

RFP For Selection of Service Provider for Development, Implementation, Operation and Maintenance of the National Single Window System
Pre-Bid Clarifications

Invest India

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SNo.	Page/ Clause No.	Clause	Clarification	Invest India - Response
1	64/5.1.4.4	Integration of SWS portal with legacy/ existing system of various ministries and departments of Government of India.	What is the expected number of application which will be integrated with SWS platform?	Currently we have identified 49 departments at the central level having more than 200+ online application forms spread across multiple IT systems. The design and architecture of the system should be such that there is no upper limit on the number of applications that can be integrated with the system. SWS is expected to be integrated with all State Single Window Systems as well.
2	65/2.e	SMS, email and payment services	Whether ,the services/vendor for SMS, email and payment services will be provided by NIPFA or service provider has to provide?	Invest India and selected Service Provider will mutually decide regarding the provisioning of SMS, email & payment services. Billing will be done on actuals, and will be paid by Invest India.
3	67/d	Effective & Efficient Content Management System:	Does NIPFA is looking for any specific CMS tool?	No, Bidder should propose CMS tool
4	68/f	Two-way system integration with the existing IT systems of the relevant central government departments and ministries.	What is the expected number of transactions per day for existing systems and new system?	The expected number of transactions depends on the success of the platform and the number of ministries/ departments/ approvals on-boarded on the portal. System should be highly scalable and should handle variable load.
5	68/h	Digital repository for storing documents.	What is the expected size of document per transaction?	Expected size of document per transaction will always be dynamic depending on the number of documents that need to be submitted based on the license/ approval requirements. Document size may vary from 50MB to 50Kb.
6	70/2	Some of the fields in the form will be pre-populated through integration with government databases (MCA, PAN, GSTN etc.)	Is the API for MCA, PAN ,Aadhaar,CIN,GSTN and Digilocker will be provided by NIPFA?	Yes, Invest India and the selected service provider will work together to identify and source the required and relevant API's
7	71/8	User Profile Management Module	what the expected count of total users?	Total users on the platform is directly dependent on the success of the platform and is expected to increase over the period of time
8	71/8	User Profile Management Module	what the expected count of concurrent users?	Total concurrent users on the platform is directly dependent on the success of the platform and is expected to increase over the period of time. We have to start with at-least 2000 concurrent users.

9	75/7	The portal should have the capability to be multilingual with default language being English. Languages can be native (Tamil, Punjabi, Kannada etc.) as well as global languages (Korean, Spanish, Italian, Chinese etc.).	What are the total different languages which will be part of portal?	Total number of different languages in which the platform will be available shall be decided as part of the roadmap based on priority requirements. The platform architecture and design should be such that there is no restriction in the number of languages supported by the platform
10	76/11	Periodic security audit and regular health checks would be conducted to monitor for security breach incidents and responding to them.	What will be the frequency of Security audits?	Application/ Infrastructure needs to be continuously monitored to ensure that there are no security breaches/ issues. Schedule for Full Security audit shall be conducted as per the compliances/ regulations that need to be adhered with as per Meity Guidelines. Typically, it may be annual security audits.
11	78/5.3.2	SWS application should be mobile-friendly and should easily open on all latest versions of Android and iOS including PDAs	What is the preferred lowest compatibility version for Mobile Applications	The SWS application should be mobile-browser friendly and should be compatible with mobile/ PDA versions of past 5 Years atleast
12	86/8	Every data exchange request would be persisted for debug and retry purpose.	What will be the frequency of pushing the application in case it fails ?	The objective is to ensure that the application is successfully submitted to the existing IT system of the respective Ministry/ Department. Different mechanisms will need to be put in place to ensure that the objective is achieved, and appropriate alert notifications are generated in case of repeated failures.
13	90/C	Multi-Factor authentication should be configured for system administrators.	What is the expected number of factors needed to configured the system?	Minimum 2-Factor Authentication
14	92	Aadhar API authentication	Do we need to integrate with Aadhaar Data Vault? if yes, does NIPFA has aadhaar data vault or service provider has to provide?	Yes, integration with Aadhar Data Vault would be required. Invest India and the selected service provider will work together to identify and source the required and relevant API's
15	65	Integration of SWS portal with legacy/ existing system of various ministries and departments of Government of India	Will you elaborate SWS portal/ existing system of various minister and department of GOI. Assumption: Invest India will provide API and details of these system	Invest India will identify the existing systems/ applications of various ministries and departments that need to be on-boarded on the platform. Invest India will work together with the selected bidder to identify the API and other requirements required for seamless integration
16	75	Key Requirement	Does the Admin module (CMS) also have to be bi-lingual / multi-lingual ?	No, only the public interface of the portal needs to be multi-lingual
17	79	Key Requirement	Whether Mobile Application development is to be developed? If yes Android, ios or Both?	Currently, mobile application development is not in scope. However, the portal should be mobile browser friendly.
18	80	KYA Module	In this Module Question are Objective as well Subjective? Will you elaborate these are predefined question or you need an AI tool. Please Elaborate	Questions will be pre-defined and preferably objective type, however, it should be powered by an AI tool to ensure user intent is captured with minimum number of questions. The capability may mature over time.
19	80	KYA Module	Integration with external system like PAN, Aadhar, GSTIN, CIN etc? How is going to bear the cost	Invest India will bear the cost(if any) for integration with ministry/ department portals
20	85	ESCROW accounts need to set up for Facilitation of each payments to each department	Is there any payment gateway present ? Or is any payment gateway envisaged ? If yes whose responsibility would it be to procure the cost of same ? How many PG's are envisaged ?	Payment Gateway requirements will be mutually decided between Invest India and the selected bidder. Eg: PayGov India.

21	26	<p>Criteria details: The bidder should have at least 1,000 (one thousand) skilled full-time manpower specializing in executing various activities in the defined Scope of Work.</p> <p>Evidence Required :</p> <ul style="list-style-type: none"> • Certificate from the HR/head of the entity 	<p>Kindly amend the clause as;</p> <p>Criteria details: The bidder should have at least 700 (seven hundred) skilled full-time manpower specializing in executing various activities in the defined Scope of Work.</p> <p>Evidence Required :</p> <ul style="list-style-type: none"> • Certificate from the HR/head of the entity 	No Change
22		The platform will have interfacing capabilities through APIs / Web Services with the required modules in future for any kind of integration.	If integration is envisaged will the organization provide API or bidder needs to develop them? Also pl clarify the number of such API's	Invest India and the selected service provider will work together to identify and source the required and relevant API's. There maybe a requirement to develop API's as well by the bidder for the SWS. Number of API's that will be required can not be estimated at this point in time. However, entire system will enable open APIs architecture which will be published to all departments and states.
23		The platform will have interfacing capabilities through APIs / Web Services with the required modules in future for any kind of integration.	How many third party applications would be required to be integrated with the new web portal / website? Pl list out their technical details also	Kindly refer to the response of S.No. 1
24		Licensing / Subscription to the services	Whether the cost of hosting environment, datacenter facilities, license of system software (such as operating system, RDBMS, SMS system, any other tool) and hardware required for hosting the application will be borne by the Invest India	All infrastructure related costs and other costs will be borne by Invest India as per actuals
25		Portal Maintenance/ uploading requirements on the portal	Is the web portal / website required to be hosted at the bidder's end?	The website will be hosted on Cloud Environment
26		Portal Maintenance/ uploading requirements on the portal	Kindly confirm the expected backup space and type to be proposed	As per ISO 27001 requirement, and aligned with CSP requirement/guidelines of Meity.
27		Other Support Requirements	Are the resources required to be deployed during the project life cycle? Or are they required to be deployed post go-live during the AMC period?	Bidder should propose as per their Project Management Approach and Plan
28		Other Support Requirements	Kindly confirm the retention policy/period of backup data	As per the applicable Government of India guidelines/ regulations and other applicable International Standards/ Regulations like ISO27001.
29		Training	Please share training locations for all of your offices. How many training session are require for each location?	Training may be provided to all minisities/ department users that have been onboarded on the platform. Detailed Training Plan & approach will be developed with the selected bidder
30		Training	How many officials would be there for the training?	Kindly refer to the response of S.No. 29
31		Training	If the training sessions have to be online/via video conferencing - How many employees will join video conference in each session?	Kindly refer to the response of S.No. 29

32		General	Do you need Web application firewall?	Security of application and the data contained therein is paramount. Adequate security measures need to be taken to ensure confidentiality, integrity, and availability of the information in accordance with applicable data protection and information technology laws at all times
33		General	Is the system in English, Bilingual or Multi lingual ? Also all the content in English, or any other language will be provided by organization or is it bidders responsibility	The end-user interface and touch-points of the portal should have the capability to be multi-lingual. Content will be provided in English to the selected bidder. Platform shall be able to integrate with tools available for dynamic content translation.
34		General	Do you need any specific CMS (Content Management System) or COTS (Commercial off the Shelf) ? Please specify name.	Bidder to propose the appropriate system as per their understanding of the requirements and solution design
35		General	Do you want a responsive/WCAG/Cross platform compatible website?	Yes
36		General	Should the website be compatible with any version of IE/Chrome/Firefox/Opera/etc.?	Yes, the website should atleast be compatible with last 5 year versions
37		General	Do you need both STQC and CERTIN audits?	Yes, all audits/ security requirements as prescribed by different Government Regulations/ guidelines need to be adhered.
38		General	For security audits (STQC) kind share the below information: 2.1. Who will bare the charges of Security Audit? 2.2. Number of Security audits need to be performed and at what interval? 2.3. We assume that STQC and Cert-in empaneled vendor can perform the security audits. Please confirm.	2.1 Invest India will pay the charges of Security Audit as per actuals 2.2 Security Audits need to be performed as per the prescribed guidelines of GOI 2.3 Yes
39		General	Please share the total number of resources need to be deployed onsite along with the list of location. For support, development and maintenance.	Resource count needs to be estimated by the bidder as per the project requirements. Base Location of the project is New Delhi
40		General	Do you need Cloud flare for enhanced protection against DDOS? Paid or free version?	Kindly refer to the response of S.No. 32
41		General	All hardware/ software resources for DC & DR services would be provided by the Invest India Please confirm.	Kindly refer to the response of S.No. 25
42		General	Do you have any existing domains which need to be transferred to us?	No
43		General	Do you want us to maintain or renew any of your domains?	No
44		General	How many onsite resources are expected to be deployed ? Please provide required qualification details of onsite engineers	Bidder needs to propose the number of resources required as per their understanding of Project Requirements. For qualification details, please refer to the RFP - Annexure-1 to Form Fin-1 - Page No. 57
45		General	Who will be responsible for purchasing SMS package? How many SMS are expected per month/year?	Invest India and the selected service provider will mutually decide regarding the requirements and procurement of SMS Package. SMS charges will be paid by Invest India.

46		General	Who will be responsible for purchasing Email gateway?	Invest India and the selected service provider will mutually decide regarding the requirements and procurement of Email Gateway. Email Gateway, if required, will be paid by Invest India.
47		General	Is an existing SMS gateway already in use? If yes, kindly share the details. If not, then kindly share information around which SMS gateway is preferred.	Kindly refer to the response of S.No. 45
48		General	What level of SEO is being expected ? Do you need basic SEO or detailed SEO (Google Analytics) ?	Advance SEO is expected
49		General	Kindly specify which database is currently in use along with the version	This is new system, no current database in use.
50		General	PI also clarify on the Joint venture/Consortium part . How many members are allowed ? The documents as required for citataion are to be submitted by which member ? Also if consortium is allowed then clarify the clauses need to be satisfied by each member.	JV/ Consortium is not allowed
51		General	Migration of Existing data from existing system is required in the new portal. If Yes, Please mentioned the size of data to be migrated from exisiting website to new website (In Mb,Gb's etc)	No migration of data is currently identified
52	5.1.4 Scope of Work Pg 64	Integration of SWS portal with legacy/ existing system of various ministries and departments of Government of India.	Can you please confirm the expected number of the departments with which the proposed solution is expected to integrate with along with the approx. number of Applications and approx. number of integrations which are expected to be a part of the proposed solution?	Kindly refer to the response on S.No. 1
53	5.1.4 Scope of Work Pg 64	SMS, email and payment services	We understand that InvestIndia will make the necessary arrangements for the SMS Gateway , email gateway and digital signatures with which the proposed solution is expected to integrate with. Please confirm on our understanding	Invest India and selected Service Provider will mutually decide regarding the provisioning of SMS, email & other services. Billing will be done on actuals to Invest India.
54	5.1.4 Scope of Work Pg 64	VAPT and security audit	We understand, InvestIndia would bear the cost of VAPT and Security Audit. Please confirm on our understanding.	Yes, Invest India will bear the cost of any 3rd Party Independent VAPT and Security Audit as per actuals. However, the selected service provider should also have an internal security team(as per contract) to continously monitor the application security and perform regular and periodic internal audits and assessments.
55	5.1.4 Scope of Work Pg 65	Periodical VAPT assessment	If bidder needs to consider the VAPT assessmment in the bidder's scope of work, please do let us know the periodicity of the audits and assessments [before Go Live and After Go Live during the Support Phase]	Period of the audits will be as defined by various GOI guidelines/ regulations and also as mutually agreed between Invest India and the selected service provider during the contract signing phase.

56	5.2.3 Solution Functional Requirements Pg 69	Individual License Modules: Each central ministry/ department/ license will consist of an independent module within the SWS portal. The module would be responsible for storing information specific to that license and communicating with the external existing systems of the respective department. In the diagram Ln denotes the modules for departments that have an existing IT system and lLn denotes modules for departments that currently do not have an IT system but are keen to utilize the SWS platform for application submission. Both the types of modules will be responsible for only storing the information and no processing of information or workflow management will be performed in each of these modules or the SWS portal as of phase 1.	In the diagram mentioned on Page 68 of the RFP, we understand that the external systems M1 to Mn are being referred to here as Line departments L1 to Ln. Please confirm on our understanding.	Yes
57	5.2.3 Solution Functional Requirements Pg 70	Notifications – A dedicated notification engine would need to be developed that can send E-mail and SMS notifications at various stages and points of the application process. It might also be required to send SMS notifications globally.	1. In case procurement of SMS and email gateways are to be considered as a part of bidder's responsibility, please do let us know the volume of SMSs and emails to be sent out of the proposed system annually. This will help us arrive at the proper pricing for the Gateways. 2. In case SMS gateway has to be procured by the SP then, please provide the number the estimated SMSs to be sent outside India annually.	Kindly refer to the response on S.No. 53
58	5.2.6 Key Considerations Pg 75	12. SWS portal application will be deployed on Government Community Cloud (GCC) in consultation with NIC. Billing will be done as per actuals for the cloud infrastructure and bidders are requested not to include annual infrastructure costs in their Financial Proposals.	We understand that the bidder need to provide the details of infrastructure sizing and specifications. Please also do let us know if the bidder needs to also provide the high level budetary estimates of the proposed infrastructure.	Not required at this stage.
59	5.4 INFRASTRUC TURE REQUIREME NTS Pg 99	The bidder will be responsible for sizing the hardware and infrastructure requirements for the overall system while ensuring scalability and performance at all times. The bidder shall ensure that the servers are sized adequately, and redundancy is built into the system architecture.	1. Please specify the expected total number of internal and external users 2. Please specify the expected total number of concurrent external and internal users 3. Please specify how many Licenses have been granted by the department every year in last five years	For questions 1 and 2 - Kindly refer to the response on S.No. 7 & 8 For Question 3 - It is not feasible at this point in time to estimate and provide this number. Number of Licenses issued varies considerable across departments. Sizing of hardware and infrastructure requirements should currently be done as per the experience and best estimates of the bidder basis the objective and requirements of the platform

60	5.6 OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS (Pg 109)	7. Help Desk & Trouble Ticket Management System	<p>1. We understand that the need is to have a ticketing management system which can be enabled at the helpdesk for logging tickets by the end users and helpdesk officials and tracked to closure over the same in SLA driven manner. We understand that an IVRS integrated Helpdesk is not the expectations here. Please confirm on our understanding.</p> <p>2. Please also do let us know the count of helpdesk agents you would want us to propose to man the helpdesk along with the duration for ex. 9 AM to 9PM, 5 days a weeks or any alternative.</p>	<p>1. There can be a requirement of IVRS integrated helpdesk as well in the future.</p> <p>2. Count of helpdesk agent will be mutually decided by Invest India and the selected bidder as per requirements and the volume of tickets being received. Helpdesk duration and schedule will also be decided later.</p>
61	5.6 OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS (Pg 110)	11. Support for regular enhancements needs to be provided	Please confirm that major new enhancements will undergo change management process and can have financial implications. That is, if additional resources are required for the enhancement of the the SWS solution, the cost will be borne by the department.	Project Model is envisaged to be time & resource based model, with periodic milestones, mutually agreed between selected service provider and Invest India.
62	5.6 OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS (Pg 110)	15. Service provider/selected bidder will support any third-party auditor appointed by Invest India to conduct VAPT as per the defined guidelines.	Please confirm that the cost for the third party auditor will be borne by the department.	Yes, Invest India will bear the cost of any 3rd Party Independent Auditor as per actuals.
63	5.6 OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS (Pg 110)	10. The service provider/selected bidder should provide continuous development capabilities to add new features, functionalities, and services to the platform both vertically as well as horizontally.	Please confirm that in case new Hardware is required due to any new development during the O&M phase then the cost of the additional hardware will be borne by the department.	The platform needs to be hosted on Meity Empanelled cloud service provider and the billing of the infrastructure will be done as per actuals.
64	5.7 HIGH-LEVEL PROJECT TIMELINES Pg 111	Beta Launch 15th December, 2020	Can you elaborate what the high level set of activities are expected to be performed at Beta Launch, both by the SP and the department?	200 application forms integrated with 15 Ministries.
65	Annexure-1 to Form Fin-1 (Pg 58)	Location of the project is Delhi. No travel, lodging, food expenses will be borne by Invest India for resources of the selected bidder travelling to Delhi/ NCR and the quoted rates in the bid should be blended off-site/ on-site resources. Invest India will not bear any other out-of-pocket expenses unless pre-approved by Invest India.	<p>1. Please confirm that the department will provide the seating space and connectivity to onsite implementation team.</p> <p>2. Also please confirm that the seating space and connectivity to onsite support team.</p>	Yes, Seating Space and connectivity will be provided by Invest India to the onsite team

66	5.4 INFRASTRUC TURE REQUIREME NTS Pg 100	In the proposal, bidder must submit the proposed cloud service provider giving due justification and tentative annual cost for the cloud infrastructure required.	Please specify the section wherein bidder should specify the tentative annual cost for the cloud infrastructure.	As the overall system load and scale of the project is highly dynamic, Invest India will prefer pay-as-you go billing for cloud billing.
67	5.4 INFRASTRUC TURE REQUIREME NTS Pg 99	Development and testing environments would also be deployed on cloud infrastructure. There can be a deviation in security controls deployed in non-production environments in comparison to production environment to optimize costs, however, reasonable security measures should still be present in these environments as well.	What in your opinion should be the development and testing environment ratio (for sizing) in comparison to the development. There is no space for such costs in Fin -1 template.	As the overall system load and scale of the project is highly dynamic, Invest India will prefer pay-as-you go billing for cloud billing.
68	5.2.6 Key Consideratio ns Pg 75	15. Preference will be given to open source technologies for building the SWS platform, in case any licensed technology is proposed by the bidder – due justification including cost benefit analysis should be provided.	In case licenced technology is proposed, then where this cost has to be stated. There is no space for such costs in Fin -1 template.	In the technical proposal the bidder should specifically call out which are the licensed technologies being proposed and what are the different licensing models available. The commercials regarding any licensed technology will be discussed separately with the selected bidder and paid on actuals by Invest India
69	Page 13, S.No 20	Experience of working on large scale IT Projects that required a micro-service architecture and integration with multiple external IT systems. Previous work-experience of working on Government IT projects in the last 3 (three) years.	a)No of projects to be provided to secure 10 points	Five (5)
70	Page 26, 2.10 Pre- Qualification, Point No 3	Duly certified statement from the auditor for the last 3 (three) financial years	Please modify as Duly certified statement from the Company Secretary for the last 3 (three) financial years	The certified statement can be provided by a practising Company Secretary.
71	5.2.6 Key Con	15 Preference will be given to open source technologies for building the SWS platform, in case any licensed technology is proposed by the bidder – due justification including cost benefit analysis should be provided.	As per RFP to give preference to open source technologies .Does it applicable to security component proposed? As many of the security components asked in the RFP are not open source components.	Security components can be licensed or as provided/ billed by the proposed Cloud Service Provider
72	5.3.4 Cross Cutting Services C. Authenticati on Page 91	Should support Single-Sign On, so that any user once authenticated and authorized by system is not required to be re-authorized / re-authenticated for completing any of the services in the same session. For employees of the department concerned, the browser based application accessed on the internet, through single-sign on mechanism, will provide access to all the services of the departments concerned (based on their roles and responsibilities), help module, basic and advanced reporting etc.	Request clarification on number of internal user present in the departmant?	Number of internal users present will vary across department. Exact estimate can not be provided at this point in time. But at-least 2-3 officers in each department.

73	5.5.1 Overall Information Security Requirements Page 103 , Point 1	1. The proposed solution should include design and implementation of a comprehensive Information Security Policy ("IS Policy") in line with ISO 27001:2013 standards to comply with. All necessary procedures/ infrastructure/ technology required to ensure compliance to the IS Policy should be established by the service provider/selected bidder and approved by Invest India.	Request Clarification on Procurement of IS-Policy ISO 27001-2013/20000 certification?	Policies are created, not procured. Certification of the platform, if required, Invest India will pay the cost.
74	5.5.1 Overall Information Security Requirements Page 104 , Point 6	6. The solution should support the following integration security standards: XML Firewall	Does department reference WAF Solution as a XML Firewall. Please Confirm?	Yes.
75	5.6 OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS page 110 .	15. Service provider/selected bidder will support any third-party auditor appointed by Invest India to conduct VAPT as per the defined guidelines.	As per the RFP , VAPT third party auditor will be appointed by the department .Request clarification on cost borne for VAPT . Is the SI or the department.	Kindly refer to the response on S.No. 62
76	5.5 INFORMATION SECURITY REQUIREMENTS Page 102	Indicative Security Requirement Identity Management Privileged Access Multi-Factor A&A Data Leakage Prevention DDoS Gateway Level Anti-Virus & Anti-Spam Solution SSL Interception Endpoint & Server Security Next-Gen Firewall with IPS Web Application Firewall Intrusion Detection Hardware Security Management	Request Clarification on below inputs : Number of Internal Concurrent Users. Number of External concurrent Users. Total number of Internal Users. Total number of external users. Total number of Endpoint Desktop. Total number of privileged users.	Estimates only Number of Internal Concurrent Users: 50 to start with Number of External concurrent Users: 2000 to start with Total number of Internal Users: 300 Total number of external users: >100,000 Total number of Endpoint Desktop: 300 Total number of privileged users.
77	General		For Storage Sizing 1. For Sizing kindly specify --the size and the number of documents that need to be stored per application ? 2. Kindly specify the number of years the document need to be stored for? 3. What is the average time for the application to be processed? 4. How frequently these documnets are accessed after the application has been processed ?	1. The size/ number of documents per application will be dynamic since every application submitted will have different requirements and therefore, specifying will not be possible. 2. Document Retention Period will be defined as per the applicable Government guidelines/ regulations 3. Application processing time varies from application to application and across departments. Can't estimate the average processing time. 4. Estimate can't be provided/ calculated at this point in time

78	General		What is the anticipated response time for a page upload on a 256 kb internet link within the datacentre?	Refer the CSP providing guidelines of Meity
79	5.1.4 Scope of Work, Page 65	Government Community Cloud (GCC) as per Meity Guidelines).	What do you mean by preferred ? Is it Preferred or Must? If a bidder chooses GCC ,how will the evaluation done and how will the preference be converted to commercial advantage?	GCC is Preferred, however, in case other cloud service providers that are proposed should be compliant as per MeITY guidelines/ specifications. Additionally, bidder should clearly specify the skill set/capability for proposed CSP.
80	5.1.4 Scope of Work, Page 66	The second phase i.e. the Operations & Maintenance Phase covers the maintenance of all components of the project for an initial period of 3 (three) years from the Go-live date in accordance with the terms of the Contract (that maybe renewed based on mutual understanding between the parties in writing) post go-live and will broadly cover the following activities: 1. Post implementation support services 2. Application support and debugging 3. New customizations/ requirement development 4. Horizontal and vertical scalability 5. On-Boarding new departments/ licenses on the go 6. IT infrastructure maintenance and debugging support 7. Security and patch updates 8. Security incident handling as per defined SLA 9. Periodical VAPT assessment 10. Period security audit as per requirements 11. Warranty support 12. On-going capacity building and training	3. New customizations/ requirement development --- Will this be done under CR, please confirm ? 10. Period security audit as per requirements - KINDLY PROVIDE PERIODICTY IS IT 2 EVERY YEAR OR ONCE EVERY YEAR. 11.Warranty support - Please coconfirm that warranty support is only for Application software? As open source is allowed will community edition be preferred?	3. Project is envisaged as time based model with periodic (monthly/quately) milestones 10. Once every year 11. 60 days - Service Provider to propose the edition of the open source technology as per their best understanding of the system requirements
81	5.2.3 Solution Functional Requirements, Page 69	Grievance Management: This module will focus on a 2-way communication channel between the department and the business user. If the department wants to seek any clarification or request for more information from the applicant, there should be a mechanism to directly communicate with the user and the user should also have the flexibility to respond via the same channel.	Kindly specify the channels to be used ?	1. Grievance Management Tool/ Module/ system 2. Chat/VC/E-meetings
82	5.2.3 Solution Functional Requirements, Page 71	10. Geographic Information System (GIS) – GIS module will showcase land bank, resources, infrastructure, industrial parks etc. graphically on the map of India for the entire country. Feeding of information in the GIS module will be the responsibility of the participating states. Developing the GIS module is not in scope of this RFP; however, the system should have the capability to integrate with the existing IIS/ GIS modules	Kindly confirm if no GIS solution is to be implemented ?	Integration with existing GIS system will be required. Kindly refer IIS on DPIIT website.

83	5.2.3 Solution Functional Requirements, Page 71	11. Notifications – A dedicated notification engine would need to be developed that can send E-mail and SMS notifications at various stages and points of the application process. It might also be required to send SMS notifications globally	<p>What is the volume of SMS (domestic, international) to be catered for?</p> <p>Kindly confirm who will pay for the SMS, the bidder or the department ?</p> <p>How many emails need to be sent?</p> <p>Has a on prem email system to be provided?</p> <p>Can e-mail be also be provided as a service ?</p> <p>E-mail for how many user , what is the size of the mail box for each user , how many years has the mail ?</p> <p>As the cost of the domestic/international SMS is linked to TRAI regulations/US dollar, any increase in the rates will be borne by the department.</p>	<p>Invest India will bear the expenses w.r.t SMS gateway and email gateway, as per actuals.</p> <p>The platform needs to be preferably linked with the existing e-mail IDs of different users.</p>
84	5.2.3 Solution Functional Requirements, Page 71	12. Search Engine- The SWS platform should have a strong in-built search engine to assist users in finding the right set of information that they are looking for.	<p>Search is required for only portal static content?</p> <p>Kindly specify few example on what is to be searched?</p>	<p>Search for the Licesense/Approval/Registration type database. Eg. Approvals required to setup a manufacturing plant.</p>
85	5.2.3 Solution Functional Requirements, Page 71	13. Integration Service – One of the core pillars of the entire SWS platform is the integration service. The SWS platform should be able to communicate and integrate with the external existing IT systems of various ministries and departments. The integration should be 2-way and the preferred mode for integration would be via API's, however, the system should have the flexibility to support any mode/format for integration as required by the external IT systems.	<p>How many integrations needs to be done as it will be needed for the sizing of API engine ?</p>	<p>The number of integrations required will be directly dependent on the number of Ministiries/ departments that are onboarded on the platform. Atleast 75+ integrations are expected</p>
86	5.2.5 Data Engineering Requirements, Page 74	The system should have the capability to analyse these data points and generate insights that can then be proposed to the relevant stakeholders to enhance and improvise the overall application process and policies.	<p>Kindly provide some use cases.</p>	<p>For example, we expect that over a period of time KYA module will become intelligent and will start predicting approvals required by the business users with minimum number of questions.</p>
87	5.2.5 Data Engineering Requirements, Page 74	The SWS portal should have AI driven diagnostic capabilities to identify any potential defects or issues within the system including communication failure and ensure that these are rectified at the earliest to reduce overall system downtime.	<p>kindly provide details as this statement is too generic. Please provide use cases.</p>	<p>For example, system may keep health of profile of each system which is integrated, basis which system should automatically manage try/re-try/raising alerts and pin-point point of failure.</p>

88	5.2.6 Key Considerations , page 75	4 The ministries would be requested to appoint a nodal officer to coordinate with DPIIT and Invest India as single point of contact for the SWS platform (Single Window System). The nodal officers will help DPIIT and Invest India team in validating and re-checking the data that has been collected and make their suggestions regarding the same. They will also be required to lend their guidance to help onboard approvals on SWS.	1. We request the clause to be deleted as the scope does not allow for multiple stakeholders to provide clearances which are external to Invest India, hence it will not be possible to accommodate. 2. Will the bidder have only a single point for SRS and UAT clearance ? Kindly confirm that the bidder will get all his clearances and acceptance for SRS , UAT and other deliverables from Invest India.	1. This clause to explain the process that is being followed to bring departments on-board. 2. Yes.
89	5.2.6 Key Considerations , page 75	7 The portal should have the capability to be multi-lingual with default language being English. Languages can be native (Tamil, Punjabi, Kannada etc.) as well as global languages (Korean, Spanish, Italian, Chinese etc.). Both field level name as well as static content of the system should be available in different languages. Data entry shall be in English only.	Is the language support only for static web content ? Will the purchaser provide translated content ? Kindly specify the size of the static content ?	Yes, Static Content. Appropriate translation services will be procured separately by Invest India. The selected bidder will be responsible for integrating those services with Single window system.
90	5.2.6 Key Considerations , page 76	16 Software licenses (if any) have to be procured in the name of Invest India or as prescribed by Invest India. The licenses should preferably be perpetual and enterprise wide for the core application and other software unless otherwise stated. The licenses should not be restricted based on the geographical location.	The clause needs to be modified as SAAS can be used on the cloud as it is a service and there can be no license transfer for the same.	CSP account will be created in the name of Invest India. For any additional separate SAAS, Invest India will procure directly.
91	5.2.6 Key Considerations , page 77	20 The bidder should ensure that the application code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific database product.	What about existing IPR for the framework ?	Please refrain from proposing any proprietary frameworks.
92	5.2.6 Key Considerations , page 77	21 The list of features/ functionalities/ modules/ services mentioned throughout the RFP is NOT exhaustive in nature and the final list of features/ functionalities/ modules/ services will be decided with the selected bidder during the project planning and design phase after award of Contract.	Kindly remove the clause as this is only a manpower supply contract, as specified in the RFP.	Monthly/ Quarterly deliverables will be defined as per project plan and upon successful completion of the same, payment shall be released
93	5.3.2 Application Design Considerations , Page 78	All the processes of the enterprise systems should be controlled through centralised configuration management. This will not only help to maintain maximum parity between development and production environments but also provide ways to alter the state of an application without making code changes.	Please define in detail with use cases so one can clearly understand the same.	System is envisaged to evolve with time and hence, as many mechanisms as possible should be built-in the system to ensure maximum configurability from the front-end.
94	5.3.2 Application Design Considerations , Page 79	SWS application should be mobile-friendly and should easily open on all latest versions of Android and iOS including PDAs. The web-application should be mobile-responsive and flexible so that the features can be easily accessed.	Are all facilities required or limited facilities required on mobile ? Kindly specify functionalities in detail.	All. Entire Platform should be mobile friendly.

95	5.4 INFRASTRUC TURE REQUIREME NTS , Page 100	The infrastructure should be in configured in compliance with applicable laws and regulations of Government of India.	Kindly specify the compliances.	Check Meity MSP for CSP Guidelines. Additional compliances - ISO 27001, PCI-DSS v3, ISO 22301, CERT
96	5.4 INFRASTRUC TURE REQUIREME NTS , Page 100	The architecture should be designed and implemented ensuring security compliance are maintained and managed as per international standards.	KINDLY SPECIFY THE EXACT SECURITY REQUIREMENTS ?	Check Meity MSP for CSP Guidelines. Additional compliances - ISO 27001, PCI-DSS v3, ISO 22301, CERT
97	5.4 INFRASTRUC TURE REQUIREME NTS , Page 100	Development and testing environments would also be deployed on cloud infrastructure. There can be a deviation in security controls deployed in non-production environments in comparison to production environment to optimize costs, however, reasonable security measures should still be present in these environments as well.	IS IN BUILT SECURITY ELEMENTS PROVIDED BY THE CLOUD SERVICE PROVIDER ENOUGH OR DO YOU HAVE ANY DIFFERENT SECURITY REQUIREMENTS	Both software and hardware should be hardened and protected as per leading industry standards, and shall be aligned with latest ISO 27001 guidelines.
98	5.4 INFRASTRUC TURE REQUIREME NTS , Page 100	Applicable guidelines must be followed while setting up the backup and disaster recover site on cloud	Please give in detail the applicable guidelines ? What is the RPO and RTO ? Only data back up is required ? What is ratio of DC compute and DR compute ?	ISO 22301. DC: DR - Active: Active
99	5.4 INFRASTRUC TURE REQUIREME NTS , Page 101	the proposal, bidder must submit the proposed cloud service provider giving due justification and tentative annual cost for the cloud infrastructure required.	Is it only IAAS or even PAAS as changing PAAS is not easy ?	Bidder to propose IAAS or PAAS as per their understanding of the project requirements and their proposed technology stack
100	5.5 INFORMATIO N SECURITY REQUIREME NTS , Page 102	Security of application and the data contained therein is paramount for the success of the project. Hence, the service provider/selected bidder should take adequate security measures to ensure confidentiality, integrity, and availability of the information in accordance with applicable data protection and information technology laws.	Are the security solutions which are native to the cloud provider okay or do you have detailed specifications for the same. If so kindly provide the compliance sheet.	The objective is to have a robust and secure platform that also meets all the prescribed security regulations and guidelines. The bidder needs to analyze if the requirements and the objective can be met with the security solutions provided by the CSP or any additional security solutions are required.

101	5.5 INFORMATION SECURITY REQUIREMENTS, Page 102	VAPT & ISO 27000/ 27001 Audit	What is the frequency of these tests ? Kindly confirm that the department will pay for the same.	At-least annually. Invest India will pay for the same as per actuals
102	5.5 INFORMATION SECURITY REQUIREMENTS, Page 102	Data Vault	Data Vault is only needed if Addhar information is to be stored, can you define what will be stored in the DATA VAULT ? Also please clarify what will be stored in the HSM ? Clarify HSM have to be physical devices or can be a shared service ?	SWS will generate unique number, which shall be hashed and stored in HSW or similar storage mechanism.
103	Data sheet 6 Pg 10	The bidder must submit an EMD of Rs. 10,00,000/- (Indian Rupees Ten Lakh only) in Indian Rupees in the form of a bank demand draft drawn in favour of Invest India payable at New Delhi, along with the Technical Proposal.	Request the EMD BG be submitted by way of a Bank Guarantee issued by any commercial Bank in India and to be valid for 3 months from the date of submission.	The EMD can be issued by way of a bank guarantee with a validity period of 180 days (6 Months) from the date of issuance, in the format prescribed by Invest India. Kindly refer to the Invest India website to download the Bank Guarantee Format.
104	Data Sheet 22 - Pg 15	In the event any bidder (other than the selected bidder) keeps the bid rates valid for a period of 3 (three) years from the date of issuance of the RFP, then Invest India may at its discretion call upon 1 (one) or more of such bidders to perform services under this project at any point during such a period of 3 (three) years from the date of issuance of the RFP. Provided that it is the option of such bidders to accept performance of services.	Please clarify what would be the rates at which the selected bidder would be paid once selected (other than the selected bidder)	As per the financial bid of selected bidder. As per GFR, Invest India may negotiate the rates with selected bidder.
105	2.10 Pre-Qualification PG 25	The bidder should have a positive net worth for last 3 (three) financial years as of March 31, 2020. Duly certified statement from the auditor for the last 3 (three) financial years	Request the certified statement be signed by Company Secretary/Authorized signatory	The certified statement can be provided by a practising Company Secretary.

106	2.26 Award of Contract Pg 40	Invest India may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services or scope of the Contract as specified. If any such change causes an increase or decrease in the cost of, or the time required for the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within 30 (thirty) days from the date of the bidder's receipt of the Invest India's change order.	Request any reduction in quantity / scope be discussed with the bidder at the time of the award of contract. This reduction not to exceed 5% of the value quoted by the bidder.	The commercial understanding in relation to this clause will be discussed and mutually agreed between the parties at the time of entering into a contract with the empanelled bidder.
107	Form Tech 1B: Bidder's Authorization Certificate/Power of Attorney pg 43	POA format	Request the bidder standard POA authorizing the attorney be accepted.	No change. The POA format as per Form Tech 1B set out under the RFP should be provided by the bidder.
108	Annexure-1 to Form Fin-1 Pg 57	Location of the project is Delhi. No travel, lodging, food expenses will be borne by Invest India for resources of the selected bidder travelling to Delhi/ NCR and the quoted rates in the bid should be blended off-site/ on-site resources. Invest India will not bear any other out-of-pocket expenses unless pre-approved by Invest India.	Need clarification on which all resources would be operating onsite/offsite. How many number of resources are likely to be on-boarded y-o-y	Key resources as identified mutually between Selected bidder and Invest India may work onsite, while majority team may work offsite only.
109	5.2.6 Key Considerations Pg 75	16 Software licenses (if any) have to be procured in the name of Invest India or as prescribed by Invest India. The licenses should preferably be perpetual and enterprise wide for the core application and other software unless other stated. The licenses should not be restricted based on the geographical location.	Need clarity as to who would be procuring the licenses.	License procurement responsibility will be mutually discussed between Invest India and the selected bidder
110	5.7 HIGH-LEVEL PROJECT TIMELINES Pg 111	Go-Live 15th February, 2020	Go-Live 15th February, 2021. Hope this is the correct date	Yes

111	2.16 Performance security in the form of Bank Guarantee Pg 30	2.16.1 For the due performance of the assignment in accordance with the terms and conditions specified in the RFP and the Contract, the selected bidder shall, within 30 (thirty) days from the issue of the Letter of Award ("LOA"), furnish to Invest India a performance security in the form of an irrevocable Bank Guarantee for an amount equal to 10% (ten percent) of the estimated annual cost of the entire assignment in the Financial Proposal ("Bank Guarantee"). This Bank Guarantee will be released after successful completion of the assignment in accordance with the terms of the Contract.	2.16.1 For the due performance of the assignment in accordance with the terms and conditions specified in the RFP and the Contract, the selected bidder shall, within 30 (thirty) days from the issue of the Letter of Award ("LOA") or such mutually agreed date , furnish to Invest India a performance security in the form of an irrevocable Bank Guarantee for an amount equal to 10% (ten percent) 5% (five percent) of the estimated annual cost of the entire assignment in the Financial Proposal ("Bank Guarantee"). This Bank Guarantee will be released after successful completion of the assignment in accordance with the terms of the Contract.	The performance bank guarantee shall be submitted within 30 days from the date of issuance of LOA or such other mutually agreed date between Invest India and the empanelled bidder. No change in relation to amount of performance bank guarantee.
112	2.16 Performance security in the form of Bank Guarantee Pg 30	2.16.3 It is expressly understood and agreed that subject to the terms of the Contract entered with the selected bidder, the Bank Guarantee is intended to secure performance of the entire Contract. Invest India shall invoke the Bank Guarantee in case the selected bidder fails to discharge any of its contractual obligations in accordance with the terms of the Contract. Provided that, it is expressly understood and agreed that the Bank Guarantee shall not cover all the damages and losses that Invest India may suffer due to the selected bidder's failure to perform any obligations under the Contract or any acts or omissions of the selected bidder in performance of the Contract and same shall be governed by the terms of the Contract.	2.16.3 It is expressly understood and agreed that subject to the terms of the Contract entered with the selected bidder, the Bank Guarantee is intended to secure performance of the entire Contract. Invest India shall invoke the Bank Guarantee in case the selected bidder fails to discharge any of its contractual obligations in accordance with the terms of the Contract provided the failure to discharge the contractual obligations for reasons solely and directly attributable to the Bidder . Provided that, it is expressly understood and agreed that the Bank Guarantee shall not cover all the damages and losses that Invest India may suffer due to the selected bidder's failure to perform any obligations under the Contract or any acts or omissions of the selected bidder in performance of the Contract and same shall be governed by the terms of the Contract. Invest India will provide 30 days cure period or a time as mutually agreed between both the parties to make it good.	The proposed clause may be considered at the time of entering into the contract with the empanelled bidder.
113	Limitation of Liability	No such clause in the RFP	i) The aggregate liability of bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total amount, paid to bidder by the Purchaser in the preceding twelve months under this Agreement that gives rise to such liability (as of the date the liability arose) . ii) In no event shall bidder be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause (i) above) even if it has been advised of their possible existence.	A limitation of liability clause will form a part of the Standard Form of Contract that Invest India will release on its website in coming days

114	Cap on LD	No such clause in the RFP	Liquidated damages shall be 0.5% per two weeks of the value of delayed goods/ services subject to a limit of 5% of the value of the delayed goods/ services and shall be levied only if the delay is for reasons solely and entirely attributable to the bidder and not for delay due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure.	A liquidated damages clause will form a part of the Standard Form of Contract that Invest India will release on its website in coming days
115	Cap on Penalty	No such clause in the RFP	Implementation Phase: Capped at 5% of service development cost of individual service. O&M Phase: 5% of quarterly O&M cost. In any event, the total penalty levied for reasons solely and entirely attributable to the bidder and not for delay due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure should not exceed 5% of the total contract value excluding taxes)	This clause may be considered under the Standard Form of Contract that Invest India will release on its website in coming days
116	SLAs	No such clause in the RFP	Would need SLA metrics for understanding to ensure the bidder is in a position to propose the right solution meeting the defined SLAs.	SLA Metrics will be defined during the final contract signing phase after mutual discussion and agreement between Invest India and the selected bidder

117	Termination and compensation on termination	No such clause in the RFP	<p>1) Either party may terminate this Agreement for cause if either party materially breaches this Agreement, provided that either party gives the other notice of such breach and it remains uncured after 60 days following notice or such other period as mutually agreed.</p> <p>2) Either party may by written notice with a notice period of 90 days sent to the other, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the bidder is entitled to compensation against all the services rendered, material delivered, advances paid and all such costs that have been incurred by the bidder to provide services as per the agreement.</p> <p>3) In the event that Purchaser terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred upto the termination along with the cost for the additional period for which the purchaser has requested the bidder to continue the services.</p> <p>4) If any amount due and payable by Purchaser under the Agreement is more than 30 days overdue; and there is no dispute between Purchaser and the bidder in relation to that amount, the bidder may issue to Purchaser a notice that payment is overdue. If Purchaser fails to pay the bidder within 7 days after the date of such notice, the bidder may by a further notice to Purchaser terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made.</p>	A termination clause would form a part of the Standard Form of Contract that Invest India will release on its website in due course of time
118	5.8 PAYMENT TERMS Pg 113	Payment milestones	Need to defined payment milestones for the delivery and O&M phase.	The payment milestones shall be defined in the contract entered into with the empanelled bidder.

119	Invoicing & Settlement	No such clause in the RFP	<p>The Purchaser agrees to pay bidder invoices within thirty days of receipt. The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the bidder where the Purchaser disputes such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. In the event that Purchaser disputes, Purchaser shall notify bidder reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by Purchaser within a period of fifteen (15) days of having received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by the Purchaser. Any dispute shall not relieve Purchaser from paying when due, the undisputed portion of the invoice. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by the Purchaser to the bidder and the bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, the bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Purchaser and any such withholding by the bidder shall not be treated as breach by it of the provisions of this Agreement.</p>	<p>The proposed clause may be considered at the time of entering into the contract with the empanelled bidder in accordance with the commercial understanding between the parties.</p>
120	Contract Extension	No such clause in the RFP	<p>The extension and terms of the contract shall be mutually discussed and agreed between the bidder and the purchaser before 3 months of the expiry of the contract. The commercials for extension of the contract beyond the term of the project shall be submitted at the request of the Purchaser.</p>	<p>A contract extension clause would form a part of the Standard Form of Contract that Invest India will release on its website in due course.</p>
121	Acceptance of deliverables	No such clause in the RFP	<p>The Purchaser shall provide response or feedback on draft deliverables within 7 working days. Purchaser shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, the purchaser fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case the purchaser confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 1 (one) time for the respective deliverable.</p>	<p>The proposed clause may be appropriately addressed under the contract entered into with the empanelled bidder after mutual discussion</p>

122	2.25 Taxes; page 39	The bidder shall exclude in bid price all local taxes and duties as applicable on amounts payable by the Invest India under the Contract. All taxes, duties and other impositions as applicable in India shall always be deemed to be excluded in the Financial Proposal. Taxes shall be billed at prevailing Government rate in accordance with applicable laws.	The bidder shall exclude in bid price all sales, use, value added tax, service , GST, local taxes and duties or taxes of a similar nature measured by the services, deliverables or charges thereon as applicable on amounts payable by the Invest India under the Contract. All taxes, duties and other impositions as applicable in India shall always be deemed to be excluded in the Financial Proposal. Taxes shall be billed at prevailing Government rate in accordance with applicable laws. Bid/Contract price shall remain fixed for the entire Contract period Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the Invest India. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the Invest India. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.	<p>Updated Clause</p> <p>The bidder shall exclude in bid price all sales, use, value added tax, service , GST, local taxes and duties or taxes of a similar nature as applicable on amounts payable by Invest India under the Contract. All taxes, duties and other impositions as applicable in India shall always be deemed to be excluded in the Financial Proposal. Taxes shall be billed at prevailing Government rate in accordance with applicable laws.</p> <p>Bid/Contract price shall remain fixed for the entire Contract period Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from Invest India, however the same shall be subject to statutory timelines. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.</p>
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123	2.14 Ownership Rights; page 29	<p>The SWS portal (including but not limited to the data held within), information, works of authorship, inventions, discoveries, improvements, methods, processes, formulas, techniques, technology, know-how, ideas, copyrights, source code, designs, architecture diagrams, licenses reports, presentations, and materials forming a part of or relating to the SWS portal, this RFP, and all intellectual property and proprietary rights pertaining to the aforesaid (excluding any third party intellectual property rights) and anything (a) that is conceived, discovered, developed or otherwise made by a selected bidder, solely or in collaboration with others, in the course of performing the assignment pursuant to the award of Contract under this RFP; or (b) that reflects or contains Invest India's confidential information; or (c) that forms all or part of a deliverable to be provided by the selected bidder, whether developed as part of the assignment or separately ("Work Product"), will be the sole property of Invest India and Invest India shall have all the rights, title and interests in respect of the same, in accordance with the terms of the Contract. In no event can a selected bidder claim its control or any rights, title or interest over the SWS portal, its software, code, database, or any Work Product.</p>	<p><u>Please modify as suggested</u></p> <p>The SWS portal (including but not limited to the data held within), information, works of authorship, inventions, discoveries, improvements, methods, processes, formulas, techniques, technology, know-how, ideas, copyrights, source code, designs, architecture diagrams, licenses reports, presentations, and materials forming a part of or relating to the SWS portal, this RFP, and all intellectual property and proprietary rights pertaining to the aforesaid (excluding any Bidder's or third party intellectual property rights) and anything (a) that is conceived, discovered, developed or otherwise made by a selected bidder, solely or in collaboration with others, in the course of performing the assignment pursuant to the award of Contract under this RFP; or (b) that reflects or contains Invest India's confidential information; or (c) that forms all or part of a deliverable to be provided by the selected bidder, whether solely developed as part of the assignment or separately ("Work Product"), will be the sole property of Invest India and Invest India shall have all the rights, title and interests in respect of the same, in accordance with the terms of the Contract. In no event can a selected bidder claim its control or any rights, title or interest over the SWS portal, its software, code, database, or any Work Product.</p> <p>Notwithstanding the above, all intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and Invest India shall not acquire any right title or interest of</p>	<p>The clause can be partially accepted. A clause relating to IP ownership and pre-existing IP would form a part of the Standard Form of Contract that Invest India will release on its website in due course. In the event Invest India considers this clause, all such pre-existing IP shall be documented in the contract entered into between the empanelled bidder and Invest India.</p>
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124	2.25 Taxes; page 39	<p>The bidder shall exclude in bid price all local taxes and duties as applicable on amounts payable by the Invest India under the Contract. All taxes, duties and other impositions as applicable in India shall always be deemed to be excluded in the Financial Proposal. Taxes shall be billed at prevailing Government rate in accordance with applicable laws.</p> <p>Bid/Contract price shall remain fixed for the entire Contract period.</p>	<p><u>Please modify as suggested</u></p> <p>The bidder shall exclude in bid price all sales, use, value added tax, service , GST, local taxes and duties or taxes of a similar nature measured by the services, deliverables or charges thereon as applicable on amounts payable by the Invest India under the Contract. All taxes, duties and other impositions as applicable in India shall always be deemed to be excluded in the Financial Proposal. Taxes shall be billed at prevailing Government rate in accordance with applicable laws.</p> <p>Bid/Contract price shall remain fixed for the entire Contract period</p> <p><u>Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the Invest India. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the Invest India. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.</u></p>	<p>Updated Clause</p> <p>The bidder shall exclude in bid price all sales, use, value added tax, service , GST, local taxes and duties or taxes of a similar nature as applicable on amounts payable by Invest India under the Contract. All taxes, duties and other impositions as applicable in India shall always be deemed to be excluded in the Financial Proposal. Taxes shall be billed at prevailing Government rate in accordance with applicable laws.</p> <p>Bid/Contract price shall remain fixed for the entire Contract period</p> <p>Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from Invest India, however the same shall be subject to statutory timelines. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.</p>
125	5.8 PAYMENT TERMS; page 113	<ol style="list-style-type: none"> Advance payments will not be considered. The service provider/selected bidder will submit pre-receipted bi-quarterly invoices in triplicate, complete in all respects, after successful completion/submission of the deliverables 'as per agreed acceptance criteria and corresponding sign-off from Invest India' of the milestones/outputs/deliverables described in the payment terms of the Contract, for necessary settlement. The invoices should be submitted along with complete details of the work undertaken during the invoice period, supporting documents and bills as well as reports during the invoice period, for which the bills are submitted. A reconciliation sheet pertaining to the bills will be submitted bi-quarterly. The GST component shall be paid as applicable and as per actuals. For facilitating electronic transfer for funds, the service provider/selected bidder will be required to indicate the name of the Bank and branch, account number (i.e. bank names, IFSC Code and Bank A/c No.) and also forward a cheque leaf duly cancelled to verify the details furnished. These details should also be furnished on the body of every bill submitted for payments by the service provider/selected bidder. 	<p><u>Please modify as suggested</u></p> <ol style="list-style-type: none"> Advance payments will not be considered. The service provider/selected bidder will submit pre-receipted bi-quarterly invoices in triplicate, complete in all respects, after successful completion/submission of the deliverables 'as per agreed acceptance criteria and corresponding sign-off from Invest India' of the milestones/outputs/deliverables described in the payment terms of the Contract, for necessary settlement. The invoices should be submitted along with complete details of the work undertaken during the invoice period, supporting documents and bills as well as reports during the invoice period, for which the bills are submitted. A reconciliation sheet pertaining to the bills will be submitted bi-quarterly. <p><u>All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by Invest India and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.</u></p>	<p>A payment terms clause shall be appropriately considered under the Standard Form of Contract that Invest India will release on its website in due course.</p>

126			<p><u>Please add the following clauses</u> ADDITIONAL MUST HAVE CLAUSES TO BE INCORPORATED IN THE RFP/AGREEMENT</p> <p>Validity of Proposal</p> <p>This proposal will remain valid for acceptance for a period ofweeks from the proposal date.</p> <p>Language for Communication</p> <p>The official language for communication on this assignment will be English. Further, all deliverable documents will be in the English language.</p> <p>Letter of Acceptance</p> <p>As the first step for the assignment, the INVEST INDIA will issue Bidder a Letter of Acceptance. This letter will refer to proposal and confirm its acceptance. Initial payment, by cheque or draft drawn on a branch at the location of Bidder's branch submitting the proposal, must accompany the Letter of Acceptance.</p> <p>Lead Time</p> <p>Bidder will commence work within weeks of receiving the requisite advance payment.</p>	<p>Validity of proposal is already set out under Sr. No. 14 of the Data Sheet provided under the RFP. The language for communication is already set out under Sr. No. 11 of the Data Sheet provided under the RFP. The provisions pertaining to letter of acceptance have already been incorporated in the RFP. Rest of the proposed clauses/terms, as applicable, would be considered at the time of entering into a contract with the empanelled bidder. A Standard Form of Contract will be released by Invest India on its website in due course.</p>
127		5.7 High Level Project plan	We feel that there is a typo mistake in Year (2020-2021) in the project timeline plan. – Please confirm	Correction - February 15, 2021
128		5.3.3.6 Integration Module	Which all system need to integrate? Please provide compressive list with the integration objective. 1. Also provide which system have availability or exposes webservice APIs to integrate.	Discussions and discoveries are going on with 49 departments, Invest India seek to complete this exercise with the help from selected bidder.
129		5.3.3.6 Integration Module	Which payment gateway need to integrate with the system?	As of now, paygov india seems suitable.
130		5.3.3.6 Integration Module	We assume that required all APIs to integrate with external systems will be provided by Invest India. – Please confirm	Yes
131		5.3.3.6 Integration Module	Which 3rd Party ERP/ Financial/ Account Management system need to consider for integration. Kindly provide objective of the same	Integration with existing systems in departments and states.

132		5.2.2 Solution Features -> (K) Third party validation	Will other departments/ financial institutions have access to the system? 1. If other departments/ financial institutions access the system, kindly provide the process of validation and approval. 2. If other departments/ financial institutions cannot access the system, we assume that validation process will take place outside the system and only status will be changed into the system.	1. Yes, using user name and password.
133		5.3.3.1 Know Your Approvals (KYA)	Kindly provide sample of KYA forms	Please refer Gujarat, Uttrakhand, Telengana etc. Single Window System. Also refer Ministry of Environment E-Parivesh web platform.
134		5.3.3.1 Know Your Approvals (KYA)	Kindly provide list and/or number of ministry/Department/license types need to include into the scope of SWS portal development.	49 Departments, over 200 online licenses, 500 offline licenses.
135		5.3.3.1 Know Your Approvals (KYA)	Can investor/business user apply for multiple licenses at a same time?	Yes.
136		5.3.3.1 Know Your Approvals (KYA)	What type of questions/form fields should the system ask to business user?	Objective/MCQ ideally.
137		5.3.3.1 Know Your Approvals (KYA)	How KYA module will provide contextually relevant information to the user as per his business profile? Please elaborate	Questionnaire based discovery of intent of business user.
138		5.3.3.1 Know Your Approvals (KYA)	Explain the process / business logic to assist user on approvals/ permits/ licenses based upon question/answers?	Questionnaire based discovery of intent of business user.
139		5.3.3.1 Know Your Approvals (KYA)	How the system will process and analyse for subjective answers?	Bidder may propose NLP based solution in case deemed suitable.
140		5.3.3.1 Know Your Approvals (KYA)	Does user need to complete registration process prior to fill KYA form? If yes, kindly provide registration process and form fields' details	No, KYA will be open for all.
141		5.3.3.3 Unified Application Form (UAF) Module	What type of questions/form fields should the system ask to business user?	Please refer Gujarat, Uttrakhand, Telengana etc. Single Window System. Also refer Ministry of Environment E-Parivesh web platform.
142		5.3.3.3 Unified Application Form (UAF) Module	Kindly provide list of all government databases need to consider as an integration scope to pre-populate the fields	Please refer Gujarat, Uttrakhand, Telengana etc. Single Window System. Also refer Ministry of Environment E-Parivesh web platform.
143		5.3.3.3 Unified Application Form (UAF) Module	Kindly provide sample of UAF forms.	Please refer Gujarat, Uttrakhand, Telengana etc. Single Window System. Also refer Ministry of Environment E-Parivesh web platform.
144		5.3.3.3 Unified Application Form (UAF) Module	Who will manage the fields of KYA and UAF forms from SWA backend interface? 1. If ministry/department user will manage then there would be provision to manage fields of their ministry/department only. – Please confirm. 2. It might be possible that more than one ministry/department add/have same questions in different formats – How this scenarios will system handle?	1. Yes 2. Bidder needs to propose the solution for the same

145		5.3.3.3 Unified Application Form (UAF) Module	Kindly provide the features/functionality/workflow that SWS portal will have once user submits the UAF form.	After submission, information will be prepared for transfer for respective ministries' systems. Only relevant information will be transferred to the respective ministries.
146		5.2.3 Solution Functional Requirements -> 5. Individual License Modules	Which diagram is referred here for Ln and ILn notation?	Page 68.
147		5.2.3 Solution Functional Requirements -> 5. Individual License Modules	Confirming our understanding – UAF application submission and sending data respective system are into the development scope of phase – I. Rest of the approval process, license generation, Questions-answer module would be done outside of the SWS portal in phase – I – Please confirm our understanding.	Yes, and Question-Answer should be enabled on the system as well.
148		5.2.3 Solution Functional Requirements -> 7. Grievance Management	Is this module into the scope of Phase – I?	Yes
149		5.2.3 Solution Functional Requirements -> 7. Grievance Management	Will department user have access to the SWS portal or they can ask questions through their external web portals?	Departments will have access to SWS portal.
150		5.3.3.9 Reporting & Dashboard Requirements	Kindly provide list of reports need to develop into the system. 1. What all features and functionality need to incorporate for reports module? Kindly elaborate	Reporting module should be able to generate reports on-run time, should enable slicing/dicing of data. Exact parameters will be decided later.
151		5.3.3.9 Reporting & Dashboard Requirements	“Analytical capabilities for system admin much like Google Analytics” – Kindly provide which features and functionality requires in SWS portal for analytics?	For example - How much time it takes on an average to get a particular approval? Average time it takes to setup a manufacturing plant?
152		5.2.3 Solution Functional Requirements -> 11. Notification	Which SMS gateway need to integrate?	Will be mutually decided by Invest India and Selected Bidder
153		5.2.6 Key Considerations	How many number of native and global languages will the portal supports? Do we also need to consider right-to-left layout into the scope?	In phase 1 this may not be required.
154		5.3.3.2 Configuration Module	Onboarding of New ministry/ department/ license: How the system should function to integrate new ministry external system for newly added ministry?	Please propose the most efficient mechanism to do the same with high scalability.
155		Data Sheet – Module Evaluation	“Overall Portal UI/ UX” - Do we need to submit sample wireframes/mockups of the envisaged application along with the proposal ?	Yes, to showcase your UI/UX capability, it is recommended you submit some samples.
156		2.19 Submission, Receipt, and Opening of Proposals	Considering the COVID-19 Pandemic, we request Invest India to allow for submission of the proposals via e-mail.	The updated submission guidelines & Process shall be uploaded on our website before August 15, 2020
157		2.12.4 Location of the project is Delhi.	Can you please confirm that all development activities have to be carried out from Delhi? Considering the COVID-19 situation we would prefer that all project related activities be conducted from offshore.	Key resources as identified mutually between Selected bidder and Invest India may work onsite, while majority team may work offsite only.
158		5.2.1 Solution Framework	“The SWS platform should have the capability to integrate with the legacy/ existing IT systems”. Can you please confirm if APIs for these systems are available?	Some systems may not have capability to handle APIs, alternate mechanism needs to be implemented in those cases.

159			“Effective & Efficient Content Management System” – Does Invest India have any preference for existing CMS viz. Drupal, WordPress etc.	No preference.
160		5.2.6 Key Considerations	“Preference will be given to open source technologies” Is Invest India open to a .Net Core solution. .Net core is free and open source framework. We would like to understand if there is any technology preference.	No technology preference.
161	113	Project Timelines	We request you to incorporate a deliverable acceptance procedure in the RFP.	The deliverable acceptance procedure will be set out under the contract entered into with the selected bidder.
162	112	High Level Project timelines	Considering the number of functionalities to be implemented we request to further extend the delivery timelines wherein in minimum functionalities can be delivered in 4-6 months and additional features can be added in phased manner. Kindly confirm.	No Change
163	65	Scope of work-Integration of SWS portal with legacy/ existing system of various ministries and departments of Government of India.	Kindly clarify and define number of integrations to be done in the project. Further request to define number of integrations in implementation phase and shift rest of the integrations in the operations phase	Kindly refer to the response of S.No. 1 No change in shifting of integrations across phase
164	65	Scope of work-Integration of SWS portal with legacy/ existing system of various ministries and departments of Government of India.	Please revert who will be responsible for co-ordination with external agencies/ stakeholders etc. and how Invest India will support in expediting the process and support required from external parties for integration with NSW	Invest India will act as the facilitating arm between external agencies/ stakeholders and the system integrator
165		Ownership Rights	Please confirm if source code developed for NSW over a platform is required to be handed over and not the source code of base product.	Yes
166	NA	General	Please confirm who will be responsible for coordinating with different departments / ministries (state and central) for requirements gathering and post go-live of the project. How will Invest India support in it.	Kindly refer to the response of S.No. 164
167		Scope of work-Capacity building, handholding, and training.	Please clarify the number of departments and number of users / staff for providing training	Detailed training plan, schedule and approach will be developed with the selected bidder. Number of expected departments to be on-boarded are 50+
168	General	General	Please clarify if Invest India has some preference on open source technologies to be used for developing the platform	Invest India prefers Open Source Technologies over licensed technologies. No specific preference within open source technologies, Bidder to propose the technology stack
169	66	Scope of work	The scope also includes security updates, patches, application support and Debugging. – It is understood that the OEM is responsible to provide software updates, patches, fixes of bugs for any third party software and PwC is not responsible for this. Please confirm	Yes

170	69	- Please note that this is only an indicative list and not an exhaustive list of features and the final list of features will be decided during the design phase of the project after award of the Contract.	Please confirm how many modules are required to be developed as the scoping and commercials will be defined basis number of modules. We understand that Invest India will define the exact scope and timelines for each scope on mutual discussion with selected vendor and the discovered rates shall be used to finalise the project value.	The nature of the contract shall be Time & Resources based. High-Level list of identified modules is already provided in the RFP under relevant sections
171	39	The bidder shall exclude in bid price all local taxes and duties as applicable on amounts payable by the Invest India under the Contract. All taxes, duties and other impositions as applicable in India shall always be deemed to be excluded in the Financial Proposal	Please clarify that the bidder will add taxes as extra as per prevailing rates at the time of billing and will be paid accordingly to the bidder by Invest India	Yes
172	NA	General	Liability / Limitation of liability or damages / Indemnity - RFP does not mention anything about Liability. Please clarify. Further you are requested to limit consultant's liability to 1X of the total contract value. This is as per GFR and the guidelines issued by Meity. It is also the normal industry practice. You may consider including the following language: Purchaser/Client agrees that Consultants total liability for all claims connected with the services or this agreement (including but not limited to negligence), whether in contract, tort, statute, indemnities or otherwise, is limited to one time the professional fees paid / payable for the services. Purchaser/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss.	A limitation of liability and indemnity clause will form a part of the Standard Form of Contract that Invest India will release on its website in due course.
173	NA	General	Penalty terms / Liquidated damages -RFP does not mention anything about penalty. Please clarify	A liquidated damages clause will form a part of the Standard Form of Contract that Invest India will release on its website in due course
174	NA	Integration points	As this system will be a integration Hub , it is important to understand with which systems (state and center) the particular system will be integrating . A brief coverage will be required to better size the system	All existing IT systems/ applications that are currently used by central ministries to provide regulatory clearance/ approvals to investors who are interested in setting up any type of business in the country are in scope. Example: E-Parivesh, Saral Sanchar, SPICE+(MCA), esahaj etc.
175	NA	User volume	What is the expected volume of external users and departmental users. Required for sizing and scalability	Kindly refer to response of S.No. 7 and 8
176	NA	User growth	What is the expected YOY user growth and data growth	Kindly refer to response of S.No. 7 and 8
177	NA	User concurrency	What is the concurrency of the users at peak load	Kindly refer to response of S.No. 7 and 8
178	NA	Analytics Use case	Please provide some use cases related to Analytics	Example: Understanding the user-interaction with the system, identifying areas of improvement on the platform based on user inputs and feedback, using analytics to enhance the overall user-experience

179	NA	RPO	There is a Expectation of RPO= 0 . It is for all services or critical services . Pls provide the list of services	RTO and RPO should be aligned with ISO standards.
180	NA	RTO	What is the expected RTO of the system	RTO and RPO should be aligned with ISO standards.
181	58	Location of the project is Delhi	a) Please confirm that resources can work off-site and only few key resources will be required to be based at Invest India Office at Delhi b) Kindly confirm that if the resources are required to travel to a location outside Delhi for project work e.g. meeting with States etc. Invest India will reimburse the cost of such travel from Delhi separately (over and above the rates quoted)	a) Yes b) Yes, only on actuals and should be pre-approved by Invest India in writing
182	58	Cost of software licenses	In case Invest India wants the bidder to include enterprise edition of software tools the third party cost of such tools shall be procured by Invest India and shall be made available to the selected bidder. Kindly confirm.	Yes
183	NA	DR site	We understand there is a requirement of DR site. Pls confirm . Will the DR site is 100% of the DC or 50% . Also pls suggest Active-Passive DC - DR combination is allowed or not	Active-Active DC-DR
184	NA	Legacy system	We understand there is no legacy system . Pls confirm	Minsitries/ Departments may have legacy systems
185	NA	Data migration	We understand there is no requirement of data migration	As of now, no requirement of data migration has been identified
186	NA	Proposed tools	In the architecture diagram there is mention of MySQL , RabbitMQ . Do the bidder has to propose the same tool or open to propose any other tool.	Bidder is open to propose any tool, MySQL and RabbitMQ are only for reference purposes
187	NA	Existing licenses	Do the department have any existing licenses . If yes pls share . Can those licenses be used ?	No
188	NA	Archival and retention policy	Pls let us know how long the data need to be archived or retain.	As per the applicable Government of India guidelines/ regulations and other applicable International Standards/ Regulations
189	NA	Aadhar Vault	Is there any requirement of crating a Aadhar vault ? Pls confirm	Yes
190	NA	Data digitization	We understand there is no requirement of data digitization and data entry	As of now, no requirement of data digitization and data entry has been identified
191	NA	HelpDesk	We understand , helpdesk support is outside the scope of the system and the selected bidder shall be paid extra.	Bidder is expected to provide, resource cost of Support Desk engineers in Annexure-1 to Form Fin-1
192	61	To provide one-stop-shop for procuring licenses, approvals and permits required to establish a business in India – up to pre operation phase	It is therefore assumed that post operation requirements like Renewal of licenses/permits are out of scope	Currently, post operation requirement of renewal of licenses is out of scope
193	70	The SWS platform should have the flexibility to integrate with the participating state level single window systems and have the capability to push the information into these systems	Who will be responsible to integration with State level Single window - State level SI or the SI for NSW.Also please confirm if some changes needed in the State system, the same shall be done by the States through their SIs.	The respective stakeholders will be responsible for co-ordinating and performing the integrations
194	74	Ministries would also be responsible for validation of information and process on-boarded on proposed SWS platform	It is proposed to provide a specific timeline for approvals / validation of information from various ministries so that the timeline can be adhered to	Invest India is in discussion with the minsitries for the same. The activity may be on going for next few months.

195	65	7. Security and patch updates	Infrastructure level security patches will be done by GCC service provider, which should be covered in the SLA agreement between Invest India and GCC service provider	Ok
196	65	8. Security incident handling as per defined SLA	There is no SLA defined in RFP regarding security incident, Please provide information regarding the penalty(if any) in case of beach of SLA	Penalty in case of breach of SLA shall be defined during the contract signing phase with the selected bidder
197	106 / 65	9. Periodical VAPT assessment 33. VAPT should be performed periodically to ensure that the system is robust and strong and should be able to withstand any attack.	The periodicity of VAPT in Operation and Maintenance Phase is not defined in RFP. We propose to include VAPT prior every product production roll-out phase.	Ok
198	65	10. Period security audit as per requirements	The periodicity of security audit in Operation and Maintenance Phase is not defined in RFP	Period of the audits will be as defined by various GOI guidelines/ regulations and also as mutually agreed between Invest India and the selected service provider during the contract signing phase
199	75	11 Periodic security audit and regular health checks would be conducted to monitor for security breach incidents and responding to them.	Please clarify the expectation from Bidder	Bidder is responsible for continuously monitoring the application and infrastructure for any security/ incidents and breaches and also performing internal security checks/ audit
200	104	The solution must support long-term access to detailed security event and network flow data. The system must be able to provide access to at least x months' worth of detailed information. 12. The solution should facilitate system audit for all the information assets to establish detective controls. Audit Logs and trails should be maintained at all points and retention period defined as per requirements. Retention periods, archival policies and read-only restrictions must be strictly enforceable on all logs maintained in the system.	Please clarify "The solution should facilitate system audit for all the information assets to establish detective controls". Does the above statement mean bidder need to create a system for auditing all information asset of Invest India ? or only Audit trail need to be generated for "Single Window System"?	Only for Single Window System
201	97	FTP	Invest India recommended the use of FTP in SWS which is popularly vulnerable with MiTM attack. We propose it to be replaced with SFTP.	The choice between FTP and SFTP will be dependent on the capability of the department/ ministry system
202	99	• The architecture should be designed and implemented ensuring security compliance are maintained and managed as per international standards.	Please clarify if selected bidder will be required verify that these comply to any specific standards/guidelines or so?	ISO 22301. ISO 27001, PCI-DSS v3, CERT
203	101	ISO 27000/ 27001 Audit	Please clarify if selected bidder will be responsible to get the application audited against ISO27000/27001.	Yes, bidder will be responsible to ensure entire system and infrastructure is ready for third-party audit and certification similar to ISO 27001

204	101	Data Leakage Prevention DDoS Endpoint & Server Security Next-Gen Firewall with IPS Web Application Firewall Intrusion Detection Data Vault etc.	Please clarify if Invest India already has the mentioned security solutions under section 5.5 table and expectation from selected bidder is only to integrate the single window solution with those security solutions.	Yes, while ensure appropriate controls are in place using as much Open source solutions as possible.
205	104	The solution must provide alerting based upon established policy.	Please clarify the policy reference given under this section.	This policy is part of scope of bidder under project governance, to establish procedures for security alert and notifications.
206	NA	NA	Invest India should consider adding the following in Information Security Requirement: " Selected Bidder should prepare minimum baseline configuration of all the devices and conduct a periodic audit to ensure compliance."	Ok
207	NA	NA	For security audits and VAPT exercise to be conducted will selected bidder be required to provide any certification at the end of the job	Yes
208	104	13. Multi-Factor security mechanisms should be implemented to enable secure login and authorized access to portal information and services for developers and testers.	Please clarify if Invest India will procure the MFA tool separately and will handed over to bidder to implement it.	The bidder can propose MFA tool as part of their proposal. Procurement of any tool will be mutually discussed and billed on actuals to Invest India
209	4	The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.	Since RFP is based on certain assumptions and Purchaser is unsure of the accurateness of the assumptions, the Bidder would also submit the Bid under certain assumptions which must be accepted.	Ok
210	15	Invest India at its discretion may choose to engage with up to top 2 (two) bidders for allotment of work. Allotment and distribution of work will happen at the sole discretion of Invest India.	How will selection of 2 happen? Will it be top 2 on QCBS selection?	Yes

211	27	A bidder (including its personnel) that has a business or family relationship with a member of Invest India's staff who is directly or indirectly involved in any part of Page 28 of 116 (i) the preparation of the RFP, (ii) the selection process for the assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to Invest India throughout the selection process and execution of the Contract.	It is difficult for Bidders to ascertain this and therefore this clause should be removed	No Change
212	29	Should the assignment period and the Contract for whatever reason be extended, the bidder, shall at his own cost, get the validity period of Bank Guarantee furnished by him extended and shall furnish the extended / revised Bank Guarantee to Invest India before the expiry date of the Bank Guarantee originally furnished.	How would rates be determined for the extended term? The BG amount should be in proportion to only the amount of extension order	The bank guarantee will be proportionate to the estimated annual cost of the contract for the extended period.
213	29		The unique aspects of the Bidders Technical proposal should not be used without the consent of the Bidder.	This statement is broad and vague. Bidder to clarify.
214	31	EMD and Technical proposal	Hard copies may be avoided in present COVID situation. Same for financial proposal	Kindly refer to the response of S.No. 156
215	39	Invest India may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services or scope of the Contract as specified. If any such change causes an increase or decrease in the cost of, or the time required for the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract price or time schedule, or both, and the Contract shall accordingly be amended.	This should be done in mutual agreement with Bidder. Please confirm	Okay. However, this clause will be appropriately addressed/considered at the time of entering into the contract with the empanelled bidder.
216	64	SMS, email and payment services	It is assumed that SMTP, SMS Gateway and Payment gateway services will be provided by Purchaser	The procurement of such services will be mutually discussed. Payment will be done on actuals by Invest India
217	99	Managing the entire infrastructure will be the responsibility of the selected bidder	Kindly confirm that bidder will do the sizing of the cloud infra for DC and DR which includes development, test, UAT, production, staging and other environments as well as OS and other licenses required and based on the same Invest India will procure the cloud services from Government Cloud providers and will make them available free of cost to the selected bidder. Selected Bidder is not required to include cost of cloud in its proposal. Please confirm.	Yes. No need to include cost of cloud in the proposal.
218	109	Helpdesk	It is understood that the phone, IVR, Toll free numbers etc. will be taken by care by Invest India	Yes

219	112	General	<p>Since requirements are not clear it is understood that sizing of the team would be finalized post requirement gathering.</p> <p>Considering team mobilization would require 30 to 60 days, the Go-live timelines may have to be discussed accordingly</p>	<p>The bidder should propose the team size as per the SOW specified in the RFP and bidders experience.</p> <p>No extension in timeline will be provided and the team should be ready to be deployed in the first week of September 2020</p>
220	NA	Bid submission extension	<p>Due to ongoing pandemic and possible delay in logistics (signing of proposal , EMD etc.) we request an extension of around 2 weeks of bid submission</p>	<p>No Change</p>
221	Clause 2.17 Page 30	Exceptions to confidential information are not provided	<p>You are requested to allow standard exceptions to confidential information, which is industry standard and reasonable. Not all information can be regarded as confidential. For e.g., if the information is in public domain, we cannot be expected to keep it confidential at our end. Similarly, if any information is liable to be disclosed under the RTI, giving it a confidential status and obliging us to keep such information confidential is not correct. We request inclusion of following clause:</p> <p>Confidential information does not include any information which (i) is rightfully known to the recipient prior to its disclosure; (ii) is independently developed by the recipient without use of or reliance on confidential information; or (iii) is or later becomes publicly available without violation of this agreement or may be lawfully obtained from a third party; or (iv) which would be required to be disclosed under the (Indian) Right to Information Act.</p>	<p>Okay. However, this clause will be appropriately addressed/considered under the Standard Form of Contract released by Invest India on its website in due course.</p>
222	Clause 2.17 Page 30	Parties to whom information can be disclosed is not documented	<p>You are requested to consider that we may have to disclose information for successful accomplishment of work and for regulatory and internal compliance purposes. However, to the extent legally permissible, we will ensure that even if the information is disclosed to any third party, such parties maintain confidentiality of such information. You are therefore requested to kindly include the following clause:</p> <p>Consultant may disclose confidential information: (a) to its employees, directors, officers and subcontractors, on a need to know basis, as required for performance of services, provided such employees, directors, officers and subcontractors are bound by confidentiality obligations; (b) where required by applicable law or regulation or for regulatory and compliance (both internal and external) purposes.</p>	<p>This clause will be appropriately addressed/considered at the time of entering into the contract with the empanelled bidder.</p>

223	Clause 2.17 Page 30	Duty of care is very high - i.e. we need to maintain confidentiality using highest/strictest/best efforts standards	We request client to kindly confirm that we will be obliged to protect Confidential information using the same degree of care as we use to protect our confidential information of similar nature, and in any event, by using at least reasonable degree of care.	This clause will be appropriately addressed/considered at the time of entering into the contract with the empanelled bidder.
224	Clause 2.17 Page 30	Obligations to survive for more than a year post expiry or termination of contract	We request you to reduce the survival period of confidentiality obligations to one year post expiry or termination.	This clause will be appropriately addressed/considered at the time of entering into the contract with the empanelled bidder.
225	Clause 2.17 Page 30	No right to disclose client name or project for citation / reference purposes	Please appreciate that this is a prestigious project for us and we would like to showcase this project in our future proposals. We request client to allow us to refer to you and the services we have performed for you for citation / reference purposes, as long as we do not disclose your confidential information.	This clause will be appropriately addressed/considered at the time of entering into the contract with the empanelled bidder.
226	Clause 2.13 Page 28/Form Tech 5 Page 52	Several conflict of interest related obligations on us	We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	No change in the clause.

227	Clause 2.14 Page 29	No protection to our pre-existing IPRs	<p>There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by Meity in its guidelines.</p> <p>Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations.</p>	Okay. However, this clause will be appropriately addressed/considered at the time of entering into the contract with the empanelled bidder and all such pre-existing IP shall be documented in the said contract.
228	NA	No arbitration clause	<p>We request you to consider referring the disputes to arbitration as per Indian laws. It is easier, faster and less cumbersome. With the recent amendments, it has become even more effective. GFR and Meity guidelines also encourage arbitration. We therefore request you to kindly consider the below clause inclusion:</p> <p>In case, a dispute is not amicably resolved within forty five (45) days of referral by one party to another, it shall be resolved through arbitration, in India, in accordance with the provisions of Arbitration and Conciliation Act 1996 (and any amendments thereto). The venue of such arbitration in India shall be the _____.</p>	The arbitration clause will form a part of the Standard Form of Contract released by Invest India on its website in due course.

229	NA	There is no restriction on the usage of deliverable. No third party disclaimers.	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	This clause may be considered at the time of entering into the contract with the empanelled bidder.
230	Data Sheet, Sl. No. 22	Invest India at its discretion may choose to engage with up to top 2 (two) bidders for allotment of work.	We understand that it is an empanelment kind of tender. Please confirm if our understanding is correct. And would you please let us know the process of allotment of work?	Allotment of work will be among selected bidder(s) on the technical solution/ presentation submitted by each bidder
231	Data Sheet, Sl. No. 20 & Form Tech 4	Technical Proposal Presentation Points and Module Evaluation Points	We understand that the bidder needs to put all these point under Form Tech 4: Description of Approach and Methodology for Performing the Assignment/ Job under technical proposal. Please confirm.	Yes, and the bidder is free to add any other points that they seem are relevant
232	Annexure-1 to Form Fin-1	Location of the project is Delhi. No travel, lodging, food expenses will be borne by Invest India for resources of the selected bidder travelling to Delhi/ NCR and the quoted rates in the bid should be blended off-site/ on-site resources.	We request INVEST INDIA to kindly provide a segregation of resources to be deployed Onsite and Offsite, out of the resource list given in Annexure-1 to Form Fin-1 . As the remuneration of the resource varies according to the location. It will help the bidders for a very practical quote. Also we understand that the work station (Laptop/ Computer, Sitting Space, Internet, Electricity, Furniture, Drinking Water Facility etc.) will be provided by Invest India. And looking at the current scenario we request department to provide a Covid-19 complaint work station. Please confirm.	The rates quoted by the bidder should be blended offsite/ onsite resource rates. No laptop/ computer will be provided by Invest India
233	5.2.2 Solution Features	Payment of application/license processing fees	We understand that department will provide the payment gateway. We also understand that the investor has to bear the individual license fee. Please confirm.	Yes
234	5.2.2 Solution Features	Digital repository for storing documents.	Is INVEST INDIA is looking for a 3rd Party Document Management System?	Bidder to propose the same as per their understanding of the project requirements
235	5.2.1 Solution Framework	Effective & Efficient Content Management System	Please let us know whether department is looking for a Enterprise Edition or Community Edition of a Content Management System.	Bidder to propose the same as per their understanding of the project requirements
236	5.2.2 Solution Features	Two-way system integration with the existing IT systems of the relevant central government departments and ministries	We understand that department will facilitate the API Integrations from the relevant central govt. departments and ministries. Please confirm.	Yes
237	5.2.2 Solution Features	SWS portal may leverage DigiLocker of Government of India to act as a document repository or build a new document repository of its own	DigiLocker policies for storage keeps changing and there are limits on size for storage. So how INVEST INDIA expects service provider to plan its DMS requirements?	DigiLocker is one of the suggested solutions, bidder is free to suggest any other DMS as per their requirement understanding

238	5.2.3 Solution Functional Requirements	11. Notifications – A dedicated notification engine would need to be developed that can send E-mail and SMS notifications at various stages and points of the application process	Whether INVEST INDIA would like to use C-DAC's SMS Gateway for government projects? Also please confirm that, the understanding of recurring charges of SMS gateway and email gateway through cloud will be given by Invest India.	SMS gateway that needs to be deployed will be mutually discussed between Invest India and the selected bidder. Charges will be borne by Invest India as per actuals
239	5.2.6 Key Considerations	Preference will be given to open source technologies for building the SWS platform, in case any licensed technology is proposed by the bidder – due justification including cost benefit analysis should be provided.	In case any licensed technology is being proposed by the bidder we understand department will bear the license fee. Please confirm.	Yes
240	D. Information Security	Internet facing traffic will be encrypted with HTTPS(SSL) security.	We understand that department will provide the SSL Licenses and will also bear the renewal charge (If Any) during the project tenure. Please confirm.	Yes
241	Annexure-1 to Form Fin-1	Financial Bid Form	This RFP's Financial Bid format reflects that this is manpower hiring contract. However, RFP also talks about SDLC milestones/ outputs/ deliverables, therefore RFP should ask for commercials for Software Application Development and O & M period. If commercial format remains same for manpower rates then, how Invest India intends to release payments in absence of milestones for the particular period?	Monthly/ Quarterly deliverables will be defined as per project plan and upon successful completion of the same, payment shall be released
242	5.7 HIGH-LEVEL PROJECT TIMELINES 5.8 PAYMENT TERMS	5.7 HIGH-LEVEL PROJECT TIMELINES 5.8 PAYMENT TERMS	Payments Terms are not clear. Please mention payment terms in Months or No. of Quarters. Bi-quarterly is ambiguous term.	Kindly refer to the corrigendum that will be published in upcoming days on the website
243	5.1.4 Scope of Work	VAPT and security audit	We understand that department will appoint and bear the cost of the 3rd Party Auditor for performing the VAPT & Security Audit. And as a Service Provider it will be the Service Provider's responsibility to comply the audit reports make the application safe for hosting. Please confirm. Also please let us know the frequency of such VAPT and Security Audits in a year.	Yes Frequency of VAPT and Security audits will be as prescribed by the respective guidelines/ regulations applicable and mutually discussed
244	2.12 Financial Proposals	Location of the project is Delhi. No travel, lodging, food expenses will be borne by Invest India for resources of the selected bidder for travelling to Delhi/ NCR and the quoted rates in the bid should be blended off-site/ on-site resources.	Since the RFP Financial Bid format is for manpower based contract and also the travel requirements like which resources need to travel, their travel destinations, their travel frequency etc. is not clear. Therefore we request you to please reimburse their travel cost as and when incurred.	Travel Costs to locations other than base location of the project (NCR) will be reimbursed pursuant to the fact that they are pre-approved in writing by Invest India and reimbursement will be done on actuals
245	(B) - Bidder's Experience	Further, bidders should provide 2-3 references in relation to the past experience of similar assignments so that Invest India can substantiate the claimed experience.	We request INVEST INDIA to ask for past experiences in Ease of Doing Business Software applications.	No Change

246	5.4 INFRASTRUCTURE REQUIREMENTS	Development and testing environments would also be deployed on cloud infrastructure. There can be a deviation in security controls deployed in non-production environments in comparison to production environment to optimize costs, however, reasonable security measures should still be present in these environments as well.	We assume that the cloud charges for Development, Testing, UAT & Staging environment in cloud will be paid on actuals by INVEST INDIA. Kindly confirm.	Yes
247	Annexure-1 to Form Fin-1	The selected bidder shall not be permitted to charge any separate fee for utilizing or deploying any software/tools/licenses (VB, MS Office, JIRA etc.) obtained from any third party or any proprietary software in performance of the services under the project.	RFP asks for Native Cloud Solutions and therefore the licenses of OS, DB, EMS, NMS, Security related licenses will be part of cloud solution. Please confirm.	Yes
248	5.1.4 Scope of Work	Designing and managing the underlying infrastructure for the SWS platform (SWS platform would preferably be hosted on Government Community Cloud (GCC))	In this section, the deployment in GCC is mentioned as "preferably be hosted" but in other sections it is mentioned as to be deployed in GCC. Kindly clarify.	Kindly refer to the response of S.No. 79
249	5.1.4 Scope of Work	3. New customizations/ requirement development	RFP's Financial Bid Format reflects that it is manpower contract and therefore we understand that new customization/ requirements necessities will be fulfilled by adding the manpower as and when required and the same will be reimbursed to the service provider by INVEST INDIA. Kindly confirm.	Yes
250	5.2 SWS SOLUTION OVERVIEW & REQUIREMENT	5.2.1 Solution Framework	Please share the existing tools and technology stack used in current INVEST INDIA portal.	React Native Java SQL Drupal Kindly provide your own recommendations relevant to SWS
251	5.2.1 Solution Framework	d. Effective & Efficient Content Management System:	Is the existing https://www.investindia.gov.in/ portal using any Content Management System. If yes, please share the details	Drupal
252	Solution Functional Requirements	4. Payment Gateway	Please confirm if payment gateway transaction fee would be borne by department	Yes
253	Solution Functional Requirements	Reporting and Dashboard	Is there any past data available for analytics? We assume custom reports and dashboard needs to be developed as per user types. Please confirm.	No Past data or reports are available
254	Solution Functional Requirements	Geographic Information System (GIS)	We assume that INVEST INDIA would facilitate the web services or API Integrations with the respective departments. Kindly confirm.	Yes

255	Solution Functional Requirements	Integration Service: One of the core pillars of the entire SWS platform is the integration service. The SWS platform should be able to communicate and integrate with the external existing IT systems of various ministries and departments	This RFP's commercial bid format reflects that it is a manpower contract and therefore the no. of departments to integrate will not matter however, if the contract nature is changed to the software scope and its milestones then nos. of departments to integrate and type of integrations (Departments' having exiting application to be integrated or a complete a workflow to be created for the department where there is no application available) needs to be specified.	The nature of the contract shall be Time & Resources based
256	Solution Functional Requirements	User Profile Management: This module would be responsible for storing the user registration information and user profile at the time of signup. Also, this module will be responsible for assigning the relevant and applicable role in the system to the user	Approximately how many user and concurrent users expected? No of concurrent users consequents into the solution and sizing. Please specify the maximum concurrent users.	Kindly refer to the response of S.No.7 and 8
257	5.2.3 Solution Functional Requirements	16. User Behavior Analytics-	We assume that INVEST INDIA expects 3rd Party User Behavior Analytics Tool from Cloud provider as SaaS. Kindly confirm.	Bidder to propose as part of their solution - if they want to deploy any in-house/ custom data analytics tool for user behaviour analytics or use 3rd Party Tool
258	5.2.6 Key Considerations	The portal should have the capability to be multi-lingual with default language being English. Languages can be native (Tamil, Punjabi, Kannada etc.) as well as global languages (Korean, Spanish, Italian, Chinese etc.). Both field level name as well as static content of the system should be available in different languages.	Whether service provider will get the translated content or service provider needs to translate these fields and static content.	Appropriate translation services will procured separately by Invest India. The selected bidder will be responsible for integrating those services with Single window system.
259	SWS SOLUTION TECHNOLOGY ARCHITECTURE – HIGH LEVEL OVERVIEW	Cloud native, server-less, granular process model.	RFP asks for Cloud Native and server less architecture. This requirement binds the solution to the specific Cloud Service Provider. How INVEST INDIA plans to migrate to the different Cloud Service Provider in future if it decides to?	Unless absolutely imperative, the solution will not be migrated to a different CSP. CSP has to be in compliance with meity guidelines.
260	SWS SOLUTION TECHNOLOGY ARCHITECTURE – HIGH LEVEL OVERVIEW	Maximum utilization of Agile, DevOps, open source tools and methodologies.	The guideline suggests using Agile methodology but the milestones and project lifecycle phases mentioned as waterfall model	It will be Agile, with periodic milestones.

261	5.5 INFORMATION SECURITY REQUIREMENTS	Data Vault	Does INVEST INDIA intends Service Provider to ensure Data Vault facilities from Cloud? Also we would like to know what kind of data is intended to be hosted on Data Vault which is required to make the sizing decision.	SWS will generate unique number, which shall be hashed and stored in data vault or similar storage mechanism.
262	INFORMATION SECURITY REQUIREMENTS	PKI Based AA	Application can be integrated with PKI for authentication and digital signing however, whether INVEST INDIA needs PKI Solution from Service Provider? PKI solution can be provided through cloud as SaaS however whether such solution should be CERT-In certified? Also we assume that if DSC tokens are required, they will be provided by INVEST INDIA. Kindly clarify.	Invest India is under discussion with appropriate authorities in the Government for guidance, it may take next few weeks to decide on the same.
263	Overall Information Security Requirements	The solution should ensure that the data, especially those pertaining to registration process, transaction process, as well as the data that is stored at various points is appropriately secured as per minimum standard 128 Bit AES/3DES encryption	Request clarification on ownership of procurement of keys whether from third party or mechanism to generate keys in-house.	Invest India is under discussion with appropriate authorities in the Government for guidance, it may take next few weeks to decide on the same.
264	OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS	Help Desk & Trouble Ticket Management System	Please let us know Whether SI needs to provide IT as well as Non-IT infrastructure e.g., desks, phone etc. for setting up the help desk. Whether INVEST INDIA will provide electricity and Internet Connection for the resources?	Help-desk may set-up at SI location, in case help-desk is setup at Invest India location, Invest India will provide internet connection and seating space only for onsite resources.
265	OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS	Help Desk & Trouble Ticket Management System	Whether SI needs to provide any specific software for help desk or only deploy manpower. If yes, how many nos. of manpower to be deployed and at which locations?	Bidder to propose the approach for managing help-desk. No. of manpower will be decided mutually at a later stage depending on the estimated volume of tickets/ requests
266	OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS	Help Desk & Trouble Ticket Management System	Please define the tasks helpdesk needs to perform and expectations from helpdesk	Kindly refer to section 5.6 Operation Maintenance and Support Requirements of the RFP point no. 7
267	OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS	Help Desk & Trouble Ticket Management System	Assuming the monthly recurring toll free calls charges would be borne by INVEST INDIA and we do not need to consider in the TCV. Please clarify	Ok

268	Help Desk & Trouble Ticket Management System:	15. Service provider/selected bidder will support any third-party auditor appointed by Invest India to conduct VAPT as per the defined guidelines.	What is the frequency of the VAPT and Security Audit needs to be performed? Who will bear the cost of those services. Has INVEST INDIA already tied-up with any 3rd party auditors? If yes, please share the name.	Frequency of tests is as per the prescribed guidelines/ regulations and mutually discussed between Invest India and the selected bidder. Invest India will pay for the same as per actuals. Invest India has not tied up with any 3rd party auditors.
269	5.7 HIGH-LEVEL PROJECT TIMELINES	Go-Live- 15th February, 2020	The date given in the RFP is a past date. Kindly check.	Correction: Kindly read the date as 15th February 2021
270	Application Development	VAPT and security audit	Does security audit come under the scope of Bidder? Is there a need for 3rd part CERT-IN agency? If so who should appoint and bear the cost?	Yes, internal security audit comes under the scope of the bidder. 3rd party Cert-In agency will be required. Appointment will be mutually discussed between Invest India and the selected bidder, billing will be on actuals, paid by Invest India
271	Application Development	Capacity building, handholding, and training.	Number of users needed training? Assuming training happens at a single place, Who has to arrange for infrastructure required for same?	Number of users that require training will directly be dependent on the number of departments/ ministries on-boarded and the number of officers nominated by the respective departments. Arrangement of training infrastructure will be mutually discussed between Invest India and the selected bidder
272	Application Development	Warranty support	What would be warranty period?	60 Days
273	OPERATION MAINTENANCE AND SUPPORT REQUIREMENTS	Recurring refresher training for the users, training to new users and change management activities.	Does training has to be given every time a new user gets appointed? If so what is the mode of this kind of training?	Training Plan, schedule and methodology will be mutually discussed between Invest India and the selected bidder
274	General	NA	Please clarify, if the solution should it be strictly easily portable across many cloud providers. In future are there plans to change between CSPs ?	The solution design can consider portability across many CSPs, however, currently there are no plans to change between CSPs. However, bidder should consider the market availability of talent to operate proposed CSP services, which will minimize the chances of migration among CSPs in future.
275	General	NA	Please clarify, if portability (or otherwise appropriate latest technology implementation) across CSPs impact marks in technical evaluation ?	Portability consideration across CSP will not impact marks in technical evaluation, however implementation of appropriate and latest technology will be evaluated. However, bidder should consider the market availability of talent to operate proposed CSP services, which will minimize the chances of migration among CSPs in future.
276	5.3.5 System Architecture Overview	Representation of the system architecture	Whether the Service Provider should mandatorily use MySQL and RabbitMQ as per the given architecture diagram? Please clarify.	No, MySQL and RabbitMQ are just for reference purposes. Bidder can propose any technology as per their understanding of the requirements

277	Point no. 20	Evaluation of Technical Bid: 100 marks out of 150 are required to be obtained to qualify for Financial bid.	The quality parameters stipulated in RFP are highly subjective, and in 150 marks 140 marks are only on the proposed solution. We would request you to kindly include other parameters also for proper assessment and due diligence. i.e. experience of the bidder in similar application development/eGovernance, Maximum number of projects delivered, financial turnover, net worth, existence in business, manpower strength, technology expertise, Certifications i.e. CMMi Level 5, ISO 27000, ISO 20000.	No Change
278		Functional	What all user roles are we planning to be there in the system? Can we call out the expected personas who will be accessing the application platform	Following are the tentative roles/ personas identified for SWS: - Investor (End-User) - Ministry/ Department/ State Officers - Ministry/ Department/ State Level Secretaries - Minister/ Cabinet/ State Secretaries - Invest India Admin - System Admin
279		Functional	For ministries that are not online and will be getting on board with our system only, what all modules will we be expecting for them? As per our understanding: 1. View applications 2. Request for change/documents 3. Approve/Reject Applications	Yes, and also the following modules: - Reporting Dashboards - Grievance/ Query Management Module
280		Functional	End user will be able to fill KYA & UAF form, view application status, update form(as and when needed) raise query, make payments as per our understanding. Is there anything else that is expected for the end user	These are the high-level tasks that are currently identified for the investor
281		Functional	Can you please clarify on the payment workflow?	After payment of consolidated payment amount for all applicable licenses/approvals, the payment will be disbursed across multiple accounts of respective departments.
282		Functional	Will the escalation and approvals be region/state specific?	Yes, state specific.
283		Functional	Has the payment gateway already decided and procured, if not what are we planning to consider?	No, payment gateway has not been procured. Bidder can propose payment gateway as per their understanding of the project requirements
284		Functional	Will there be option for making the payments offline and updating the payment details in the system?	Can be considered, will need to review the feasibility of the approach
285		Functional	Are we allowing multiple values for common fields? Say, user wish to give a diff communication address for Driving License and any other license, will we be allowing this?	Will be dependent on the current procedure followed by the various departments/ ministries

286		Functional	What will be the process of onboarding new ministries in the system?	1. Licenses/ Approvals of the respective ministries will be identified 2. The applicability/ Trigger condition of each license shall be identified and appropriately mapped in the KYA Module 3. Form fields of the license shall be mapped in the UAF module 4. Integration of SWS and the existing IT System of the ministry shall be done
287		Functional	If the user has not completed the form submission for a long duration, what is the expectations from the system in that case? Do we need to keep that record forever and user can come and complete form at any point of time or will the user be deleted after a specific duration say 1 month and two and next time, it'll be a fresh registration again?	Data retention period and process will be decided mutually between Invest India and the selected bidder during requirement gathering and understanding phase
288		Functional	Will there be refunds for the licenses that dont get approve? And who owns the reversal as the end beneficiary for the license paymnet could be any of the ministry?	The current refund procedure of the respective ministry/ department will be followed and the same shall be implemented after mutual discussion between Invest India, Department and the selected bidder
289		Functional	Will there be any option of cancelling the license request and refund of money?	Kindly refer to the response of S.No. 288
290		Functional	Are we expecting that every license issued by the SWS platform be automatically updated in the digilocker as well?	Can be considered, wherever applicable
291		Functional	If the user is not satisfied with the response from query management module, is there any further level of escalation planned for user? what will be the flow for this?	The current procedure and the guidance provided by the Ministry/ Department shall be adopted and implemented
292		Functional	GIS details is to be shown to whom?	Investor (End-User)
293		Functional	What if the ministry doesnt repond to the request within a defined timeline?	The current procedure and the guidance provided by the Ministry/ Department shall be adopted and implemented
294		Financial	Point#3 under Section 2.10 regarding bidder's positive net worth. Could you please consider a suggestion for amending the clause with Positive Net Worth "OR" Positive PAT (Profit After Tax) in the past 3 FY under this criteria?	Agreed. The mentioned clause - "The bidder should have a positive net worth for last 3 (three) financial years as of March 31, 2020. For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered." has been ammended as follows "The bidder should have a positive net worth "OR" positive Profit After Tax (PAT) for last 3 (three) financial years(2016-17,2017-18,2018-19) as of March 31, 2019. For the purpose of this criterion, net-worth or profit after tax of only the bidding entity will be considered. Net-Worth or PAT of any parent, subsidiary, associated or other related entity will not be considered."

295		Financial	Point#2 under Section 2.10 regarding bidder's revenue. Request to please clarify the request here is for average revenue and not individual years revenue	Yes, average revenue of last 3 years as of 31st March 2019 should be greater than INR 100 Crores
296		Financial	Point#6 under Section 2.10 regarding bidder's team strength. Request to clarify the date as on when the number should be 1000 or more, like March 31st 2020	March 31st 2020
297		Financial	Under Section 2.16. Can you please clarify, Bank Gurarantee has to be 10% of the contract value or the yearly value.	Bank Gurantee has to be 10% of the estimated annual contract value
298		Infrastrcuture	Can you please clarify do we have to consider any specific cloud provider or it could be any of teh MEITY approved public cloud providers?	Any cloud provider who complies with MeITY guidelines can be proposed
299		Design	Can you please confirm if for the desigsn will the standard designs guidelines will be provided by Invest India?	Bidder is free to propose design guidelines.
300		Operation and Maintenance	As part of the application maintenance, how much monthly quantum of efforts shoule be assumed. For e.g 100 Man days of development?	Application maintenance will be ongoing excersie post phase 1 launch.
301		Operation and Maintenance	What is the periodicity that needs to be followed for the VAPT	For external security audit (SQTC, CERTIN etc.) the period specified by the respective guidleine needs to be followed. For internal VAPT, period will be mutually decided between Invest India and the selected bidder
302		Operation and Maintenance	Can you clarify the warranty duration post go-live?	60 Days
303	13	Experience of working on large scale IT Projects that required a micro-service architecture and integration with multiple external IT systems. Previous work-experience of working on Government IT projects in the last 3 (three) years.	"Micro Service based architecture" being a design construct, may not get uttered verbatim in the PO, WO or Contracts. Request Invest India to consider the architecture that has been employed in the credential, the bidder provides in the associated case study.	Agreed, the architecture submitted by the bidder as part of the case study will be evaluated to verify if it meets the criterion of "Micro Service based architecture"
304	16	Invest India at its discretion may choose to engage with up to top 2 (two) bidders for allotment of work. Allotment and distribution of work will happen at the sole discretion of Invest India.	How will the segregation of the scope of work will happen? Is it going to be segregated by a) modules or) between development and support or c) by resources that appear in FIN-I form, based on which commercials are provided?	The segregation of work will happen at the discretion of Invest India based on the technical evaluation. The segregation can happen based on modules, development and support or any other parameter/ criteria deemed fit by the evaluation committee at Invest India
305	16	In the event any bidder (other than the selected bidder) keeps the bid rates valid for a period of 3 (three) years from the date of issuance of the RFP, then Invest India may at its discretion call upon 1 (one) or more of such bidders to perform services under this project at any point during such a period of 3 (three) years from the date of issuance of the RFP. Provided that it is the option of such bidders to accept performance of services.	How will the segregation of the scope of work will happen? Is it going to be segregated by a) modules or) between development and support or c) by resources that appear in FIN-I form, based on which commercials are provided?	Kindly refer to the response of S.No. 304
306	65	SMS, email and payment services	Who will select the SMS Gateway and pay for its services? Invest India or Bidder?	Kindly refer to the response of S.No.2
307	65	SMS, email and payment services	Who will provide the email Server? Invest India or Bidder?	Kindly refer to the response of S.No.2

308	85	Invest India will be responsible for setting up the Escrow account and on-boarding third party services for facilitation of payments. However, the service provider will be responsible for integrating the services with the SWS portals and ensuring that all compliances and controls are properly established as per the prescribed guidelines.	Who will pay for the Payment Gateway Services? Bidder or Invest India?	Kindly refer to the response of S.No.2
309	94	A core tenet of the entire application design is to use the Immutable Domain model. This will not only avoid synchronization issues, but also will help in creating capacity for concurrent request handling.	What will be the approximate number of concurrent logged-in users estimated by Invest India?	Kindly refer to the response of S.No.7 and 8
310	100	Managing the entire infrastructure will be the responsibility of the selected bidder.	The cloud provider may not allow explicit management of shared infrastructure as a service to the bidder. Please clarify bidder's responsibility in that case.	The logically separated infrastructure provided by the CSP for SWS needs to be managed by the selected bidder
311	109	Co-ordination with cloud service providers and ensuring 99.99% availability of the application.	The availability of the solution will depend upon the availability of the underlying infrastructure that the Cloud IaaS provider will provide. How will the bidder take responsibility of 99.99% availability without a similar SLA commitment from the Cloud provider? Please elaborate.	There will be an agreement with the CSP where the 99.99% availability SLA shall be specified
312	109	Overall monitoring and management of all IT and non-IT infrastructure deployed by the service provider/selected bidder for the project and ensure SLA's are met with respect to confidentiality, availability and integrity of the application and its data.	Please elaborate on the SLA(s) to be adhered to by the bidder.	SLA's will be defined during the contract signing phase after mutually discussing with the selected bidder
313	58	Annexure-1 to Form Fin-1	The form consists of only rates and not the effort-months. So will the total at the bottom be considered as the total cost of the solution and support?	Yes
314	113	The service provider/selected bidder will submit pre-receipted bi-quarterly invoices in triplicate, complete in all respects, after successful completion/submission of the deliverables 'as per agreed acceptance criteria and corresponding sign-off from Invest India' of the milestones/outputs/deliverables described in the payment terms of the Contract, for necessary settlement.	Will this billing start from the inception of the project?	Yes, as per the date specified in the contract
315		The service provider/selected bidder will submit pre-receipted bi-quarterly invoices in triplicate, complete in all respects, after successful completion/submission of the deliverables 'as per agreed acceptance criteria and corresponding sign-off from Invest India' of the milestones/outputs/deliverables described in the payment terms of the Contract, for necessary settlement.	What are the the milestones/outputs/deliverables described in the payment terms of the Contract?	Monthly/ Quarterly deliverables will be defined as per project plan and upon successful completion of the same, payment shall be released

316	110	Ensure compliance with various policies relating to monitoring and management of infrastructure such as IS Policy, backup and archival policy, incident management policy etc.	Most of this scope will lie with the Cloud IaaS provider. Will the Cloud Provider allow the bidder to execute this scope?	The bidder will be responsible to define, manage and maintain the various policies/ configurations on the cloud environment
317	110	Provide a centralized helpdesk and incident management support for the entire Contract period.	Is there any helpdesk and incident management system already with Invest India that can be leveraged?	No
318	110	Provide a centralized helpdesk and incident management support for the entire Contract period.	Does this have to be open source as well?	Bidder is free to propose open-source or licensed technology as per their understanding of the project requirements
319	109	It is the responsibility of the service provider/selected bidder to manage, maintain and optimize the entire IT infrastructure of the SWS platform. Infrastructure support is required 24*7 with continuous monitoring of the system.	Most of this scope will lie with the Cloud IaaS provider. Will the Cloud Provider allow the bidder to execute this scope?	It is the responsibility of the bidder to ensure that the application is available 24*7. If the application is unavailable due to an issue with the underlying infrastructure, it is the responsibility of the bidder to fix the same/ co-ordinate with CSP support team to ensure that the application is available as per the defined SLA
320	104	The solution should be a multi-layered detailed security system covering the overall solution needs having the following features: Layers of Firewall, Network IPS/ IDS, Anti-virus solution etc	Most of this scope will lie with the Cloud IaaS provider. Will the Cloud Provider allow the bidder to execute this scope?	Application level security requirements/ features/ tools shall be defined and implemented by the respective bidder
321	61	The following objectives are identified for the SWS portal: 1. To provide efficient, convenient, transparent, and integrated electronic service to investors, industries and businesses. 2. To establish a single window mechanism integrating the	To provide a seamless experience to business user in India till the pre operation phase, it is imperative to include integration with State Single Windows. This may be added to the objectives/scope	Agreed
322	61	The following objectives are identified for the SWS portal: 1. To provide efficient, convenient, transparent, and integrated electronic service to investors, industries and businesses. 2. To establish a single window mechanism integrating the services provided by various central government ministries and departments. 3. To provide one-stop-shop for procuring licenses, approvals and permits required to establish a business in India – up to pre operation phase. 4. To provide a uniform and seamless experience to the business user.	What would be the minimum number of Ministries and services that are required to be integrated.	Kindly refer to response of S.No. 1
323	62		State Governments should also be added as key stakeholders	Agreed

324	64	<p>The broad scope of work for the SWS platform under this project is as follow:</p> <ol style="list-style-type: none"> 1. Design, development, implementation, and maintenance of the SWS platform. 2. Providing continuous technical support for the SWS platform. 3. Designing and managing the underlying infrastructure for the SWS platform (SWS platform would preferably be hosted on Government Community Cloud (GCC) as per Meity Guidelines). 4. Integration of SWS portal with legacy/ existing system of various ministries and departments of Government of India. 	<p>Would the services that are not online or in a different environment, be developed as part of this?</p> <p>Would the new services, which may come with a different flow as per the rules, be called additional scope of work?</p> <p>Similarly, would the integration of State services, which may be integrated in the second phase be additional scope of work?</p>	<p>Yes. FTE Rates submitted in the bid will prevail for all additional and original scope of work.</p>
325	64	<p>The scope of the SWS platform is covered under 2 (two) phases:</p> <ol style="list-style-type: none"> a. Design, Development, and Implementation phase b. Operations and Maintenance phase 	<p>To meet the objective of providing efficient, convenient, transparent, and integrated electronic service to investors, industries and businesses, it is imperative to include Government Process Re-engineering as a part of the scope. While there may not be a requirement of to re-engineer existing processes and procedures followed by various ministries and departments but to provide world class user experience, re-engineering may be required at the front end.</p> <p>It is proposed to have "unified application form", which would require extensive re-engineering of application forms to be able to provide a simple and pointed form to the investor rather than a complex and lengthy form, which is difficult to fill.</p> <p>Atleast 2 resources required</p>	<p>The objective is to provide a simple, easy-to-understand Unified Application Form to the investor. However, No business process re-engineering will happen at the department/ state/ ministry level. Bidder is free to propose any specific resources as part of their proposal</p>
326	75	<p>11 Periodic security audit and regular health checks would be conducted to monitor for security breach incidents and responding to them.</p>	<p>Will the Security Audit be a responsibility of the bidder? What would be the frequency? Also, who would bear the cost of the security audit?</p>	<p>Internal Security audit will be the responsibility of the bidder. Frequency of internal audit shall be defined mutually between Invest India and the bidder; for external audit frequency will be as defined by the respective guideline. Cost for external audit will be borne by Invest India on actuals</p>
327	75	<p>15 Preference will be given to open source technologies for building the SWS platform, in case any licensed technology is proposed by the bidder – due justification including cost benefit analysis should be provided.</p>	<p>Who will bear the cost of licenses?</p>	<p>Invest India will bear the cost of any licensed technology deployed on the portal. Billing will be done as per actuals</p>
328	70	<p>The system should have the capability to integrate with the existing IIS/ GIS modules</p>	<p>To what extent the integration would be required? Will it be to only show the IIS/GIS module on the portal or to pick up coordinates as well?</p>	<p>Full-Scale integration with the GIS module is expected where the system can pick up coordinates from the module and process the same</p>

329	71	User Behaviour Analytics- The system should have the capability to track and analyze user behaviour with the platform and provide inputs, in order to continuously improve the user experience.	AI/ ML expert - resource requirement	Annexure-1 to Form Fin-1 consists of a row to specify rates for "Data Analyst/ Engineer". In case there is a requirement of any other resource or specialized skill-set not mentioned in the table above, then the FTE rates for the same shall be mutually decided between the selected bidder and Invest India keeping the above table as reference point.
330	112	Start of Requirement Gatherings - 1st September, 2020 Beta Launch - 15th December, 2020	Beta launch in 3.5 months is too early. There should be atleast a gap of 6 months based on the experience of various single Windows that have been developed in the State.	No Change
331	Section 1: Page No. 7 & Clause No. 1.6 Section 2: Page No. 30 & Clause No. 2.19.2	Please note that on account of the outbreak of the COVID-19 pandemic, the entire bid submission and evaluation process (including but not limited to the pre-bid conference) as set out in the RFP may be held electronically and by virtual means/video conferencing, in accordance with the terms of this RFP and the instructions issued by Invest India. & The proposal shall be submitted in sealed envelopes in the following manner: a. Envelope 1: i. Demand Draft for EMD ii. Technical Proposal along with Pre-qualification Proposal and documents in support thereof b. Envelope 2: Financial Proposal c. Envelope 3: Both the above envelopes (1 and 2) should be placed in envelope 3	We Assume that, there is a conflict in the submission process Hence requesting Invest India to relook and confirm on the mode of submission	In case the bid needs to be submitted virtually, the updated process will be updated on Invest India website, on or before 15th August 2020. Kindly refer to the updated details in case the bid needs to be submitted virtually, else the bid needs to be submitted physically as per the process described in the RFP

332	Page 10, Bid Data Sheet Sl. No. 6 EMD	<p>Earnest Money Deposit</p> <p>The bidder must submit an EMD of Rs. 10,00,000/- (Indian Rupees Ten Lakh only) in Indian Rupees in the form of a bank demand draft drawn in favor of Invest India payable at New Delhi, along with the Technical Proposal</p>	<p>We would request to allow EMD payment in the shape of Bank Draft OR Bank Guarantee. We would also request you to share the BG format along with beneficiary bank details as mentioned below for preparation of the BG as per the bank guidelines.</p> <ul style="list-style-type: none"> • Name of the Account Holder • Account Number • Name of the Bank • IFSC code <p>The clause may be amending as:</p> <p>The Bidder should have furnished the EMD of Rs. 10,00,000 (Rupees Ten Lacs) in the form of Bank Draft or Bank Guarantee from any scheduled bank payable at New Delhi</p> <p>Also we would like to request you to kindly Exempt the EMD for the Bidders under MSME Category as per Amendment rule of 170 (i) of GFR rule Government of INDIA</p>	<p>The EMD can be issued by way of a bank guarantee with a validity period of 180 days from the date of issuance, in the format prescribed by Invest India which shall be uploaded on their website. Exemptions of EMD submission shall be applicable only for micro and small enterprises, as per the Amendment to the Rule 170(i) of GFR, 2017.</p>
333	Page 12, Bid Data Sheet Sl. No. 20 , Evaluation of Technical Bid	<p>Technical proposal presentations and Q/A, including following but not limited to:</p> <ul style="list-style-type: none"> • Overall System Architecture and integration approach • Technology stack on which the platform will be built • Proposed Cloud Infrastructure Architecture and approach • Scalability and flexibility of the proposed solution to add/modify new modules in the future • Ability and flexibility of the platform to integrate with other IT systems • Quality of Project Management Proposal • Overall Implementation approach • DevOps • QA Testing Approach & Methodology • Turnaround time to design, develop and launch new features/ modules on the platform • Designing and Creative Capabilities • Innovative features to increase user engagement on the portal 	<p>As per the Clause 2.6.2 Scoring model of Model RFP 2018, when there is a large scale implementation requirement and the evaluation is based on QCBS (70: 30) methodology, the Qualitative assignment shall be based on below criteria and the associated mark should be maximum of 7% of the total marking value.</p> <p>below are the parameter which shall be evaluated:</p> <p>Qualitative assessment based on</p> <ul style="list-style-type: none"> – Understanding of the objectives of the assignment: The extent to which the Systems Implementer’s approach and work plan respond to the objectives indicated in the Statement/Scope of Work – Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference <p>Hence we request you kindly relook the mark given against this clause by adding more parameters like project experience, relevant certifications, Turnover, net worth etc.</p>	No Change

334	Page 13, Bid Data Sheet Sl. No. 20 , Evaluation of Technical Bid	<p>Module Evaluation: Following modules/ functionalities/ components will be evaluated individually and independently as well. Each module will be evaluated for 10 Points each based on the following but not limited to:</p> <ul style="list-style-type: none"> • Bidders understanding of the requirements/ specifications of the module • Overall Architecture/ Solution/ Technology Proposed • Flexibility, Scalability and Agility of the module to integrate with other components • Overall relevant experience of the bidder in proposed technology/ similar module/ component/ functionality <p>List of Modules/ Components/ Functionalities:</p> <ul style="list-style-type: none"> • Overall Portal UI/ UX • Know Your Approvals (KYA) Module • Configuration Module • Unified Application Form (UAF) and Document Repository • Integration/Communication Module • Quality Assurance & Automation Testing • Artificial Intelligence & Insights Use Cases • DevOps and Cloud Infrastructure 	<p>As per the Clause 2.6.2 Scoring model of Model RFP 2018, when there is a large scale implementation requirement and the evaluation is based on QCBS (70: 30) methodology, the Qualitative assignment shall be based on below criteria and the associated mark should be maximum of 7% of the total marking value.</p> <p>below are the parameter which shall be evaluated: Qualitative assessment based on</p> <ul style="list-style-type: none"> – Understanding of the objectives of the assignment: The extent to which the Systems Implementer’s approach and work plan respond to the objectives indicated in the Statement/Scope of Work – Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference <p>Hence we request you kindly relook the mark given against this clause by adding more parameters like project experience, relevant certifications, Turnover, net worth etc.</p>	No Change
335	Page 26, Clause 2.10, Pre-Qualification Criteria (Sl. No. 2)	The turnover of the bidder shall be at least an average of INR 100 crores (Indian Rupees One Hundred Crores only) for last 3 (three) financial years as of March 31, 2020.	In order to attract more bidders from software implementation background with cost efficient bids, we request you to bring down the average annual turnover till 31st march 20 to INR 50 Crores. Also we would like to request you kindly consider the provisional turnover certificate for the Financial Year 19-20	No Change
336	Page 26, Clause 2.10, Pre-Qualification Criteria (Sl. No. 6)	The bidder should have at least 1,000 (one thousand) skilled full-time manpower specializing in executing various activities in the defined Scope of Work.	We assume that. Keeping the full time manpower to 1000 restricts to the participants who has prior experience in similar kind of solution and having less number of resources. Also there are instances where similar kind of solution are being replicated by companies having less than 500 resources , so considering this we would request you to kindly reduce the number of Full time manpower from 1000 to more than 400 to have a healthy competition.	No Change

337	Page No. 27 & Clause No. 2.12.4 Financial proposals	Location of the project is Delhi. No travel, lodging, food expenses will be borne by Invest India for resources of the selected bidder for travelling to Delhi/ NCR and the quoted rates in the bid should be blended off-site/ on-site resources. Invest India will not bear any other out-of-pocket expenses unless pre-approved by Invest India	As it is mentioned that, Invest India will not bear any logistics and Out of the pocket cost for the resources, Hence we request to arrange System study, Conduct training at the central location and also allow conducting system study through remote interactions. Kindly confirm?	Given the current COVID-19 pandemic across the country, Invest India may consider remote interactions, however this will be based on project requirements and the resources may be required to travel.
338	Page No. 58 & Clause No. Annexure-1 to Form Fin-1	Financial Bid Form	Looking at the scope of the project we assume that, the project scope has a clear vision and goal. Hence to carry out the project within the specified timeline efficient resources are required. However throughout the RFP no where it is mentioned about the number of resources to be deputed during implementation and operation and maintenance period. So to make the bid more competitive we would suggest invest India to relook the financial bid format by segregating the project cost to software development cost and Manpower cost for the operation and maintenance phase.	No Change The bidder should propose the number of resources that need to be deployed as per their understanding of the project
339	Page No. 61 & Clause No. 5.1.2	The following objectives are identified for the SWS portal: 1. To provide efficient, convenient, transparent, and integrated electronic service to investors, industries and businesses. 2. To establish a single window mechanism integrating the services provided by various central government ministries and departments. 3. To provide one-stop-shop for procuring licenses, approvals and permits required to establish a business in India – up to pre operation phase. 4. To provide a uniform and seamless experience to the business user.	Please provide clarity on the no. of services provided by departments will be integrated into the Single Window System?	Kindly refer to the response of S.No. 1
340	Page No. 64 & Clause No. 5.1.4 Scope Of Work	The broad scope of work for the SWS platform under this project is as follow: 1. Design, development, implementation, and maintenance of the SWS platform. 2. Providing continuous technical support for the SWS platform. 3. Designing and managing the underlying infrastructure for the SWS platform (SWS platform would preferably be hosted on Government Community Cloud (GCC) as per Meity Guidelines). 4. Integration of SWS portal with legacy/ existing system of various ministries and departments of Government of India.	We assume that, Necessary Infrastructure required for the Hosting of this SWS platform shall be provided by Invest India based on the sizing provided by the selected bidder. Kindly Confirm?	SWS shall be hosted on cloud environment and infrastructure shall be provisioned as per the sizing provided by the bidder

341	Page No. 64 & Clause No. 5.1.4 Scope Of Work	<p>The first phase i.e. the Design, Development and Implementation Phase will broadly cover the following activities:</p> <ol style="list-style-type: none"> 1. Overall governance, planning and management of the project 2. Application Development <ol style="list-style-type: none"> a. Requirement study analysis b. SRS preparation and sign-off c. System design & development d. Developing integration mechanisms e. SMS, email and payment services f. Unit testing g. User acceptance testing h.VAPT and security audit l. Performance testing j. Setting up the infrastructure on GCC and hosting the application 	<p>We assume the SMS, EMAIL and Payment Gateway will be Provided by the Invest India. Also we assume that, Security Audit shall be conducted by Invest India. The selected bidder will need to comply on the Security Audit findings only. Kindly confirm?</p>	<p>For SMS, EMAIL and Payment Gateway, please refer to response of S.No. 2 External Security Audit will be conducted by Invest India and bidder will need to comply with the same</p>
342	Page No. 66 & Clause No. 5.2.1.c	<p>Integration: The SWS platform should have the capability to integrate with the legacy/ existing IT systems of various government ministries and departments. The integration will preferably be 2-way wherein the application information can be passed onto the department's existing system and the status of the application can be received by the SWS portal. The preferred mode for integration will be via APIs, however, the SWS system should have the flexibility to support other formats as per the technology of the various government ministries/ departments IT systems.</p>	<p>Please provide number of exiting/ Legacy application required to be integrated in the system?</p>	<p>Kindly refer to the response of S.No. 1</p>
343	Section 5: Page No. 69 & Clause No. 5.2.3.2	<p>Unified Application Form (UAF): The UAF module will list down all the relevant fields required to be populated by the user as per the various licenses and approvals identified by the KYA module. Some of the fields in the form will be pre-populated through integration with government databases (MCA, PAN, GSTN etc.) and the rest will be manually filled by the investor. The design of the form should be such that it minimizes the number and complexity of forms within each department, maps the same across departments, identifies commonalities, eliminates duplication and eventually comes up with a set of fields that reduces the overall effort of filling up the form for the business user. UAF will act as the primary source of information being provided by the investor.</p>	<p>We assume that provision of necessary API's for data exchange from MCA, PAN, GSTN, etc will be under the responsibility of INVEST INDIA, kindly confirm?</p>	<p>Yes</p>

344	Section 5: Page No. 69 & Clause No. 5.2.3.3	Document Repository: A document repository for every investor which contains documents like identity proof, certificates, approvals etc. that will be tagged and automatically attached to the relevant fields in UAF and other subsequent approval/ clearance documents. This will allow the investor to save all its documents online and use them as and when required. SWS portal may leverage DigiLocker of Government of India to act as a document repository or build a new document repository of its own.	We assume that Document repository will be created in the existing Digiloker of Government of India and Invest India will facilitate the provision of access to the Digiloker. Selected bidder will only integrate the application with the Digiloker. Kindly Confirm	DigiLocker is one of the suggested solutions, bidder is free to suggest any other DMS as per their requirement understanding
345	Section 5: Page No. 70 & Clause No. 5.2.3.10	Geographic Information System (GIS) – GIS module will showcase land bank, resources, infrastructure, industrial parks etc. graphically on the map of India for the entire country. Feeding of information in the GIS module will be the responsibility of the participating states. Developing the GIS module is not in scope of this RFP; however, the system should have the capability to integrate with the existing IIS/ GIS modules	We assume that preparation of APIs for parsing the data to GIS module will be under the scope of Selected Bidder. Invest India will coordinate with the GIS developer for the Integration of the APIs. Kindly confirm.	Yes
346	Section 5: Page No. 102 & Clause No. 5.5.1.5	The solution should have security architecture that adheres to the following security standards and guidelines: a. ISO 27001:2013 b. Information security standards framework and guidelines standards under e-Governance standards (http://egovstandards.gov.in) c. Information security guidelines as published by Data Security Council of India (DSCI) d. Guidelines for Web Server Security, Security IIS 6.00 Webserver, Auditing and Logging as recommended by CERT-In (www.cert-in.org.in) e. System shall comply with Information Technology Act, 2000 & subsequent amendments thereto f. Digital signature RSA standards g. Document encryption PKCS specifications h. Operational integrity & security management -ISO 17799 compliant i. IT Infrastructure management - ITIL / EITM specifications j. Service management - ISO 20000 specifications	We assume that the Digital Signature will be Provided by Invest India. Integration of the Digital Signature shall be under the responsibility of the selected Bidder. Kindly confirm?	Yes

347	Section 5: Page No. 109 & Clause No. 5.6.7	<p>Help Desk & Trouble Ticket Management System:</p> <p>a. Provide a centralized helpdesk and incident management support for the entire Contract period.</p> <p>b. Track and route requests for service and to assist users in answering questions and resolving technical issues.</p> <p>c. Become the central collection point for contact and control of the problem, change and service management processes (this includes both incident and service request management).</p> <p>d. Provide first-level support to participating ministries and departments.</p> <p>e. Track each incident and escalate as per the defined matrix.</p> <p>f. The technical support helpdesk should be available from 9 AM to 9 PM for 5 days a week (Monday – Friday). Invest India has the flexibility to change these timings as per requirements after discussing with the service provider/selected bidder.</p>	<p>We assume that Helpdesk resources will be deployed at Invest India Premises. Necessary IT and Non IT infrastructures shall be provided by Invest India. Kindly Confirm</p>	<p>No, Helpdesk resources will not be deployed at Invest India premises. In case there is a requirement 1-2 resources may be deployed onsite at Invest India premises. Invest India will not provide any IT Infrastructure to resources</p>
348	Section 5: Page No. 100 & Clause No. 5.4. Infrastructure Requirement	<p>Development and testing environments would also be deployed on cloud infrastructure. There can be a deviation in security controls deployed in non-production environments in comparison to production environment to optimize costs, however, reasonable security Measures should still be present in these environments as well.</p>	<p>We request you to kindly allow using of development environment at selected bidder's choice and Staging & production environment shall be on cloud environment as per RFP. Kindly confirm</p>	<p>Please elaborate in your proposal how that will be beneficial for Invest India.</p>
349	Section 5: Page No. 100 & Clause No. 5.4. Infrastructure Requirement	<p>In the proposal, bidder must submit the proposed cloud service provider giving due justification and tentative annual cost for the cloud infrastructure required.</p>	<p>We found there is no line item to provide tentative annual cost for the cloud infrastructure. Hence requesting you to please re look in to the financial bid format.</p>	<p>As the infrastrcutre cost will increase incrementaly, Invest India will prefer pay-as-you-go model on actuals for Cloud infrastrcutre.</p>

350	Section 5: Page No. 113 & Clause No. 5.8. Payment Terms	The service provider/selected bidder will submit pre-receipted bi-quarterly invoices in triplicate, complete in all respects, after successful completion/submission of the deliverables 'as per agreed acceptance criteria and corresponding sign-off from Invest India' of the milestones/outputs/deliverables described in the payment terms of the Contract, for necessary settlement. The invoices should be submitted along with complete details of the work undertaken during the invoice period, supporting documents and bills as well as reports during the invoice period, for which the bills are submitted. A Reconciliation sheet pertaining to the bills will be submitted bi-quarterly.	We assume that the deliverables and milestones are not mentioned in RFP and in the RFP it is mentioned that the resources shall work on a blended offsite/ onsite model. Hence We request you to re look to the payment terms by segregating the entire project to Design development implementation cost (software cost) and defined manpower cost for the Operation and Maintenance phase.	No Change
351	5.2.3.	KYA module will provide contextually relevant information to the user as per his business profile. The module would consist of a set of questions and on the basis of the response, the module will identify the relevant set of approvals/ permits/ licenses required by the business user	We understand that KYA enables Investor to identify the relevant set of approvals/ permits/ licenses required to set up project. System generated list will have details of approvals/ permits/ licenses issued by Central & State Level both. We are assuming that details of these clearances (KYA Logic – State Wise / Central Dept. or Ministry Wise) will be provided by Invest India, kindly confirm.	Yes
352	5.2.3	Some of the fields in the form will be pre-populated through integration with government databases (MCA, PAN, GSTN etc.) and the rest will be manually filled by the investor	We understand that Integration of NSW with external system i.e. MCA, UIDAI, NSDAL, GSTN will be for authentication purpose along with fetching data from External System e.g. if applicant provides LLP ID then name of Firm along with details of partners will auto-populate and applicant is not allowed to change it in UAF. Kindly confirm	Yes
353	5.2.3	A comprehensive payment gateway module will be built for the SWS platform for acceptance of payments (administration, processing etc.) for various licenses/ clearances and approvals	We understand that the project will need multiple clearances from multiple concerned departments at Central / State Level. As fees for clearances varies at Ministry Level/ Dept. Level / State Level, are we looking for an integrated payment i.e. one-time consolidated fees on NSW only or fees to be paid on concerned portal individually.	One-Time consolidated fees on NSW
354	5.3.3.5	In case the investor submits a Demand Draft or wishes to directly deposit in the bank account, the system should be capable to manually take in those details (Cheque/ DD number, transaction details etc.)	We understand that Maker Checker concept for financial transactions will be there in NSW. Applications submitted through Demand Draft, Bank Deposit, Cheque will be kept on hold with status Payment Due or Pending for Reconciliation, once payment is confirmed and status is updated manually in system then application will be considered as submitted for processing at concerned level. Kindly confirm	Can be considered, will need to review the feasibility of the approach

355	5.2.3	In the diagram Ln denotes the modules for departments that have an existing IT system and lLn denotes modules for departments that currently do not have an IT system but are keen to utilize the SWS platform for application submission. Both the types of modules will be responsible for only storing the information and no processing of information or workflow management will be performed in each of these modules or the SWS portal as of phase 1	We understand that in Phase 1, processing workflow for offline modules is not required. However, concerned Department / Ministry can view the application, update final status and upload Approval Certificate / Rejection Remarks only. Kindly confirm	Yes
356	5.2.3	SWS platform will be built on RBAC principles wherein each identified stakeholder has its specific reports and dashboards and also have the flexibility to build ad-hoc reports as per their requirements	Role driven dashboard for identified stakeholders will be there in NSW. We request you to kindly provide us a tentative count of statistical reports, graphical reports and parameters to generate ad-hoc reports	Refer to row no. 393
357	5.2.3	GIS module will showcase land bank, resources, infrastructure, industrial parks etc. graphically on the map of India for the entire country. Feeding of information in the GIS module will be the responsibility of the participating states. Developing the GIS module is not in scope of this RFP; however, the system should have the capability to integrate with the existing IIS/ GIS modules	As per RFP, GIS development is not in scope but integration capabilities with Existing IIS / GIS modules will be there. There can be two types of integration: 1. Compendium of exiting IIS / GIS Module by placing links State Wise/ Dept. Wise / Ministry Wise / Sector Wise 2. Invest India to provide map files and participating agencies to provide information of IIS / GIS module as service which will be populated. Kindly confirm	The existing IIS/ GIS module will be integrated with NSW using relevant APIs
358	5.3.3.3	Unified Application Form (UAF)	We request you to kindly provide the number of Central Ministries / Departments needs to be integrated with UAF for their comments / approvals in phase 1 and in subsequent phase	Kindly refer to the response of S.No. 1
359	5.3.3.6	Considering multiple external existing IT systems of various ministries/ departments, the integration approach will be generic. Wherever possible, custom adapters will be developed but integration APIs would be the same for all third parties.	Request more clarity on Number of Ministries / Department needs to be integrated.	Kindly refer to the response of S.No. 1

360	2.14	<p>The SWS portal (including but not limited to the data held within), information, works of authorship, inventions, discoveries, improvements, methods, processes, formulas, techniques, technology, know-how, ideas, copyrights, source code, designs, architecture diagrams, licenses reports, presentations, and materials forming a part of or relating to the SWS portal, this RFP, and all intellectual property and proprietary rights pertaining to the aforesaid (excluding any third party intellectual property rights) and anything (a) that is conceived, discovered, developed or otherwise made by a selected bidder, solely or in collaboration with others, in the course of performing the assignment pursuant to the award of Contract under this RFP; or (b) that reflects or contains Invest India's confidential information; or (c) that forms all or part of a deliverable to be provided by the selected bidder, whether developed as part of the assignment or separately ("Work Product"), will be the sole property of Invest India and Invest India shall have all the rights, title and interests in respect of the same, in accordance with the terms of the Contract. In no event can a selected bidder claim its control or any rights, title or interest over the SWS portal, its software, code, database, or any Work Product</p>	<p>We understand that such transfer will not prevent EY or any other EY Firm from providing similar services to other clients</p>	<p>The empanelled bidder may provide similar services to other clients without using Invest India's IP in any manner and subject to the conflict of interest, confidentiality and other provisions of the RFP and the contract entered with the empanelled bidder. This clause would be appropriately addressed after mutual discussion during final contract signing phase</p>
361	5	<p>Indicative Security Requirement</p>	<p>There are multiple requirements mentioned in the table such as DDoS, DLP, SSL Interception Endpoint & Server Security Next-Gen Firewall with IPS Web Application Firewall, Hardware security management etc. which would require additional software/hardware procurement, we understand that implementation of these additional hardware/software is not in scope of bidder, kindly clarify.</p>	<p>Implementation of tools required to maintain adequate security as described in the RFP and the respective section is under the scope of bidder.</p>

362	5.5.1	<p>The solution should have security architecture that adheres to the following security standards and guidelines:</p> <ul style="list-style-type: none"> a. ISO 27001:2013 b. Information security standards framework and guidelines standards under e-Governance standards (http://egovstandards.gov.in) c. Information security guidelines as published by Data Security Council of India (DSCI) d. Guidelines for Web Server Security, Security IIS 6.00 Webserver, Auditing and Logging as recommended by CERT-In (www.cert-in.org.in) e. System shall comply with Information Technology Act, 2000 & subsequent amendments thereto f. Digital signature RSA standards g. Document encryption PKCS specifications h. Operational integrity & security management -ISO 17799 compliant i. IT Infrastructure management - ITIL / EITM specifications j. Service management - ISO 20000 specifications 	<p>We understand that the bidder is required to design the processes required to comply with these guidelines. Any additional Tools/Technology/ Hardware required for implementation of these guideline will be implement by purchaser.</p>	<p>Implementation of tools required to maintain adequate security as described in the RFP and the respective section is under the scope of bidder and bidder is responsible for end-to-end management of such tools/ technologies/ services</p>
363	5.5.1	<p>The solution should be a multi-layered detailed security system covering the overall solution needs having the following features:</p> <ul style="list-style-type: none"> a. Layers of Firewall b. Network IPS/ IDS c. Anti-Virus Solution d. Information and Incident Management Solution for Complete Landscape e. Multi-Factor Authentication for all administrators f. Audit Log Analysis 	<p>We understand that the Hardware and Software such as Layers of Firewall, Network IPS/ IDS ,Anti-Virus Solution ,Information and Incident Management Solution for Complete Landscape , Multi-Factor Authentication for all administrators, Audit Log Analysis will be implemented for Purchaser. Kindly clarify</p>	<p>Implementation of tools required to maintain adequate security as described in the RFP and the respective section is under the scope of bidder and bidder is responsible for end-to-end management of such tools/ technologies/ services</p>

364	5.5.1	<p>14. The solution must provide alerting based on observed anomalies and behavioral changes in network activity (flow) data.</p> <p>15. The solution must provide alerting based upon established policy.</p> <p>16. The solution must support weighted alerts to allow for prioritization. Weights must be assignable based on multiple characteristics such as asset type, protocol, application, etc.</p> <p>17. The solution must support the ability to correlate against third party security data feeds (i.e. geographic mapping, known botnet channels, known hostile networks, etc.). These third-party data feeds should be updated automatically by the solution.</p> <p>18. The solution must support the ability to correlate against third party vulnerability scan results.</p> <p>19. The solution must provide an out of the box mechanism to discover and classify assets by system type (i.e. mail servers vs. data base servers) to minimize false positives associated with poor asset classification.</p> <p>20. The solution must support correlation for additive values over time. For example, alert when any SRC IP sends more than 1GB of data to a single port on a single DST IP in a one hour period of time</p>	<p>These features are not application features but can be implemented by using SIEM or similar solutions we understand that Purchaser will procure SIEM or similar solution for implementation of this security feature. Kindly clarify</p>	<p>Implementation of tools required to maintain adequate security as described in the RFP and the respective section is under the scope of bidder and bidder is responsible for end-to-end management of such tools/ technologies/ services</p>
365	5.5.1	<p>The solution should have a robust BCP/ DR plan prepared and implemented by the service provider/selected bidder including a robust backup management procedure ensuring high-availability of the system at all times.</p> <p>The service provider/ selected bidder should ensure that the RTO & RPO objectives defined for the system are adhered to all times.</p>	<p>We understand that Bidder is required to implement the processes for BCP, however the RTO and RPO will depend upon the availability of Disaster recovery site and supporting infrastructure. Kindly clarify the scope for BCP.</p>	<p>BCP processes and implementation should be aligned with ISO 22301</p>
366	2.2	<p>Audited/Certified Annual Financial Statements and Annual Reports for last 3 (three) financial year(s)</p>	<p>We request the department to consider Audited/Certified Annual Financial Statements and Annual Reports for FY 16-17, FY 17-18, FY 18-19 as due to COVID situation finalization of these statement is in process.</p>	<p>Audited financial statements and annual reports for FYs 2016-17, FY 2017-18, FY 2018-19 will be considered by Invest India.</p>
367	1	<p>Experience of working on large scale IT Projects that required a micro-service architecture and integration with multiple external IT systems. Previous work-experience of working on Government IT projects in the last 3 (three) years.</p>	<p>We request the department to clarify following:</p> <ol style="list-style-type: none"> 1. Number of projects to be submitted against these criteria. 2. Definition of large-scale IT projects in terms of value <p>Based on our understanding, complexity & criticality of the key initiative, we suggest department to consider projects with minimum 5 Cr value.</p>	<ol style="list-style-type: none"> 1. Five (5) 2. Large-scale in terms of intgeration and monthly active users and not tender amount.

368	1	CVs of professionals to be deployed for the assignments (to provide at least 10 (Ten) CVs)	We request the department to provide marking evaluation criteria.	Kindly refer to Data Sheet Point 20 on Page 12 of the RFP
369	4	Financial Bid Form	We request the department to provide clarity on the duration for which resources shall be deployed so that total financial bid value can be ascertained.	The total financial bid value mentioned in the Financial Bid form is based on man-month rates. It need not be calculated for the entire project duration
370	5.2.6(7)	The portal should have the capability to be multi-lingual with default language being English. Languages can be native (Tamil, Punjabi, Kannada etc.) as well as global languages (Korean, Spanish, Italian, Chinese etc.).	We understand that only multilingual content/label support is required for portal. Translation for required languages would be provided by the department.	Yes
371	5.3.3.5	Escrow accounts would need to be setup for facilitation of payments to each department/ ministry and reconciliation of accounts.	We understand that department will partner with the banking to provide Escrow account and reconciliation facilities. Portal will only be liable to generate statements/reports.	Yes
372	5.3.5(B)	Virtual Private Cloud layer will provision a logically isolated section of the cloud service provider.	We understand VPC services are provided by the hosting provider so department will onboard the hosting partner to provide the VPC services.	Yes
373	5.3.5(D)	SWS architecture must support web services standards including XML, SOAP, UDDI and WSDL	We assume that JSON and Restful specifications are also acceptable for Micro service based platform.	Yes
374	5.3.5(D)	Micro-services or APIs layer contains all the logic that is required by the application to meet its functional requirements	We understand that microservice based architecture helps to achieve auto scalability and it needs containerization-based deployment platform. We assume department will select/provide hosting partner that will provide containerization platform as service.	Yes, all major CSPs emapnelled by Meity provide this Services.
375	5.2.3	SWS platform will be built on RBAC principles wherein each identified stakeholder has its specific reports and dashboards and also have the flexibility to build ad-hoc reports as per their requirements	<ol style="list-style-type: none"> 1. What is the estimated number of Business Users expected to use the Reports and Dashboards? 2. How many concurrent users of BI Reports and Dashboards are expected? 3. Ad-hoc reports will only include tabular reports or self-service dashboard functionality is also being asked for? Kindly clarify. 	<ol style="list-style-type: none"> 1. 500+ Users 2. 300+ Users 3. Self Service dashboard functionality

376	5.3.3.9	SWS platform should provide the ability to define unlimited real-time KPI dashboards and reports	<p>1. Is there an estimate of number of KPIs expected to be monitored?</p> <p>2. Are the KPIs required to be customizable by specific users as well in terms of their calculation rule?</p> <p>3. Please specify the base number of reports and dashboards expected to be built in the implementation phase of the project. This will allow fair estimation of the effort required.</p> <p>4. Real Time: What is the acceptable lag in terms of real-time data?</p> <p>5. Is the functionality to create custom self-service dashboards/reports by various users being referred to as 'Define unlimited dashboards'?</p> <p>6. 'Unlimited' number of Reports and Dashboards, in case expected to be built by the Service Provider, will have to be capped to an upper limit as far as sizing the solution and efforts calculation is concerned. Kindly elaborate and clarify this point.</p>	<p>1. Not at this point in time</p> <p>2. No</p> <p>3. Estimate regarding total number of reports can not be provided at this point in time</p> <p>4. 60 Seconds</p> <p>5. No</p> <p>6. Reports will be built as per the requirements and requests of various stakeholders</p>
377	5.3.3.9	SWS platform should provide the ability to define unlimited real-time KPI dashboards and reports	<p>1. Please share the estimated data volumes and data size that the system is expected to handle in the first 5 years.</p>	<p>Estimate can not be provided at this point in time</p>
378	Page 67 Section - 5.2.2 Document Repository	A document repository for every investor which contains documents like identity proof, certificates, approvals etc.	<p>As understood from the RFP, the Purchaser intends to have an enterprise level Document Management System which will act as Organisation across, Secured, Structured & Unified Content Repository where apart from digitized documents, E-Documents and other contents etc. will be archived and accessed securely by authorized users.</p> <p>Please confirm whether the above understanding is correct.</p>	<p>Yes</p>
379	Page 67 Section - 5.2.2 Document Repository	A document repository for every investor which contains documents like identity proof, certificates, approvals etc.	<p>In assumption with the above understanding is correct and in order to provide a best of the breed solution, requesting the Purchaser to incorporate the following specification as DMS must have functionalities,</p> <p>Document Management System Specification</p> <ul style="list-style-type: none"> - Solution should be compliant to ODMA, WebDav open source standards. - Categorization of documents in folders-subfolders basis. There should not be any limit on the number of folder and levels of sub folder - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents) - Repository should be format agnostic <p>The above specification will ensure the engagement of globally recognized, best of the breed solution in this project.</p>	<p>Bidder to propose the Document Repository solution as per the understanding of the project requirements</p>

380	Page 67 Section - 5.2.2 Document Repository	A document repository for every investor which contains documents like identity proof, certificates, approvals etc.	<p>In continuation to the above specification points, please find the following some more mandatory points that ensures the engagement of industry standard solution in terms of DMS application,</p> <ul style="list-style-type: none"> - The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users. - The DMS application should have an in-built linear kind workflow configuration capability. 	Bidder to propose the Document Repository solution as per the understanding of the project requirements
381	Page 67 Section - 5.2.2 Document Repository	A document repository for every investor which contains documents like identity proof, certificates, approvals etc.	<p>As per our understanding with implementing similar solution in various large Govt projects and Respective Departments, the Purchaser requires a robust Document Management System (DMS) that needs to be architecturally scalable and secured and as per the internal architecture, it shall have a separate image storage at file server location and only metadata to be stored in RDBMS.</p> <p>Please confirm if this understanding is correct.</p>	Yes
382	Page 67 Section - 5.2.2 Document Repository	A document repository for every investor which contains documents like identity proof, certificates, approvals etc.	<p>In assumption with the above understanding is correct and in order to provide a best of the breed solution, requesting the Purchaser to incorporate the following specification as DMS must have functionalities,</p> <p>Document Management System Specification:</p> <ul style="list-style-type: none"> - Indexing of the documents on user defined parameters - Association of the key words with the documents - Having an experience of archiving more than 10+ billion documents, showing the scalability of the DMS - The product for DMS should exist in any of the leading analyst reports like Gartner or Forrester for Content Services Platform/Enterprise Content Management reports of in any of the last 3 Years. <p>The above specification will ensure the engagement of globally recognized, best of the breed solution in this project.</p>	Bidder to propose the Document Repository solution as per the understanding of the project requirements

383	Page 68 Section - 5.2.2 Solution Features	Online approval for the applications submitted during pre-establishment and pre-operation phase.	<p>As understood from the RFP statement that the Purchaser intends to have a configurable, low code based solution platform (With in-built document management system) through which any data & document (That come from integrated Portal Interface) based manual process can be automated. As per our understanding, this workflow solution should have the following functionalities that will ensure the engagement of global standard, best of the breed solutions,</p> <ol style="list-style-type: none"> 1. The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including Sequential, Parallel, Rule Based & Ad-Hoc Routing. 2. The BPM system shall support Inbuilt Graphical workflow designer for modeling simple & complex Business Processes using drag and drop facilities. 3. The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge. 4. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow. 5. The system shall provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the form for efficient data entry. 6. The system shall provide facility to define custom triggers like Emails, Word template or launching executable etc. on predefined conditions. <p>Please confirm whether the above understanding is correct.</p>	Please suggest appropriate solution in your proposal with proper justification and applicable use cases.
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384	Page 68 Section - 5.2.2 Solution Features	Online approval for the applications submitted during pre-establishment and pre-operation phase.	<p>In continuation of the above points, requesting the purchaser to incorporate some more solution specification that will ensure the engagement of industry standard & best of the breed solution,</p> <ol style="list-style-type: none"> 1. System shall provide a facility to configure dashboard for individuals as per User Role or Group. 2. The workflow management system shall support extensive password validations i.e locking of user account after specified number of unsuccessful login attempts, password history, password expiry, passwords must be alphanumeric and of minimum character length etc. 3. The required workflow solution should comply to various open workflow standards such as BPMN, BPEL, WFMC. 4. The proposed BPM/Workflow Solution should have the capabilities such as graphically modeling the processes or workflows, process simulator, integrated rules engine, inbuilt form designer, reports/dashboard tool and integrated Document Management System for storing documents. 5. The BPM solution should come with a Business Activity Monitoring System to facilitate users by providing a privilege based Dashboard view. <p>The above are very few specification of a standard BPM based Workflow Solution through which an organization can achieve an out of box process automation solution with a very strong integration capability with multiple other application and having a very easy change management system.</p> <p>6.The quoted BPM based Workflow Solution should be present in Gartner's Magic Quadrant OR Forrester's Wave in any of the last 3 Financial Years.</p>	Please suggest appropriate solution in your proposal with proper justification and applicable use cases.
385	Page 68 Section - 5.2.2 Solution Features	Online approval for the applications submitted during pre-establishment and pre-operation phase.	<p>As understood from the RFP statement that the required solution will have the standard approval process where the applicant will apply for various approvals / certificates etc. by submitting required data & documents through SWS Portal. Those data & documents will be collated to the integrated, back-end based Workflow Solution (With in-built DMS application) where through its low code based, configurable workflow platform, various authorities / users will evaluate the application, approve / reject it. Accordingly, the system will intimate the applicant on the same.</p> <p style="text-align: right;">Please confirm if the above understanding is correct.</p>	No. Once the application is submitted by the investor on the SWS platform, the respective information will be pushed (through integration) to the existing IT systems of ministries/ department. Application processing will happen in the existing IT system of ministries as per current process/ workflow followed by them.

386	Page 68 Section - 5.2.2 Solution Features	Online approval for the applications submitted during pre-establishment and pre-operation phase.	In respect to the above understanding, it is assumed that all the initiation channel for workflow will be through Portal only. That means all the approval or Service request will come through Portal by feeding of data & uploading of documents (by the applicants) into the Portal interface from where those will come into integrated workflow for evaluation & approval. There will be no other means of workflow initiation channel other than Portal. Please confirm if the above understanding is correct.	Kindly refer to the response of S.No. 385
387	Page 71 Section - 5.2.2 Grievance Management	This module will focus on a 2-way communication channel between the department and the business user. If the department wants to seek any clarification or request for more information from the applicant, there should be a mechanism to directly communicate with the user and the user should also have the flexibility to respond via the same channel	As understood from the RFP statement that the Grievance Management Process needs to be built on a configurable, low code based workflow platform where the grievance by the department user or business user will be collected from the portal and the clarification/reponse process will be configured on case management framewrok which will be an extended feature of the workflow platform. In case management framework, the case manager will be able to assign tasks dynamicaly to differnt users based on the type of grievance and accordingly the response will be generated. Please confirm whether the above understanding is correct.	Yes
388	Page 72 Section - 5.2.2 Query Management	The query management module will allow the platform users to raise any queries that they might have regarding the SWS portal, any procedure/ process or any difficulty they are facing while submitting their application. The module should be available for un-registered users of the platform as well	As understood from the RFP statement that the Query Management needs to be built on a configurable, low code based workflow where the queries coming from the portal will be handled and managed by assigning to the respective users of the departments by the case manager and finally giving the clarification for the same. Please confirm whether the above understanding is correct.	Yes
389	Page 71 Section - 5.2.2 Notification	A dedicated notification engine would need to be developed that can send E-mail and SMS notifications at various stages and points of the application process. It might also be required to send SMS notifications globally	As understood from the RFP statement, there is a requirement of sending notifications through e-mail/sms to the business users which will be a part of the configurable, low code based workflow paltform. The notifications will be sent by integrating with the existing E-mail Server or SMS gateway. Please confirm whether the above understanding is correct.	Yes
390	Page 71 Section - 5.2.2 Integration Service	One of the core pillars of the entire SWS platform is the integration service. The SWS platform should be able to communicate and integrate with the external existing IT systems of various ministries and departments	Requesting the Purchaser to confirm the name and number of such External and Internal Existing IT Systems that will be integrated with proposed system. Please also clarify the objective of such integration.	Kindly refer to the response of S.No. 1

391	Page 71 Section - 5.2.2 Integra tion Service	One of the core pillars of the entire SWS platform is the integration service. The SWS platform should be able to communicate and integrate with the external existing IT systems of various ministries and departments	As understood from the RFP, the required solution needs to be integrated with the following systems, 1. LDAP (SSOPurpose) 4. Email/SMS (Notification) 3. Portal 4. Existing/ Legacy Systems (for data push/pull) Any other application that needs to be integrated with proposed solution, please mention the number of integration touch points and name of the systems with integration objective.	Kindly refer to the response of S.No. 1
392	Page 68 Section - 5.2.1 Scalability	The infrastructure of the platform should also have the ability to handle higher traffic as per demand with 99.99% (ninety-nine point nine nine percent) availability.	As understood from the RFP statement, the following environment are required for the proposed Solution, 1. Production / DC (Active / Active Clustering) 2. DR (Active-Active Clustering) 3. Development / Test (Stand ALone) 4. UAT (Stand ALone) Please confirm whether the above understanding is correct.	Yes
393	Page 71 Section - 5.2.2 Reporting & Dashboard	SWS platform will be built on RBAC principles wherein each identified stakeholder has its specific reports and dashboards and also have the flexibility to build ad-hoc reports as per their requirements	As per the requirement mentioned RFP document, it is assumed that the proposed solution should have a report designer tool tightly integrated with the workflow solution that should allow user to create new reports and dashboard view from the UI itself and should support tabular and graphical view of the report. So our recommendation is that the department needs COTS based Business Process Management (BPM) platform having the capabilities of configurable Business Activity Monitoring tool (Dashboards). Please confirm the above understanding.	Please suggest appropriate solution in your proposal with proper justification and applicable use cases.
394	Page 71 Section - 5.2.2 User Profile Managemen t Module	There will be multiple roles/ groups created in the system	As understood from RFP and the respective statement that the SWS Portal will be used by external Applicant & Internal Users and the integrated Workflow Platform will be used by Internal Users who will login into the system and evaluate various applications for approval or rejection purpose. In respect to that understanding, requesting to confirm on the following, 1. Approximate number of Concurrent Users who will be engaged in Evaluation, Approval / Rejection activities. 2. Approximate number of Total Users who will be engaged in Evaluation, Approval / Rejection activities.	1. Approx 2000 concurrent users to start with. 2. 200-300
395	Page 71 Section - 5.2.2 User Profile Managemen t Module	There will be multiple roles/ groups created in the system	In respect to the above understanding, requesting the Purchaser to also confirm the approximate number of Concurrent Users who will manage & work in the Integarted Document Management System / Document Repository	Kindly refer to the response of S.No. 8

396	Page 29 Section - 2.14 Ownership Rights	The SWS portal (including but not limited to the data held within), information, works of authorship, inventions, discoveries, improvements, methods, processes, formulas, techniques, technology, know-how, ideas, copyrights, source code, designs, architecture diagrams, licenses reports, presentations, and materials forming a part of or relating to the SWS portal, this RFP, and all intellectual property and proprietary rights pertaining to the aforesaid (excluding any third party intellectual property rights) and anything (a) that is conceived, discovered, developed or otherwise made by a selected bidder, solely or in collaboration with others, in the course of performing the assignment pursuant to the award of Contract under this RFP; or (b) that reflects or contains Invest India's confidential information; or (c) that forms all or part of a deliverable to be provided by the selected bidder, whether developed as part of the assignment or separately ("Work Product"), will be the sole property of Invest India and Invest India shall have all the rights, title and interests in respect of the same, in accordance with the terms of the Contract.	In reference to the mentioned statement requesting purchaser to accept the following : "The customized section of the proposed solution that has been developed(on top of base/core solution) for the purchaser's requirement will be handed over to the the purchaser. The source code and the IPR of the base/core solution will remain be with the the OEM of the solution. If the source code of the entire solution needs to be handed over,the same will be done through ESCROW model only." Please confirm.	Agree
397	Page 26 Clasue 2.10, Sl. No. 2	The turnover of the bidder shall be at least an average of INR 100 crores (Indian Rupees One Hundred Crores only) for last 3 (three) financial years as of March 31, 2020.	As per the model RFP clause The average turn over shall be 5 times of the estimated project annual value so looking at the scope and engagement we request you to reduce the cost to 40 crore to have a healthy competition	No Change
398	Page No. 58, Clause No. Annexure-1 to Form Fin- 1	Financial Bid Form	We found that there is no fix paramtere given on the financial bid (like fixed resource number). So the price to be quoted by the bidders may be genuinly differs and the bidder from delhi will take more advantage than other states. Hence we request you to kindly change the financial bid as software development cost and operationand maintainance cost. How ever the resource cost will also be there but should not have any involvement for financial evaluation	No Change
398	13 Evaluation Submission/ Criteria:	Experience of working on large scale IT Projects that required a micro-service architecture and integration with multiple external IT systems. Previous work-experience of working on Government IT projects in the last 3 (three) years	Architecture of IT Project is dependent on project requirements. In last few years multiple government applications were built using different architecture. We request to consider changing the criteria to Experience of working on large scale IT Projects that required a micro-service/ Service Oriented architecture and integration with multiple external IT systems. Previous work-experience of working on Government IT projects in the last 3 (three) years	No Change

398	26 Pre- Qualification 1	The bidder should be a Company registered in India under the Companies Act, 1956/2013 or a partnership registered under the Limited Liability Partnership Act 2008, having its registered office in India for the last 10 (ten) years as on 1st January 2020.	Request you to consider changing the criteria to The bidder should be a Company registered in India under the Companies Act, 1956/2013 or a partnership registered under the Limited Liability Partnership Act 2008, having its registered office in India for the last 05 (Five) years as on 1st January 2020	No Change
398	Pre- Qualification 2	The turnover of the bidder shall be at least an average of INR 100 crores (Indian Rupees One Hundred Crores only) for last 3 (three) financial years as of March 31, 2020	As you are aware that audited financial statements for FY 2019-2020 were not prepared by most of the companies. We request you to consider provisional statements for FY 2019-2020	Kindly refer to the response of S.No. 366
398	26 Pre- Qualification 3	The bidder should have a positive net worth for last 3 (three) financial years as of March 31, 2020. For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	As you are aware that audited financial statements for FY 2019-2020 were not prepared by most of the companies. We request you to consider provisional statements for FY 2019-2020.	Kindly refer to the response of S.No. 294
398	Consortium/ Joint- Venture		We request you to clarify whether consortium is allowed or not, as RFP in current state is silent on the same. In view of the complexity of the project, we further request that consortium should be allowed. Please also note that, as per "Meity Guideline - Guidance notes for selection of implementation agencies - Ministry of Electronics & Information Technology (Meity) - 2017 - Page 35 / Point 2.5.9.1 Consortium, "it should be noted, are mostly encouraged to participate in Government Projects".	Kindly refer to response of S.No. 50