MINUTES OF PRE-BID MEETING

Brief Description of Procurement : Development Of Web Browser Based Software for Online Public Grievance Redressal System

Tender No. : 2095

Date and Time of Pre-Bid Meeting: 07/08/2020 at 2.30 PM

Venue of Pre-Bid Meeting: CCI, Kapas Bhawan, CBD Belapur, Navi Mumbai

The following Bidders' Representatives attended the pre-bid meeting:

Sl. No.	Name of Bidder	Name & Designation
1	M/s. Techno Win IT Infra Pvt. Ltd.	Mr. Gopikrishna Kasarapu, Sr. Executive

Proceeding of the pre-bid meeting is as follows :

1. CCI made a briefing about the scope of services and purpose of the pre-bid meeting.
2. Thereafter, prospective bidder was requested to put up their queries related to scope and terms and conditions given in the Bidding Document.
3. The queries from prospective bidders was appropriately responded. The representative was also requested to send their queries in writing through e-mail.
4. The responses to queries sought from prospective bidders in writing and those asked during the meeting have been compiled as per Annexure-A.

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(Devesh Lohani)
Dy. Manager (IT)

Annexure- A

Sl. No.	Para/ Point / Page no.	Clause	Query	Reply
1	1 Page no. 1	Eligibility Criteria	ISO 9001:2008 Certificate: We are currently in the process of acquiring this Certification and do not have it as of now. Is there a possibility for you to relax this clause and give us the benefit of the fact that we have proven our skills for your requirement, as indicated above?	Minimum eligibility criteria is as per CCI requirement, hence, cannot be relaxed.
2	--	General	The Tender mandates a physical submission: We are Headquartered in Chennai and are currently in a lockdown. Could you please allow for an e-submission via email?	The bid documents can also be submitted through Post / Courier to CCI on or before its due date.
3	--	General	As per your invitation regarding WEB Browser Based Software for grievance system. We want to participate in this tender. Can we participate in this tender process? We WEBSTEP Technologies Private Limited is a Kolkata based company.	In this regard, it is requested to read the complete tender document including eligibility criteria and other terms and conditions and participate accordingly.
4	Eligibility criteria Page no. 1	No. 3 The tenderer must have development/support office located in Navi Mumbai/ Mumbai/ Thane. Local Address proof such as rental agreement, electricity bill or any other Government document proof in the name of the company will be treated as valid local address proof.	Please amend this clause: Bidder should have operational/ development office in India.	Minimum eligibility criteria is as per CCI requirement, hence, cannot be relaxed.

5	Eligibility criteria Page no. 1	At present CCI Website is hosted on NIC Server, hence the vendor must have experience of hosting the application on NIC server.	Kindly confirm that Hosting of the Application will be on NIC server or on Bidders Server and if hosting of the application is on bidders server then kindly clarify following points.	NIC Server
6	General	Backup	Kindly Confirm does client Requires Backup Space in ? If yes please confirm the expected backup space at DC site	--
7	General		Kindly confirm the Backup policy needed to be considered (Weekly/Daily incremental)	--
8	General		Kindly Confirm backup retention Period ?	--
9	General	VPN	If VPN kindly confirm VPN Type SSL /IPSEC ?	--
10	General	IPSEC	if IPSEC then kindly confirm total number of Locations for connection ?	--
11	General		If SSL kindly confirm total number of Users ?	--
12	General	MPLS	If MPLS then kindly confirm total number of links will terminate at DC Site?	--
13	General	Internet	Kindly confirm Total number of concurrent users ?	--
14	General	General	Kindly confirm if DR Site is required ?	--
15	General		If yes kindly confirm DR percentages in terms of VM count/VM configuration ?	--

16	General		Required internet bandwidth at DR site ?	--
17	General		Kindly confirm number of DR drills	--
18	General	General	Are the servers in HA ?	--
19	General		If LB is required?	--
20	General	General	Kindly mention the security components you need	--
21	General	General	Kindly specify number of domain and sub domain.	--
22	General	General	Kindly confirm do you need Archival storage ?	--
23	General	Multilingual Support (English and Hindi)	For Hindi will you be providing the contents or that the vendor have to manage?	The vendor has to manage the Hindi contents in consultation with CCI
24	General		Please explain in detail the total number of departments involved in the process also the department users and the hierarchy among them?	We have 19 branches and 17 deptt. at present, initially two users from each branches and departments will be created which may be increased based on the requirement
25	General		Do you need onsite resource for implementation or other purpose?	No, however the vendor can do onsite implementation in consultation with CCI
26	General	1 lac SMS to be provided by the vendor	The total term of the project is 4.2 years along with the Development, Implementation, Warranty period and AMC so do you want 1 lac SMS for entire term or on annual basis?	For entire period from the date of Go-live

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27	General	SMS gateway may be used for Other purpose by the Department	For Integrating the SMS gateway with other portal apart from Grievance management system does the department is going to provide API's or vendor have to make provision for it?	The vendor should provide the SMS Gateway to CCI, so that CCI can use for sending it bulk SMS (browser based) or can use in its other applications (API Based) as per requirement. The vendor has to integrate SMS gateway for the proposed application only.
28	General		Kindly explain in detail the actual functionality of Vigilance Department and also its coordination with all the other departments	Vigilance department will receive all complaints and distribute amongst other department, except important letters for which a separate dedicated department will manage
29	General		Is Cert-In Audit required for the website / web portal? If Yes it should be considered out of Eight weeks as stipulated time from for development? Pl clarify	The Vendor is required to conduct a Security Audit from Cert-in/STQC empanelled vendors of the new web application, the audit will be required as per the functionality added in the developed application.
30	General		How many Cert-In Audits are expected and at what interval?	
31	General		Is STQC Audit required for the website / web portal? If Yes it should be considered out of four weeks as stipulated time frame for development	
32	General		How many STQC Audits are expected and at what interval?	
33	General		What technology would you want the new website / web portal to be developed in?	The details in this regard is already mentioned in tender document
34	General		How many third party applications would be required to be integrated with the new web portal / website? Pl list out	Initially Email & SMS is required to be configured for verification, alerts, escalation and notification

			their technical details also	
35	General		How many concurrent users for the web portal?	Approx. 20
36	General		Do you need Web application firewall?	As per data hosting server policy
37	General		Is back up required. Kindly confirm the expected backup space and type to be proposed	As per the developed application requirement
38	General		Kindly confirm the retention policy/period of backup data	As per NIC's Data Hosting Policy
39	General		Is Disaster Recover Hosting required ?(DR)	As per NIC's Data Hosting Policy
40	General		MIS reporting should generate real time reports on what intervals?	As per the requirement of CCI
41	General		How many types of MIS reports needed? And what data needs to be in there for each report?	The tentative details are already provided in tender document
42	General		Who will be responsible for purchasing SMS package? If the limit is exceeding 1 lac SMS	The vendor would be responsible to purchase SMS package
43	General		ASP.Net and MySQL DB technology has been recommended so how will be responsible for purchasing the licenses for same?	In case any license of the software is required to be procured by CCI, it should be mentioned separately.
44	General		Does the Admin module (CMS) also have to be bi-lingual / multi-lingual?	Admin Module is required in bi-lingual format only
45	General		Is the web portal / website required to be hosted at the bidder's end?	Bidder is required to host the developed application

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46	General		How many SSL certificates are expected and at what interval?	Wild Card EVSSL is required which is to be renewed every year
47	General		How many training session are require for each location?	As per tender document
48	General		Does Data Migration is required at the time of Development?	No
49	General		If the training sessions have to be online/via video conferencing - How many employees will join video conference in each session?	The vendor should conduct two days online training for Admin. & User Module for CCI Officials without any cost
50	Technical Requirement	Hosting of Web Application: The web browser based application is required to be hosted in a secured web server which should be available inside India & all security as per the guidelines of Govt. Of India to be followed. The vendor has to host the application in web server during the contract period free of cost. CCI has hosted its website on	Government of Maharashtra had empanelled Cloud Service Providers and Managed Service Provider to you vide Government Circular No. मातसं- . 060/3/2017/1, Dated – 16th May, 2018 and मातसं - 060/3/2017/3 Dated – 4th Aug 2018. Request you to kindly consider DIT Empanelled Cloud Service Provider's only for hosting the application securely.	Cotton Corporation of India Ltd. is a Public Sector Undertaking Under Ministry of Textiles, Govt. of India, hence all the Govt. of India prevailing guidelines should be followed.

		NIC server, hence, vendor may host the same on NIC Server.		
51		Eligibility: Clause IV Security Audit Certificate	Generally client conduct Security Audit hence we do not give the certificate but compliance are done by vendor	The security certificate for the developed product can be submitted
52		Module-I Complaint input screen	Whether it is mandatory to register before submitting any grievance and after login into the grievance with his/her login credentials then only he/she can submit any grievance.	Complainant has to register before submitting grievance. As per the input screen he can lodge the complaint at the time of registration.
53		Module-I Complaint input screen	Whether "country" is mandatory in grievance form. Whether people can submit grievance from outside India?	It is not mandatory field.
54		Sr.no.3 Vigilance Department should have option to upload all physical grievances received through email/ physical mode and they will be	Provision for a screen in Admin panel where physical / email grievance can be punched to online grievance system by manually entering the same one by one. Please elaborate.	This provision is kept for updating those grievance in the system which are received through dak/courier in physical mode or through email.

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		addressed in similar manner as electronic grievance.		
55		Sr.no.5 Vigilance officer/nominated officer should have option to generate various MIS reports on different parameters	How many MIS reports needs to be generated and whether same needs to be extracted in excel format or any other format.	The tentative reports have already mentioned in tender document, however the same will be finalized at the time of SRS. The output option will be in PDF & Excel.
56		MODULE – III - Handling Important Letters	Need clarity on the same.	There may be some grievances which are not pertaining to Vigilance or any other department, hence, a provision should be available in the system to handle those grievances in similar manner.
57		SMS Gateway : The vendor would provide browser based and API based SMS gateway to CCI for integration. The SMS gateway should in the name of CCI and will be used by CCI for other purposes also. The SMS application should be in	Need clarity on the same.	The vendor should provide the SMS Gateway to CCI, so that CCI can use for sending it bulk SMS (browser based) or can use in its other applications (API Based) as per requirement. The vendor has to integrate SMS gateway for the proposed application only.

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		the name of CCI.		
58	2	Note : All above can be filled in any Indian Language....	Please confirm whether any language or bilingual.	Labels are bilingual (Hindi & English), however, complaint can be entered his grievance in Indian Language
59	9	Financial bid II .... Report content should be bilingual.....		
60	5	Domain Name Vendors should purchase a subdomain	Please let us know why to purchase as this available free and being done who is having the DNS management.	If it is required, the same has to be procured.
61	6	Hosting of web applications ..... in a secured web server which should be available in India....	If the software in hosted in NIC server then why this the question of inside India arrives?	The Cotton Corporation of India Ltd. is a Public Sector Undertaking Under Ministry of Textiles, Govt. of India, hence all the Govt. of India prevailing guidelines should be followed.
61	13	14 Uptime 99.80%	If NIC provide the server how this is managed by vendor.	This is related with application uptime

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62	Eligibility Criteria 4	At present CCI Website is hosted on NIC Server, hence the vendor must have experience of hosting the application on NIC server and experience of compliance of Security Audit. The details should be supported by copies of purchase orders/ completion certificates alongwith security audit certificate.	The vendor has mentioned that had experiences in deploying projects or systems on cloud as well as on premises servers for Government and public sector projects but they have no experience deploying on NIC server. They are experienced with the security aspects deploying on application and web servers though.	Minimum eligibility criteria is as per CCI requirement, hence, cannot be relaxed.

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