall the bidder use the existing website content completely or need to completely change the content for the new website	As per IFSCA RFP
9	Page 32 3.3.4 - 3	Content Management System It should accommodate varied content types, including a mix of content types	Please specify the content types needed	As per IFSCA RFP
10	Page 28 3.3.1 - 3	The SP shall design these webforms as per the need of respective Division/ Department or business process, as defined by IFSCA	Please specify an approx number of applications/forms and departments to design the webforms	The total number of approximate application forms will be 20. IFSCA envisages to develop Application Module on the basis of dynamic element based forms. The number of departments may be referred from Organisation Structure on existing IFSCA Website.
11	Page 48 3.12	The SP is required to deploy 3 persons at IFSCA premises throughout the Warranty and Maintenance and Support periods for uninterrupted and effective support.	Will IFSCA provide systems (laptop, computers, etc.) to the deployed resources in IFSCA premises or the bidder should provide the same.	The systems will be provided by IFSCA and all on-site personnel will be required to adhere to various policies/ instructions of IFSCA

12			Does IFSCA team have any preference for Cloud Infrastructure	As per IFSCA RFP
13			Does IFSCA team have any preference for Database Software For e.g. Oracle, MS SQL	As per IFSCA RFP
14	3.1 Technical Scope of Work 3.1.3 User Engagement/ Interaction Page #25	7. AI/ ML/ NLP based Chatbot or Virtual assistant on the website.	1. In which languages chatbot or virtual assistant is required? 2. Will there be fixed Q & A or it will be fetched from database? 3. Please share use case along with few sample Q&As for chatbot / virtual assistant.	1.Virtual Assistant will be in English; 2.The Chatbot functionality should be capable of both 3. As specified by IFSCA during Requirement Gathering phase 4. Voice Assisted chatbot is preferable
15	3.1 Technical Scope of Work 3.1.3 User Engagement/ Interaction Page #25	3.1.5 Standards 1. Adherence to Government of India guidelines (STQC and GIGW compliance etc.), as updated / revised from time to time.	1. We assume that IFSCA does not intend to have the GIGW Certificate from STQC but only want the new website to simply comply with GIGW. Please confirm or if otherwise then kindly provide below requested details. 2. Total how many times GIGW certification will be required during entire project duration and who will bear the cost (IFSCA or Vendor)?	As per IFSCA RFP

16	3.1 Technical Scope of Work 3.1.3 User Engagement/ Interaction Page #26	3.1.5 Standards 4. Website and its content shall be available in English, Hindi, Spanish, French (or other languages specified by IFSCA).	1. We assume that content in required format in all languages will be procided by IFSCA. Please confirm. 2. Total how many content pages (in all languages combinedly) will need to be implemented in the website before Go Live? 3. We request you to share the complete list of the languages in which the content is to be presented on the new website. Please confirm. 4. We also assume that for all the languages the orientation of text will be from left to right. Please confirm.	Automatic translation facility to be provided as specified in the RFP.
17	3.1 Technical Scope of Work 3.1.3 User Engagement/ Interaction Page #26	3.1.7 Digital Asset Management 4. Allow re-sizing, rotating, compression, editing of multimedia files.	1. We could understand the non-functional requirements related to re-sizing and compression of multimedia however we could not find any relevance of multi-media editing capabilities. Please confirm that multimedia editing is not required or elaborate your requirements in detail with relevant examples.	Editing functionality is good to have but not mandatory.

18	3.1 Technical Scope of Work 3.1.3 User Engagement/ Interaction Page #26	3.1.9 Security 9. Website shall undergo mandatory Security Audit from CERT-In empaneled agencies and shall be required to pass the same at the time of deployment and annually thereafter.	1. Who will make the payment of Security Audit to Auditors? Service Provider or IFSCA? 2. If Service Provider has to make the payment then please let us know total how many security audits should Service Provider consider in their scope & commercial bid during entire project duration (Development, Warranty and AMC)?	1. Service Provider 2. As specified by IFSCA in the RFP
19	3.2 Tentative Sections of the website Page #27	2. The sections of the website shall be required to incorporate all the data from the existing website of IFSCA, with any changes as specified by IFSCA.	1. Please share the complete technology stack for current website (database, programming language and deployment platform). 2. Which CMS is currently used. 3. What is the database size that need to be migrated? 4. Please share language wise number of static (CMS) pages that need to be migrated to the new website.	As specified by IFSCA in Requirement Gathering phase

20	3.2 Tentative Sections of the website Page #28	6. There shall be a Dashboard with Internal Report Generation facility for generation of required reports/ retrieval of necessary information from various sections of the website for users of IFSCA.	1. Total how many different type of dashboards are required? 2. Please share data / information to be displayed on each dashboard. 3. Please share list of reports to be developed.	As specified by IFSCA in Requirement Gathering phase
21	3.3 Functional Modules of the Website 3.3.1 Application Module Page #28	5. The module shall include a Fee Calculator with the capability to calculate fees for different types of applicants (using pre-defined rules) in the dynamic webform.	1. Total how many different types of application forms will be there? 2. Please share sample form for each type. 2. What do you mean by dynamic webform. Please elaborate your requirement for better understanding.	Same as S. No. 10
22	3.3 Functional Modules of the Website 3.3.1 Application Module Page #29	6. The module shall be integrated with Email and SMS gateways, so as to allow for two-way communication between the entities/ applicants and IFSCA through the Application module.	1. We assume that email and sms gateway will be procured and provided by IFSCA to SI. Please confirm. 2. What kind of TWO-WAY communication you are envisaging here. Please share some use cases for better understanding.	1. The Service Provider will provide the SMS/Email gateway setup, operations and maintenance. The sizing of the same is required to be estimated by SP according to the scope of work as mentioned in RFP. All Costs associated will be borne by SP and same should be included in the Financial Quote as per format specified

				in RFP. 2.Two Way Communication refers to the clarifications and communication between IFSCA users and applicants applying for license/ registration on the portal.
23	3.3 Functional Modules of the Website 3.3.1 Application Module Page #29	7. The Application module shall be able to interface with various APIs integrated with the website Solution. Such interfacing could be automatic (on the basis of relevant triggers) or initiated by the entities or IFSCA to enable checks/ retrieve information for the purpose of single window clearance of applications.	1. Please elaborate your requirement for integration with various APIs. 2. Will this be ONE WAY integration or TWO WAY integration? 3. We assume that all required APIs will be provided by IFSCA to the SI. Please confirm. 4. What kind of applications are these? 5. What will be the next step once application is approved or rejected?	Please refer to Section 3.3 Functional Modules of the Website, Sub-section 3.3.13 Integration of various APIs of IFSCA RFP

24	3.3 Functional Modules of the Website 3.3.1 Application Module Page #29	10. Access to the WMS module of the website Solution for the users/ user groups of WMS shall be provided through the Application section of the website Solution. Users/user groups shall be authenticated with their username and password along with dynamic Captcha, One Time Password (OTP) sent to their mobile number and email or DSC verification/ eSign.	1. We assume that DSC / eSign will be procured and provided by IFSCA to the SI if it is required. Please confirm.	SP is responsible to enable DSC based authentication for IFSCA users and Applicants. The DSC need not to be procured by SP.
25	3.3 Functional Modules of the Website 3.3.1 Application Module Page #29	11. Users/ user groups from the WMS shall be allowed to act on the applications under their purview through the Application module of the Solution. The Application module shall provide the functionality to users/ user groups to approve/ reject/ forward applications and allow the users/user groups to verify payments made for the same, wherever applicable.	1. We assume that required payment gateway will be procured and provided by IFSCA to the SI. Please confirm. 2. Total how many different type of payment gateway are you planning to integrate?	The Service Provider will provide the Payment gateway setup, operations and maintenance. All Costs associated with setting up and integration will be borne by Service Provider and same should be included in the Financial Quote as per format specified in RFP. The Transaction Charges will be borne by IFSCA.
26	3.3 Functional Modules of the Website 3.3.1 Application Module Page #29	13. Users/ user groups from the WMS shall be allowed to communicate with relevant entities through the Application module of the Solution. Such communication could be automatic (on the basis of relevant triggers) or initiated by the users/ user groups. This communication could take the form of SMS, emails or notifications within the Application module for relevant entities of EMS. Such communication could be unicast, multicast or broadcast.	1. What kind of communication will be there? Please share some use cases or real-life scenarios for our better understanding.	Communication shall include template-based emails/SMS such as informing a change in status of application or custom email/SMS that could be composed by the user etc.

27	3.3 Functional Modules of the Website 3.3.1 Application Module Page #29	14. Users/ user groups from the WMS shall be allowed to communicate with other users/ user groups through the Application module of the Solution. Such communication could be automatic (on the basis of relevant triggers) or initiated by the users/ user groups. This communication could take the form of SMS, emails or notifications within the Application module for relevant users/ user groups of WMS.	1. What kind of communication will be there? Please share some use cases or real-life scenarios for our better understanding.	Same as S. No. 26
28	3.3 Functional Modules of the Website 3.3.1 Application Module Page #30	23. There shall be a Grievance Redressal/ Enquiry feature with online form-filling option for enquiries to be routed to relevant users/ user groups of WMS for resolution.	1. Please elaborate your requirement for Grievance Redressal / Enquiry module. 2. At how many different levels the Grievance will be routed?	As specified by IFSCA in Requirement Gathering phase
29	3.3 Functional Modules of the Website 3.3.2 Workflow Management System (WMS) Page #30	3.3.2 Workflow Management System (WMS)	1. We assume that the intended creation/ removal and management of workflows will be done using normal user interface & interactivity such as "drop-down", "radio buttons", "check-box" etc. Please confirm.	As specified by IFSCA in Requirement Gathering phase
30	3.3 Functional Modules of the Website 3.3.2 Workflow Management System (WMS) Page #30	12. Users/user groups of WMS shall be able to trigger communication with various APIs, see the information returned from said APIs and take further action based on the information returned.	1. Please elaborate your requirement with use cases for our better understanding. 2. Will these be internal APIs or external (3rd party) APIs?	These will be external APIs like PAN Verification, Aadhar Verification, NOCs of fellow regulators etc.

31	3.3 Functional Modules of the Website 3.3.2 Workflow Management System (WMS) Page #30	13. Users/user groups of WMS shall be able to generate certificates for different actions (as appropriate) and communicate the same to the Applicants.	1. Total how many different types of certificates will required to be developed? 2. Please share sample certificates.	As specified by IFSCA in Requirement Gathering phase
32	3.3 Functional Modules of the Website 3.3.3 Entity Management System (EMS) Page #31	9. Entities of EMS shall be able to carry out the payments as specified by Fee Calculator in Application module. Details of the payments shall accordingly be made available to the entities of EMS for information/ reference.	1. Do you want the fee management within the proposed website? 2. If yes then on what basis fees will be calculated? Please elaborate with few examples.	1. Yes, Fee management is required to be part of the website. 2. Fees will be decided by IFSCA and specified to SP in Requirement Gathering phase
33	3.3 Functional Modules of the Website 3.3.4 Content Management System (CMS) Page #32	7. CMS must allow for auto and manual translations of English content in Hindi, Spanish, French (or other languages specified by IFSCA) to aid users to upload content.	1. We will use google translator for this functionality with moderate level of accuracy. Hope this will suffice your requirement. If you have any other tool / application for auto translation then please share details with us. 2. We assume that manual verification and updation will be done by IFSCA officials once automated translation is done before it is published on the website. Please confirm.	Understanding of the Bidder is adequate. Any alternatives are to satisfy requirements as specified by IFSCA in Requirement Gathering phase

34	3.3 Functional Modules of the Website 3.3.4 Content Management System (CMS) Page #32	9. Webpages and content created should be made readily findable (within the website and on the web) by event-driven indexing, manual/ automatic tagging, automatic association of metadata with content assets, automatic Search Engine Optimization (SEO) etc.	1. We assume that SEO (onpage or offpage) activities are not in current scope. Please confirm or elaborate your requirement for SEO.	As per IFSCA RFP
35	3.3 Functional Modules of the Website 3.3.5 Legal Database Page #32	5. The Solution must automatically recognize various parts, sections, clauses, sub-clauses etc. in any legal document uploaded on the website and store the text contained in it accordingly in the database, to be retrievable in that format on the website.	1. We assume that storing of text from the legal document will be a manual process. Please confirm.	Automatic along with manual correction ability. Suitable storage and organisation for a legal database is required.
36	3.3 Functional Modules of the Website 3.3.13 Integration of various APIs Page #35	2. The APIs could be those of fellow regulators (RBI, SEBI, IRDAI etc.) and other bodies like Registrar of Companies (ROC), Development Commissioner of Special Economic Zone (DC SEZ) or for verification of Permanent Account Number (PAN), Aadhaar etc.	1. We request you to please elaborate the requirements by giving real-life examples where integration with each of these third party APIs will be required in context to the functional flow the proposed website.	Same as S. No. 30
37	3.4 Social Media Creatives and Analytics Page #36	1. The SP or on-site service personnel (See Section 3.12 of this RFP) shall be responsible for creation of appropriate creatives for various social media handles of IFSCA.	1. Average how many creatives need to be developed in a month? 2. We assume that required images and raw content will be provided by IFSCA for these creatives. Please confirm. 3. Please share past creatives for better understanding. 4. Total how many social media	Same as S. No. 6

			handles IFSCA is currently having. Please provide list.	
38	3.5 Design, Development, Operations, Installation and Maintenance of Comprehensive Software services

Page #36 | Bidder must also provide for necessary amendments/ upgrades/ modifications that may be required in future, taking into account any change in government guidelines from time to time relating to any services envisaged under this RFP. | 1. We assume that all amendments / upgrades / modifications required after Go Live will be considered as Change Request and IFSCA will make additional payment to SP mutually agreed cost. Please confirm. | Changes are expected to be handled by on-site service personnel deployed at IFSCA premises. No extra payment other than Maintenance and Support payment will be done. Types of changes envisaged are small to medium scale only. |
| 39 | 3.5 Design, Development, Operations, Installation and Maintenance of Comprehensive Software services

Page #36 | The Purchaser reserves the right to amend/ change the scope as required, till UAT is complete. | 1. Bidders had quoted for this project on the basis of this RFP. But if there is a change in the scope which affect overall timeline and efforts then it should be considered as change request and should be paid additional as per the mutual agreed cost. Please consider. | As per IFSCA RFP. |

40	3.5 Design, Development, Operations, Installation and Maintenance of Comprehensive Software services 3.5.1 Solution Design Overview Page #37	3. The Bidder shall ensure appropriate sizing of the required hardware and software components.	1. We assume that hosting service with required hardware, software and internet connectivity will be procured and provided by IFSCA. Please confirm.	Hosting costs are to be borne by SP and included in the Financial quote as per Commercial Bid format specified in the RFP. Please refer to Section 3.5.9 Hosting of the RFP
41	3.5 Design, Development, Operations, Installation and Maintenance of Comprehensive Software services 3.5.7 System Security Page #41	1. Network Security • Appropriate products/ software including SSL devices etc. should be used to ensure Network security • The solution should support SSL encryption mechanism for transferring data across the network and between client and server	1. We assume that SSL Devices / Certificate will be procured and provided by IFSCA. Please confirm.	Costs are to be borne by SP and included in the Financial Quote as per Commercial Bid format specified in the RFP.
42	3.5 Design, Development, Operations, Installation and Maintenance of Comprehensive Software services 3.5.7 System Security Page #41	1. Application Security • A website firewall shall be deployed to secure the web-layer.	1. We assume that required firewall will be procured and provided by IFSCA. Please confirm.	Costs are to be borne by SP and included in the Financial quote as per Commercial Bid format specified in the RFP.

43	3.5 Design, Development, Operations, Installation and Maintenance of Comprehensive Software services 3.5.9 Hosting Page #42	Bidders are to bear all costs for purchase, operation and maintenance of all software/ hardware required for smooth integration of the Solution on the Production Environment, including availing any services from NIC, change in configurations of servers, change in OS running on NIC servers, purchase of database licenses etc.	1. We are not aware of NIC costing for hardware, software or services. We therefore request you to consider hardware, software and service charges out of the bidder's scope. Kindly consider.	NIC Cloud Calculator, as specified in RFP is to be used for estimating Hosting cost. Costs are to be borne by SP and included in the Financial quote as per Commercial Bid format specified in the RFP.
44	3.8 Maintenance and Support Page #44	2. Bidder is also required to maintain 2 websites - www.infinityforum.in and www.isprint.in which are the event websites. Any changes made on these websites will also be the responsibility of the SP.	1. Are you going to continue these two websites after Go Live of this proposed website also or functionalities of these websites will be integrated within the proposed website? Please clarify. 2. Please share technology stack including all tools used for these websites. 3. We assume that we will get latest bug-free source code and list of open issues of these two websites from the existing vendor. Please confirm. 4. We also assume that atleast 30 days time will be given from existing vendor for handover process. Please confirm.	IFSCA shall specify details of existing website in Requirement Gathering phase.

45	3.8 Maintenance and Support Page #44	6. Provide free on-site Technical Support, including three (3) personnel.	1. We assume that all required hardware (desktop, laptop, printer), software, internet connectivity and office space to the onsite resources will be provided by IFSCA. Please confirm. 2. We assume that location for these on-site technical personnel will be Gandhinagar. Please confirm.	1. The systems will be provided by IFSCA and all on-site personnel will be required to adhere to various policies/ instructions of IFSCA 2. Yes, the Location will be IFSCA HQ in GIFT City, Gandhinagar
46	3.8 Maintenance and Support Page #44	14. Perform regular and thorough backups of the entire website Solution so that it may be fully restored in case of loss. The same shall also be taken and made available to IFSCA as and when requested.	1. On what kind of devices IFSCA is planning to take backups? 2. What will be the location of backup? 3. What will be the estimated size of backup? 4. Please share detailed backup schedule (Full Backup, Incremental Backup etc.). 5. Who will provide internet connectivity (bandwidth) and software for backup activity?	The Backup functionality needs to be the part of Solution submitted by Service Provider. The Complete Backup solution will be the responsibility of SP. All Costs associated will be borne by Service Provider and same should be included in the Financial Quote as per format specified in RFP.

47	3.9 SLA Management Page #44		1. Response Time and Resolution Time is not practical. Please make below changes to make it practical. 1. For Severity Level 1 Response Time: 2 Hours Resolution Time: 8-12 Hours 2. For Severity Level 2 Response Time: 4-6 Hours Resolution Time: 24-36 Hours 3. For Severity Level 3 Response Time: 8-12 Hours Resolution Time: 96-120 Hours	As per IFSCA RFP
48	3.9 SLA Management Point 2 Page #45	The Service Provider shall be responsible for keeping the website operational at all times. Any measures for this purpose, including planning or provisioning for Disaster Recovery (DR) or back up site shall be taken by the Service Provide	1. Our Understanding: In case of Disaster at NIC datacenter, backed-up data and instances needs to be provisioned on any service provider's data center. IFSCA & NIC data center shall allow setting up secondary backup copy to third party service provider's location. Please confirm.	Yes
49	3.9 SLA Management Point 7 Page #45	The definition of the Priority level is as per following Severity Definition Chart	1. In case if the service loss is due to unavailability of or issue with NIC data center services / resources,	As per IFSCA RFP

			impacting over all resolution time; how IFSCA will consider the resolution time?	
50	3.13 Capacity Building Page #49		1. We assume that training will need to be provided at single location (i.e. Gandhinagar) only. Please confirm else provide list of locations. 2. We assume that ONE TIME training (i.e. before Go Live) will need to be provided. Please confirm. 3. Total how many users need to be trained and what will be the batch size?	1.One location (Gandhinagar) 2.As per training plan submitted by SP and approved by IFSCA 3.All IFSCA Employees (approximately 70 in number) in batches of 10-15

| 51 | 3.14 Payment

Page #50 | 3.14.1 Payment Schedule & Milestones | 1. Payment schedule is impractical and hamper SP's cashflow. We therefore request you to make below changes in the payment schedule.

- 10% After Requirement Gathering and Analysis
- 10% On SRS Approval
- 10% After Design Approval
- 5% on Development
- 5% on User Acceptance Testing (UAT)
- 5% on Data Migration
- 5% on Security Certification
- 5% on Go-Live
- 5% on Completion of Warranty Period, including completion of Capacity Building

- 50% during Support and Maintenance Period (To be divided equally in Quarterly payments, payable at the end of the quarter) | As per IFSCA RFP |

52	5.1 Evaluation Process 5.1.1 Pre-qualification Criteria Page #67	Duration of operations 4. The Bidder should have been in operation for a period of at least five (5) years in India	1. To get experienced SP, we suggest below change in this clause. Please consider. 4. The Bidder should have been in operation for a period of at least **fifteen (15)** years in India	As per IFSCA RFP
53	5.1 Evaluation Process 5.1.1 Pre-qualification Criteria Page #67	Financial Stability 5. The Bidder should have an Average Annual Turnover of a minimum of INR 5 crores from related activities in last three financial years.	1. Looking to the size and complexity of the project and to get more experienced SP we suggest below changes. Please consider. 5. The Bidder should have an Average Annual Turnover of a minimum of **INR 50 crores** from related activities in last three financial years.	As per IFSCA RFP
54	5.1 Evaluation Process 5.1.1 Pre-qualification Criteria Page #67	New clause	1. To get technically sound SP, we suggest to add below clause. Please consider. - The bidder should have CMMI Level 3 or above certification at the time of bidding.	As per IFSCA RFP

55	5.1 Evaluation Process 5.1.2 Technical Evaluation Framework Page #67	5.1.2.1 Evaluation of Relevant Past Experience 1.1. Project Value (10 Marks)	1. To get SPs with capable to handle large projects, we suggest below changes in criteria. - 10 Marks **Three** similar project with Bidder's fee >= INR 1 crore OR **Five** similar projects with Bidder's fee >= INR 50 lakhs and < INR 1 crore - 8 Marks **Three** similar project with Bidder's fee >= INR 50 lakhs and < INR 1 crore OR **Five** similar projects with Bidder's fee >= INR 25 lakhs and < INR 50 lakhs - 6 Marks **Three** similar project with Bidder's fee >= INR 25 lakhs and < INR 50 lakhs - 0 Marks No similar project with Bidder's fee >= INR 25 lakhs	As per IFSCA RFP
56	5.1 Evaluation Process 5.1.2 Technical Evaluation Framework Page #67		1. Total 50 marks are subjective, which is very high. We therefore request you to keep subjective marking not more than 25 and make necessary changes in objective type of technical qualification. Please consider.	As per IFSCA RFP

57	5.1 Evaluation Process 5.1.2 Technical Evaluation Framework Page #67	5.1.2.2 Technical Solution Fitment 2.3 Adequacy of profiles of key personnel (at least 3) to be deployed (10 Marks)	1. Please share format for CV.	Standard Format as per industry may be used for personnel
58	Commercial Bid Format Page #83	2. Maintenance and Support Costs including the on-site resources cost. (36 Months) 2.4 Year 4 (12 months) 2.5 Year 5 (12 months)	1. We understand that these line items are not required as maintenance support period is for 3 years (36 months) only. Please remove it.	This is in case of extension of contract period beyond 3 years. Please refer RFP.
59	General	Users	1. Total how many users are expected to access this website? Please share different types of users and type wise number of users. 2. Maximum how many concurrent users are expected at peak time?	As specified by IFSCA during Requirement Gathering phase.
60	General	Submission Date	1. Please allow atleast 2 weeks time to all the bidders to submit their proposal once IFSCA publish responses to bidder's queries. Please consider.	As per IFSCA RFP and necessary notices, corrigenda issued from time to time
61	3.3.1	There shall be an Application module in the website Solution.	Initially how many application forms are we expecting to develop? What can be a tentative number of additional forms? - how many parameters in a single form can we expect? How many	Same as S.No.10 and S. No. 25

			multiple entries require in a Single form? Require Approx. details - Payment Gateway should be provided by IFSCA. Please confirm.	
62	3.3.1	The module shall be integrated with Email and SMS gateways, so as to allow for two-way communication between the entities/ applicants and IFSCA through the Application module.	Who will provide Email & SMS gateway integration, the department or the Service Provider? In case of Service Provider, what will be required bundle size for each?	Same as S. No. 22
63	3.3.2	Users/user groups of WMS shall be able to generate certificates for different actions (as appropriate) and communicate the same to the Applicants.	Certificates to be generated will be dynamic or fix for different action triggers? Can department add more detail to this?	Certificates will be dynamic on the basis of the entities' details as specified by IFSCA during Requirement Gathering phase.
64	3.1.3	Subscribe feature to receive email & push notifications on suitable pages of the website.	For the Subscription Feature will there be a need to use OTP authentication and payment integration? Kindly confirm.	Captcha based user input is required as per RFP. OTP and payment integration for subscription feature is not required.
65	3.1.3	AI/ ML/ NLP based Chatbot or Virtual assistant on the website	Does the chatbot require on decided question answer OR is User base Interaction required with IFSCA? Please confirm that chatbot costing is part of the Commercial bid or IFSCA provide it separately.	Chatbot should be capable to provide both the functionalities. The costing of Chatbot is to be a part of Financial Quote as per RFP. Also Refer S. No. 14

66	3.1.1	UI/UX	We assume that require high resolution images or video should be provided by IFSC. If its not then give some brief details	As per IFSCA RFP
67	3.1.5	Text to speech and Text to audio widgets to be available.	Is it required to be free version?	As per Solution proposed by Service Provider in line with the requirements of RFP
68	3.1.5	Website and its content shall be available in English, Hindi, Spanish, French (or other languages specified by IFSCA).	We assume that required content will be provided by IFSCA team. If not, then give some brief details	As per IFSCA RFP.
69	3.1.7	Unified repository of documents, images, audio, and other media to be leveraged by a user, user groups or entire enterprise.	All these details required on website or IFSCA wants use this for internal purpose from Admin panel?	This is for IFSCA users.
70	3.1.7	3.Allow for re-use of common assets like logo etc. to make the website lighter and quick to load. 4. Allow re-sizing, rotating, compression, editing of multimedia files. 5. Ability to apply watermark, copyright etc. to an asset. 6. Ability to update assets simultaneously across multiple channels.	All options to be require for access by any user or only for IFSCA user? IFSCA access through admin panel or require separate section on website? If any license require for any features then IFSCA provide license of same. Please confirm it.	This is for IFSCA users. All Costs for any license/ Services are to be borne by Service Provider and same should be included in the Financial Quote as per format specified in RFP
71	3.1.8	Analytics and Reporting	Can we use google analytics for desired output?	As per Solution proposed by Service Provider in line with the requirements of RFP
72	3.1.9	Security	who will bare charges of Security Audit?	Security Audit costs associated will be borne by Service Provider and same should

				be included in the Financial Quote as per format specified in RFP
73	3.1.9	The website shall be regularly monitored and assessed for security threats to ensure that website is safe and secure. Reports of the same (like Static and Dynamic Application Security Testing) are to be periodically provided to IFSCA	Can you please provide period for submitting reports? And every time, SP require to do security audit of website? Who will bare charges of same?	Periodicity of security audit as specified in the RFP. Costs associated will be borne by Service Provider and same should be included in the Financial Quote as per format specified in RFP
74	3.2	There shall be a Dashboard with Internal Report Generation facility for generation of required reports/ retrieval of necessary information from various sections of the website for users of IFSCA	Please provide number of dashboard & reports require for website.	As specified by IFSCA during Requirement Gathering phase.
75	3.2.2	Workflow Management System (WMS) -Users/user groups of WMS shall be able to trigger communication with various APIs, see the information returned from said APIs and take further action based on the information returned	Open workflow require or it has to be define by IFSCA? - Please elaborate point no. 12. For which API, do communication?	As specified by IFSCA during Requirement Gathering phase.
76	3.3.3	The EMS shall capture all such details and store them in a secure and encrypted manner in a digital Repository of Registered Entities (RRE).	All data should be store in encrypted format or only documents/Images require? does the department wants store document in database or no sql database?	All data to be stored in encrypted format as specified in RFP. As per Solution proposed by Service Provider in line with the requirements of RFP

77	3.3.5	The Solution must automatically recognize various parts, sections, clauses, sub-clauses etc. in any legal document uploaded on the website and store the text contained in it accordingly in the database, to be retrievable in that format on the website	Does department wants to read content from uploaded PDF and store all data in database? Right? If not then please give brief about this point?	Solution must be able to read, recognize parts of documents (like Parts, Sections, Sub-sections, clauses etc.) for displaying appropriately as HTML text on the website.
78	3.5.4	The Solution is to be deployed by the Bidder on Production Environment as described in Section 3.5.9 of this RFP. Any other hardware or software requirements during the development, warranty or maintenance and support periods are to be fulfilled and maintained by the Bidder at their own cost.	During the contract period, if a new requirement comes for a new feature from IFSCA that is not included in RFP or WO and it requires to purchase of some license or tools to full fill require features then who will bare the charges for the same?	All the Change Requests will be carried out by on-site service personnel of SP. Any tools or licenses required shall be discussed and finalized with IFSCA at that point of time.
79		General	Overall in the application, Please provide no. of dashboards & reports required for website, module wise.	As specified by IFSCA during Requirement Gathering phase.
80		General	Digital Signature has to be purchase by IFSCA. SP is only responsible to integrate DS in System. Please confirm.	SP is responsible to enable DSC based authentication for IFSCA users and Applicants
81	3.5.9	Hosting At NIC	Hardware should be provide by SP or department. Who will provide O/S, Database software's or Current platform If require storage. Please confirm	The SP needs to estimate the sizing as per scope of work and hosting costs associated will be borne by Service Provider and same should be included in

				the Financial Quote as per format specified in RFP
82		General	Any specific technology the department desire to develop website?	As per Solution proposed by Service Provider in line with the requirements of RFP
83	3.5.4 (1)	The bidder must ensure appropriate design considerations to access the Website, Master database by external licensed products/applications/solutions as and when required by IFSCA.	Define External license ?	The solution should be capable of integration with the external products/ applications/ solutions of IFSCA in near future. The exact integration will discussed and implemented as per mutual understanding.
84	3.12.2 (1)	The SP needs to provide options (in the form of resumes/ CVs) for the afore-mentioned resources and IFSCA reserves the right to interview and select the personnel as per requirements	Kindly confirm that interview will be taken by technical team	IFSCA reserves the right to conduct interviews as per criteria it deems fit
85	3.12.3 (5)	The SP or on-site service personnel shall be responsible to maintain 2 websites - www.infinityforum.in and www.isprint.in which are the IFSCA event websites.	Require Both website's plate-form	As per IFSCA requirements to be discussed during Requirement Gathering phase.
86	2.6(1)	Earnest Money Deposit (EMD)	Provide EMD percentage	Refer S.No.1
87	3.6	Migration of data	Who provide data and provide information about Website plate form database and os	Question not clear