

Selection of Managed Service Provider (MSP) for Comprehensive and end to end Maintenance, Update & Operation of Independent Directors Data Bank Portal

Responses to Pre-Bid Queries

Pre-bid meeting was conducted on 07th October, 2024 at 03:00 PM through video conferencing. IICA's response towards various queries received following the pre-bid meeting are as follows-

Sr no.	Bidding document reference (Section or Page No.)	Contents as in RFP requiring clarifications	Query or Points of Clarifications required	Response
1.	Eligibility / Pre-Qualification Criteria (Page No.11)	The bidder should have experience of developing & executing IT projects / web portal / SaaS based dynamic web application and their maintenance & operation (with Scope of Work similar to that specified in this document) for Central / State Government Organization / Public Sector Undertakings / Regulatory Bodies / Autonomous bodies in India, during last 03 FYs (2021- 22, 2022-23, 2023-24) (as on date of bid submission) and must submit documentary evidence	<ul style="list-style-type: none"> i. Experience of working in Private Sector / Private Banks, Retail Organizations etc. be considered in the pre-qualification criteria ii. Can the global experience of working on similar scope of work be considered? 	<ul style="list-style-type: none"> i. Revised para– The bidder should have experience of developing & executing IT projects / web portal / SaaS based dynamic web application and their maintenance & operation (with Scope of Work similar to that specified in this document) during last 03 FYs (2021- 22, 2022-23, 2023-24) (as on date of bid submission) and must submit documentary evidence. ii. The proposal considering global experience is not

				acceptable. Revised eligibility condition be referred as response I (excluding global experience)
2.	Instructions to Bidders (Page 20)	Consortium of agencies is not allowed in this RFP.	Removal of requirement	The request is not accepted.
3.	Eligibility / Pre-Qualification Criteria (Page No.12)	Moodle Based Learning Management System (LMS) customization, maintenance and administration assignments in last 03 FYs (2021-22, 2022-23, 2023- 24)	<ul style="list-style-type: none"> i. The MSP need to adhere to the moodle as the LMS. and do the changes on top of it, as Moodle is the existing LMS. ii. Systems (LMS) for government entities using any technology be permitted to participate iii. Removal of Moodle Based Learning Management System (LMS) customization, maintenance, and administration assignments in last 03 FYs (2021-22, 2022-23, 2023-2024) 	<p>1. The existing LMS is based on the Moodle platform and is required to be operated / maintained by the MSP vendor. Reference to be provided to Pre-qualification criteria / point 11 / (Page 12) and Part B: Scope of Work / Para 7 / page 34</p> <p>2. No change in qualifying criteria is admissible.</p>
4.	Web Portal Workflow of Independent Directors' Databank (page 8)	Web Portal Workflow of Independent Directors' Databank	i. To provide an overview of the current system architecture for the Independent Directors Databank portal, including all major components and their interactions?	The overview of the web portal and work flow may be referred vide Part A / Para B / Page 8.

			<ul style="list-style-type: none"> ii. What are the key applications that make up the Databank ecosystem, and what technologies are they built on? iii. Are there any low-level design documents available for the current system that can be shared before the bid submission? 	
5.	Scope of Work (Page 32)	Coordination with other stakeholders/ service providers	Besides MCA21 and the payment gateway, what other external systems does the Databank portal currently integrate with? The details on these integrations be provided	The details are already available in RFP vide Part B / Scope of Work / Para 2 / page 32
6.	Scope of Work (Page 32)	Coordination with other stakeholders/ service providers	<ul style="list-style-type: none"> i. What are the current licensing costs and arrangements for any third-party systems or integrations used in the Databank portal? ii. What are the licensed softwares in use? 	MSP has to secure all required licenses for ID Databank whatever required. IICA has separate agreements and cost for third party services such as Cloud Hosting, Testing Services (Online Proficiency Self-Assessment Test), SMS services and Bulk emailing.
7.	Scope of Work (Page 37)	Development of Mobile App	<ul style="list-style-type: none"> i. Is there an existing mobile app for the Databank portal? If so, what is its current architecture? ii. What are the current procedures for deploying 	<ul style="list-style-type: none"> i. Presently, no mobile app is available. ii. Reference to be provided to response i. iii. The app should be

			<p>updates to the Google Play Store and Apple App Store? Are there any specific metrics or KPIs tracked for mobile app performance?</p> <p>iii. Is there any particular timeline for this?</p> <p>iv. If registration process will be available through App</p> <p>v. Security standards to be adhered to (e.g., ISO 27001, OWASP) during the development and maintenance of the ID Databank portal and mobile app?</p> <p>vi. Required tech stack (programming languages, frameworks) for developing the mobile app?</p> <p>vii. Will the Mobile App require integration with the Learning Management System (LMS) for course management and testing, or will this functionality remain exclusive to the web portal?</p> <p>viii. No any Admin</p>	<p>developed and finally launched in the timeframes of 3-5 months.</p> <p>iv. The Services regarding User registration and conduct of online test will not be available through app.</p> <p>v. As per the MeitY Guidelines in respect maintenance of Government systems.</p> <p>vi. Suitable tech stack to be used for seamless operation of the mobile App and compatibility with the Databank web portal for mutual seamless interaction & data exchange between the two platforms.</p> <p>vii. Reference to be provided to response iv and vi.</p> <p>viii. Admin dashboard for the mobile app shall be part of the master admin panel in accordance with the Scope of Work.</p>
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8.	Scope of Work (Page 37)	Cyber Security / Data Protection, Security, Privacy	<ul style="list-style-type: none"> i. To provide an overview of the current data governance policies, data architecture, and data flow diagrams for the Databank portal? ii. Is the cost of security audits and vulnerability patching included? iii. If there are any specific encryption mechanisms (e.g., AES-256, RSA) required for data at rest and data in transit, particularly for Personal Identifiable Information (PII)? iv. Does IICA have a preferred third-party vendor for conducting security audits, or can the bidder propose one? Also, will the vendor be responsible for addressing security audit findings immediately, or 	<ul style="list-style-type: none"> i. The information will be shared with only selected agency. ii. The selected agency has to take all necessary steps for the security audit as per the MeitY Guidelines and have to incur all related cost. iii. Encryption and any other security mechanism / feature have to be in adherence of guidelines of MeitY. iv. Reference to response above. Also the selected agency will be responsible for addressing to vulnerabilities and qualifications of the security audit immediately with no lapse of time.

			is there a predefined remediation timeline?	
9.	ANNEXURE XI of RFP	Service Level Agreement	<p>What are the current high availability (HA) and disaster recovery (DR) arrangements for the Databank portal? What are the associated metrics or SLAs?</p>	<p>i. Performance requirements are clearly mentioned in the SLA (Annexure XI of RFP) attached with RFP. ii. Any information in respect of current system configuration will be shared with only selected vendor</p>
10.	Scope of Work (Page 33)	Technological upgradation, Analysis & MIS	<p>i. To describe the current procedures for system upgrades and maintenance? How frequently are these performed? ii. Is it these software upgrade / updates that you are looking at, which does not involve any coding iii. What tools and procedures are currently in place for resource management and monitoring of the Databank portal? iv. What level of customization is expected for MIS reporting (e.g.,</p>	<p>i & ii. the Databank System upgrades & maintenance is continuous process and also incidental to requirements pertaining to the functionality and security of the system. The guidelines of MeitY and industry best practices are to be followed. iii. Resources are managed and monitored both at the level of MSP vendor as well as IICA for optimum utilization to ensure seamless operation of Databank in a secured environment. Due reference is to be provided to MeitY guidelines as well as industry standards. iv. Reference to be provided to Part B / Scope of Work / Page</p>

			<p>dashboards, dynamic report generation)? Could you provide sample templates for the daily, weekly, and monthly reports?</p> <p>v. Is the bidder expected to integrate the MIS reports with third-party analytics tools or create in-house reporting mechanisms?</p>	<p>33.</p> <p>v. The overview of scope of work for MSP, coordination with the third parties and related activities and requirement of MIS & Analytical reports have been mentioned in the RFP document. Reference to be provided to Part B / Scope of Work / Para 2 & 4 / Page 32 & 33</p>
11.	ANNEXURE XI of RFP	Service Level Agreement	<p>i. How is event management currently handled for the Databank portal? What are the current metrics and SLAs for event response and resolution?</p> <p>ii. What are the current storage and networking configurations for the Databank portal? Are there any specific performance metrics or SLAs related to these?</p>	Reference to be provided to Annexure XI / SLA / Page 58
12.	Scope of Work (Page 37)	Cyber Security / Data Protection, Security, Privacy	To provide an overview of the current cyber-security, data protection, and privacy measures in place for the Databank portal? Are there any specific compliance	<p>Reference to be provided to Part B / Scope of Work / Para 13 / page 37</p> <p>All security measures to be taken as per the guidelines of</p>

			requirements or metrics tracked in this area?	MeitY.
13.			To provide details on the current user base and usage patterns of the Databank portal to help with capacity planning?	Details of current user base is available on the home page of ID Databank website.
14.	About RFP (Page 7)		To provide the log in credentials for the user account for different roles to explore the functionalities of various modules of the portal. Including the Administrator / Super Admins To get the updated user manual which shows the current status of the portal	Information will be shared post contract.
15.	Scope of Work (Page 32)	Coordination with other stakeholders/service providers	i. Is there any cost incurred to avail the SMS and email service will be taken care by the department and not by the successful bidder? ii. What are the data exchange formats and protocols (e.g., REST, SOAP)? iii. Whether IICA will provide office space (including basic infra the	i. Reference to be provided to response made vide para 6. ii. Information will be shared post contract. iii. Reference to be provided to Part B / Scope of work / Para 11 / Page 36. iv. 20-25% annual user growth is envisaged. v. Reference to be provided to the responses made vide para 6.

			<p>UPS power supply, network bandwidth etc) for the deployment of the resources mentioned</p> <p>iv. What scaling (up/down) scenarios are envisioned based on current traffic estimates?</p> <p>v. Any preferred cloud service provider (AWS, Azure, etc.) that needs to be utilized, or can the bidder propose alternate cloud providers?</p> <p>vi. Guidelines for reconciliation of payment data with invoices? Will NSDL and PayGov provide any dedicated APIs for this?</p> <p>vii. How refunds should be handled? Does the payment gateway provide any automated refund mechanisms, or will this need to be built from scratch?</p>	<p>Vi (a & b). Payment gateway provides dashboard for enabling reconciliation, refund and other related matters.</p>
16.	Scope of Work (Page 32)	Managing Knowledge Resources & Webinars	Are there any sub categories to be added for these categories	Reference to be provided to Part B / Scope of Work / Para 3 / Page 32

			If further categorization is there, how many levels of categorization are required	
17.	ANNEXURE XI of RFP	Service Level Agreement	<ul style="list-style-type: none"> i. Is there a time range specified for: Load time, Navigation & Search. ii. What are the expected response times for API calls to MCA21, and how should the bidder handle potential API downtime? iii. Elaborate on the defined SLAs for system uptime, response time for issues, and resolution times? What are the penalty clauses for non-compliance with SLAs, particularly in relation to system downtime and customer support? iv. Is there a requirement for real-time system monitoring and reporting, or will periodic (daily/weekly) reporting suffice? 	Reference to be provided to SLA (Annexure XI) / page 58
18.	Scope of Work (Page 38)		<ul style="list-style-type: none"> i. Is there a defined backup frequency ii. Is there a requirement for Automated Backup 	Reference to be provided to SLA (Annexure XI) / Page 58

19.	Scope of Work (Page 36)	Admin Panels	What level of customization is expected in the admin panel	Reference to be provided to Part B / Scope of Work / Para 10 / Page 36
20.	Scope of Work (Page 36)	Project Team Composition	What is the expected number of resources to be deployed as per IICA?	Reference to be provided to Part B / Scope of Work / Para 5 & 11 / Page 33 & 36
21.	Scope of Work (Page 32)	Testing Service Provider	<p>Technical requirements for API-based integration with the Testing Service Provider? Are there specific data encryption protocols that need to be followed during information exchange?</p> <p>MSP's role in discrepancies in the test result data between ID Databank and the Testing Service Provider's system?</p>	Reference to be provided to Part B / Scope of Work / Para 2 / Page 32
22.	Scope of Work (Page 35)	Database Cleansing Services	<p>i. Are there any specific guidelines or tools required for the data cleansing process (e.g., manual review vs. automated cleaning)? Will IICA provide historical data for testing cleansing scripts or algorithms before deployment?</p> <p>ii. Is there a preferred data format for cleaned data that should be adhered to before uploading it back into the system?</p>	Data cleaning process is conducted with automated system as well as manual supervision as per the requirements of IICA.

23.	Scope of Work (Page 34)	Administration of the Learning Management System (LMS)	<p>Could you clarify the version and platform of the existing Learning Management System (LMS)? Will the LMS require regular integration updates with external systems, or are these updates strictly for internal use?</p> <p>Are there any specifications or preferences for the format of new eLearning content or for updating existing courses?</p>	<p>The LMS operates on Moodle platform and is available as a post-login service.</p> <p>Reference to be provided to Part B / Scope of work / Para 7 / Page 34</p>
24.	Scope of Work (Page 38)	Data Backup or Data Archival or Restore	<p>i. Current backup and disaster recovery setup for ID Databank? Are there predefined Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) that the vendor must adhere to?</p> <p>ii. Are there any specific guidelines for syncing data between backup servers and live systems, especially during high-traffic periods?</p>	<p>i. Reference to be provided to Part B / Scope of Work / Para / Page 38</p> <p>ii. Additionally, Reference to be provided to MeitY guidelines on disaster recovery.</p>