

Minutes of Pre-Bid Meeting

Brief Description of Procurement: Firm for Design and Development of Integrated Web Portal and Website for NABCB

Date and Time for Pre-Bid meeting: July 19, 2021 2.30 PM TO 3.30 PM

Venue of Pre Bid Meeting: Video Conference

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

S.No.	Name of prospective bidders/Firm	Name
1.	RV Solutions Pvt. Ltd.	Biliyam Paraseth
2.	Daffodil Software Private Limited	Kartik Kumar
3.	ESDS Software Solution	Medha Mahrishi, Akshay Chandekar
4.	Nippon Data Systems Ltd.	Anand Majumdar
5.	Amity Software Systems Limited	Ashutosh Kumar
6.	NeoSoft Technologies	Gaurang Gautam
7.	Planetcom Solutions (PECS)	Parveen Kumar

QCI officials were present in the pre-bid meeting to provide clarification to the queries.

In order to bring the uniformity and clarity among the prospective bidders on various terms and conditions as mentioned in the RFP document, the queries received from bidder(s) during pre-bid meeting were discussed and clarified. The clarifications arrived thereof are indicated as under:

Content of Para / Clause under Reference as per Bid Document	Queries/Suggestions	Response
<u>Page No. 04 / Clause 2.1: Problem Statement</u> The objective is to re-design and develop a responsive, dynamic, real-time and informational integrated portal cum website for NABCB employing latest design and development practices. The portal shall automate all process of	a. The vendors asked for clarification if QCI-NABCB is looking for Work flow Management System b. Kindly elaborate about "real-time"	a. It is automation of entire Accreditation Processes of NABCB b. Real-time means it should be updated immediately at any point of time as and when the activity is

<p>NABCB. The portal cum website shall be highly user-friendly, and shall provide a high level of satisfaction to all types of users.</p>	<p>c. Kindly elaborate about "integrated portal cum website".</p> <p>d. Kindly elaborate about "The portal shall automate all process of NABCB."</p>	<p>completed. There should not be any time lag.</p> <p>c. The Website should be able to fetch the required details from the Portal itself in a synchronised way.</p> <p>d. All the requirements defined under clause 2.4 of RFP to be met.</p>
<p>Page No. 05 / Clause 2.2: Purpose To showcase NABCB as a fully digital accreditation body with all its stakeholders (internal/external) connected and communicating through the integrated portal cum website. It must provide real-time, dynamic, searchable information about all its schemes, processes, programmes, trainings, events, public notices, accredited/applicant bodies, other stakeholders, certified clients of accredited bodies, news, international linkages, other relevant activities / information etc. It shall also serve as a repository for all information, data and documents, which are easily retrievable.</p>	<p>a. Kindly elaborate "all its stakeholders (internal/external) connected and communicating through the integrated portal cum website."</p> <p>b. It is assumed that QCI does not mean imparting of "training" or conduct of the "events" through the integrated portal cum website. Please confirm.</p> <p>c. Kindly elaborate "international linkages"</p> <p>d. Kindly elaborate "It shall also serve as a repository for all information, data and documents"</p>	<p>a. All Stakeholders i.e. NABCB Secretariat, Conformity Assessment Bodies (CB/IB/VVBs), NABCB Assessor & Technical Experts and NABCB Accreditation Committee Members.</p> <p>b. Confirmed</p> <p>c. Providing International linkages such as APAC, ISO, ILAC & IAF etc. are required on NABCB website only.</p> <p>d. All the information Application documents, Initial scrutiny of application, Document review process, actions of CB/IB/VVBs, Reports, Certificate, Findings, Agreements and history of all accreditation activities should be</p>

		easily retrievable on portal in minimum efforts.
<p><u>Page No. 05 / Clause 2.3.1: Basic Requirements</u></p> <p>i. The service provider shall be responsible for end-to-end digitalization of NABCB operations, its associated processes, as well as information relevant to accredited conformity assessment. The service provider shall carry out System Requirement Study.</p>	<p>Kindly confirm if the department wants to digitize their existing paperwork. If yes, please confirm the number of documents needs to be digitized.</p>	<p>All NABCB records and documents are already in soft copy in PDF, Word or excel format.</p>
<p><u>Page No. 05 / Clause 2.3.1: Basic Requirements</u></p> <p>v. The total site load time on the 3G network should not be more than 3 seconds.</p>	<p>3G networks are known to have very low internet speed. Infact they are also hardly in use anywhere presently. Ensuring total site load time on the 3G network as mentioned is practically not feasible. QCI is requested to consider 4G and above network for this feature.</p>	<p>The page should load with the minimum internet speed of 1mbps.</p>
<p><u>Page No. 05 / Clause 2.3.1: Basic Requirements</u></p> <p>vii. SSL to be set up from the beginning of the website / portal, enabling HTTPS for data collection from applicants.</p>	<p>Please confirm if it will be QCI responsibility to procure SSL and the successful bidder will only be responsible for setting it up.</p>	<p>SSL will be provided by QCI but the implementation would be the responsibility of the selected vendor.</p>
<p><u>Page No. 05 / Clause 2.3.1: Basic Requirements</u></p> <p>xi. The website should be able to get and display data from NABCB portal.</p>	<p>Will there be any other website of NABCB apart from the new website that will be designed by the successful bidder of this tendering process?</p>	<p>No other website to be developed.</p>
<p><u>Page No. 05 / Clause 2.3.1: Basic Requirements</u></p>		

<p>xii. The Integrated Portal cum Website should have the provision for easy integration with other external portals through APIs.</p>	<p>Please clarify who would be providing the APIs?</p>	<p>It would be the responsibility of the selected vendor.</p>
<p><u>Page No. 05 / Clause 2.3.1: Basic Requirements</u></p> <p>xvii. It should have a provision for robust search option for checking the validity of the accredited certificates by the users/ stakeholders.</p>	<p>Kindly elaborate the meaning of "Checking validity of Certificate". Is it a filter type?</p>	<p>NABCB Accredited CB issue Certificates to their client and the information of same will be updated on the NABCB Portal by NABCB Accredited CBs. There will be provision on NABCB Website for General public/stakeholders to verify the validity of Certificates issued by NABCB Accredited CBs.</p>
<p><u>Page No. 05 / Clause 2.3.1: Basic Requirements</u></p> <p>xviii. Data capturing and/or migration from existing information/data to the Integrated Portal cum Website.</p>	<p>Kindly Please clarify,</p> <p>a. Do you have existing setup of server, database.</p> <p>b. What will be the size of data for migration?</p>	<p>We have the existing database and server.</p> <p>The size of data to be migrated will be informed to the selected bidder.</p>
<p><u>Page No. 05 / Clause 2.3.1: Basic Requirements</u></p> <p>xix. Integration of e-mails with Integrated Portal cum Website.</p>	<p>Please specify the email integration with new portal?</p>	<p>Third party tools can be used by the bidder.</p>
<p><u>Page No. 06 / Clause 2.3.2: Insights of Features</u></p> <p>iv. Add-Ons Some functional plugins not limited to below are required on homepage:</p> <ol style="list-style-type: none"> a. Social Media b. Event Calendar c. Newsletter 	<p>Is it simply integration of Social Media site with Portal? And who would provide the plugins?</p>	<p>It is simply integration of social media sites with NABCB website. NABCB would provide the plugins to the selected vendor.</p>
<p><u>Page No. 06/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Admin Panel (controls) with NABCB</p>	<p>Kindly Elaborate</p>	<p>All Admin Panel controls will be with NABCB so that changes may be done by NABCB</p>

<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Application Submission (New Application, Renewal Application, Scope Extension Application)</p> <p>a) Basic Details like name of CAB, address, contact person & contact details, GST No., TAN No. and Financial Details, Scope to be filled & then upload the filled in application forms and upload the documents</p> <p>b) Payment of application fees (Netbanking, Mobile Banking, RTGS/NEFT, Credit Card)</p>	<p>a) Will there be any eForms. Please clarify.</p> <p>b) We assume Vendor's responsibility will only be limited to Payment Gateway integration. Payment gateway will be provided by QCI.</p> <p>All uploaded documents need to be signed or self-attested or can upload simply? DO we need to integrate their DSC?</p> <p>Which payment gateway do we have to integrate? Will there have any kind of business rules to calculate the payment?</p>	<p>Yes, as the applicant body needs to fill application form.</p> <p>DSC is not required</p> <p>Yes, the fees will be calculated based on the no. of accreditation or annual turnover of the applicant</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Scheme Review by NABCB</p> <p>NABCB would conduct Scheme Review for some scheme like PCB / PRCB / GHG prior to registering of application</p>	<p>Please elaborate and clarify this point.</p>	<p>In few situations, there is a process of scheme review prior to accepting the application on portal, CBs has to submit the scheme document which are first reviewed for its suitability and acceptance.</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p>	<p>Kindly Elaborate</p>	<p>Email notification is to be sent to the concerned persons of CB/IB/VVBs.</p> <p>Old reports/ NC/ Concerns should be</p>

		<p>seen to the Assessment Team who are going for Assessment</p> <p>Data Analytics / Visualisation to be added so Analysis of the data can be done</p> <p>Rest of the Work flow will be as mentioned in the RFP document.</p> <p>DRR- Document Review Report</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Email Management</p>	<p>a) Kindly confirm if the department is looking for the Email as service or need to provide the bulk mail service</p> <p>b) If email box is to be provided, kindly confirm the total number of mail box along with the mail box size of each mail box</p> <p>c) If bidder need to provide the bulk mail system, please confirm the total number of the bulk mail to be send in a month</p>	<p>No, bulk email services are not required.</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Submission of RCA & PCA by the CAB (information as well as documents to be uploaded)</p>	<p>We assume that RCA and PCA are some reports. Please confirm</p>	<p>RCA is Root Cause Analysis and PCA is Proposed Corrective Actions. These are submitted by the CAB in response of Non-Conformity</p>

<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>DRR by AT</p> <p>Notification to the CAB after 1 review “you have one more free review post which it will be chargeable”</p>	<p>Please elaborate.</p>	<p>After one review of response submitted by applicant. Notification to be sent to CAB that only 1 review is free now and after that review will be on chargeable</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Application Review: a) If ok – Registration & intimation to the CAB</p>	<p>How will user get to know if information is ok or not ok?</p>	<p>NABCB dealing officer will review the application and documents and if all ok Application will be registered and automatic notification to go to CAB</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Application Review: b) In case of Gaps – either reject or ask CAB to fill gap and in case of CAB submit the updated information for the GAPS again review by DO</p>	<p>If application is rejected, then user will get a notification and has to submit a new application or update the previous one?</p>	<p>If more information required the applicant will update on the same application.</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Application Submission (New Application, Renewal Application, Scope Extension Application)</p>	<p>We assume by Application submission, you are referring to Scheme Application submission. Please confirm</p> <p>If it is a new application then do we need to validate GST no, TAN no and other financial details of the user.</p>	<p>Yes, Application for those Scheme for which NABCB provides Accreditation</p> <p>Yes, we need this information but not Validation</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Login and Registration Page</p>	<p>a. Do you have any existing user management system that we have to integrate to support the existing user base or migrate to the</p>	<p>a. NA b. Yes c. The must logout after 20 minutes of inactive session d. The password complexity must</p>

	<p>new user management system.</p> <p>b. Can the user login into multiple browsers at the same time (Multiple browser sessions)</p> <p>c. What will happen if a user is inactive or not doing any activity on the website for more than 20 minutes after login?</p> <p>d. What is the password policy? Complexity and Password expiration days?</p>	<p>be as per available standards .</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Admin Panel (controls) with NACCB</p> <p>c) Password reset option from Admin Panel</p> <p>f) Provision for bypassing the stages</p>	<p>c) Password Reset option from Admin panel: It will be a onetime password or temp password. After successful login, the user has to create his new password or they can use admin created password</p> <p>f) Please elaborate</p>	<p>c) However, option should be given at the admin panel to reset the password if the user forgets the password</p> <p>f) If any NACCB Process needs to be skipped. NACCB should be able to bypass the process.</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Admin Panel (controls) with NACCB</p> <p>a) (iv)Specifying normal timelines for each prescribed activity</p>	<p>Please specify types of activity.</p>	<p>Activities such as DRR, PA, IOA, SA, submission of Reports, Submission of NCs/Conerns Response</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p>	<p>Invoicing: All invoices will have the same format? Do we want</p>	<p>Format of the invoices will be same but content will be different</p>

Invoicing	invoice template creation flexibility?	
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Grant of Accreditation</p>	<p>It will be a digital sign or manual sign where CAB has to re-upload the documents</p> <p>What kind of details would QR code show and how will it be used?</p>	<p>After grant of accreditation by AC and signing of agreement & Payment of annual fee. The certificate will be issued by NABCB with digital signature.</p> <p>On Scanning the QR code the information related to Certificate should be displayed to verify that the certificate are genuine</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Data Transfer</p> <p>a) Capture and/or Transfer of all Data from the existing system/portal to the new integrated portal cum website</p>	<p>a. Kindly confirm the existing database being used</p> <p>b. How much data need to be migrated?</p> <p>c. What kind of data?</p>	<p>Data which is already available on the old Portal and Old website needs to be transferred on the new portal / website</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Accreditation Committee Process</p> <p>a) Preparation of Recos through the Portal and Dealing officer to review and Review by the CEO</p>	<p>Agenda and Minutes to be prepared through the portal: Can AC share that with anyone? Within the organization or external person as well?</p> <p>a) Please explain Recos and the workflow of creating Recos.</p>	<p>AC will only approve the minutes and Share with NABCB secretariat.</p> <p>a) After completion of all the assessments the information is being taken from reports / Application are to be filled in the Recommendation format which puts up to the NABCB Accreditation Committee</p>

<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>DRR by AT</p>	<p>Corrective Action to be submitted by CAB: Where they will submit those and in which format?</p>	<p>They is already a format which may be used for the corrective actions</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Application Review</p>	<p>Will the end-user get an email or notification or chat message on the Gap Analysis part</p>	<p>Yes, email notification on each activity to be sent</p>
<p><u>Page No. 07/ Clause 2.4: Minimum Requirements from the Integrated Portal cum Website</u></p> <p>Maintenance Support, Warranty</p>	<p>a. By support you mean that few personnel would be designated at your office or bidder office. Please confirm b. We assume for support that there will be the support window via call or email? if yes will it 9x5 or 8x6.</p>	<p>a) Yes, initially for around 3 months a personnel will at our officer to resolves the issue faced by users. b) yes support will also be through call or email also. It will be 8*6.</p>
<p><u>Page No. 16-17/ Clause 3.2: Terms and Conditions</u></p> <p>ii. The Integrated Portal Cum Website once ready shall be deployed on Raw Server Instance on AWS Cloud. The Bidder must be competent of handling end to end deployment.</p>	<p>Please explain logic behind using AWS raw server instance?</p>	<p>We use AWS as our cloud service provider</p>
<p><u>Page No. 16-17/ Clause 3.2: Terms and Conditions</u></p> <p>Timeline for the activities</p>	<p>Please elaborate</p>	<p>Activities is to be completed in a timebound manner. For each activity timelines will be created and any delay should be highlighted</p>
<p><u>Page No. 16-17/ Clause 3.2: Terms and Conditions</u></p> <p>iii. The server is provided only once the application is accepted in UAT phase and is ready for Security testing and launch. Before that service provider Organization is responsible for server and its cost.</p>	<p>Whether Server for UAT will be also provided by the Vendor? Please clarify.</p>	<p>The server for UAT will be provided by QCI.</p>

<p><u>Page No. 16-17/ Clause 3.2: Terms and Conditions</u></p> <p>Deliverables j) Training on Integrated Portal cum Website</p>	<p>a. How many people in-total need to be trained? b. We assume it be TOT (training of trainers). Please confirm. c. We assume that training will be held offsite from bidder's office. Please confirm.</p>	<p>All the NABCB Officers, Assessors, Experts and representatives of CABs need to be trained. Training may be done virtually</p>
<p><u>Page No. 16-17/ Clause 3.2: Terms and Conditions</u></p> <p>iv. The bidder Organisation must provide complete and quick support in different phases of Security and Load testing (currently done by 3rd party organization).</p>	<p>Please elaborate.</p>	<p>If the security and load testing is done by third party, then the bidder must provide all the information or support needed for the testing process.</p>
<p><u>Page No. 16-17/ Clause 3.2: Terms and Conditions</u></p> <p>vii. The website/portal must adhere to Guidelines for Indian Government Websites(https://web.guidelines.gov.in)</p>	<p>Is QCI looking for STQC certification. Please confirm.</p>	<p>Not Required</p>
<p><u>Page No. 19/ Clause 4.3: Evaluation Criteria</u></p>	<p>Please list the documents to be supported in fulfilment of each line-item criterion.</p>	<p>Supporting documents against each line-item of Clause 4.3 of the RFP document to be submitted.</p>
<p><u>Page No. 19-22/ Clause 4.4: General Terms and Conditions</u></p> <p>vii. Payment Milestones</p>		<p>The payment shall be made as per the below given milestones:</p> <p>a. Advance Payment: 20% of project value b. Performance Based: 60% of project value (to be divided into three performance-based milestones of 20% each; milestones to be defined by technical team. c. Retention Amount: 20% for one quarter</p>

		of going live; to be released on satisfactory QCI sign-off
	<p>Kindly Please clarify,</p> <p>Data backup & Recovery is the responsibility of bidder?</p> <ol style="list-style-type: none"> 1. Will provide the backup space and backup software if it's an onsite backup requirement 2. Who will manage backup if it's an onsite backup requirement? 3. Total data size of existing website in MB/GB/TB? 4. Incremental data size in MB/GB/TB? 5.Backup space needed in MB/GB/TB and backup policy? 	Data backup and hosting space will be provided by QCI .
	<p>Kindly Please clarify,</p> <p>Archival is the responsibility of the bidder?</p> <ol style="list-style-type: none"> 1. Archival storage service will be onsite or offsite? If it's an onsite requirement? 2. Who will provide the archival storage? 3. Archival Storage required in GB/TB? 4. Archival policy and retention period for the same 	NA
	Kindly Please clarify,	Yes, it will be the responsibility of the selected vendor

	<p>1.We assume Payment/SMS/Email gateway is the responsibility of bidder?</p> <p>2.How many payment pages will be available in application?</p>	
	Any content for portal/Application would be provided by QCI. Please confirm	Yes
	We assume content will be provided by QCI for English language, please confirm?	Yes, content will be provided in English
	Should any analytics and statistical reports be incorporated into system. Please confirm	Please refer to clause 2.4 of RFP document
	Is there any approval workflow need to be developed for the data entered in from backend before it publishes to the web portal? If yes then kindly share the step-by-step process with us for each portal/website	Yes
	Who will bear the third-party vendors costs for e.g. SMS Gateway, Email Gateway (if required). If vendor has to provide please specify the quantity no of SMS & Email required each month.	The cost of SMS gateway, email gateway will bear by the bidder. However the bidder has to submit the original invoice for the same.
	We assume that Hosting services will be provided by the	The hosting will be done on QCI cloud servers

	vendor with separate cost. Please confirm.	
	Do you need Web application firewall? If yes, then any preference from your end regarding the technology and data base	Not Required
	Kindly specify the technology required for development of this integrated website cum portal?	Bidder must use the latest technology stack for development.
	Kindly specify do you want us to maintain or renew any of your domains?	Not Required
	Kindly confirm any existing control panel is hosted in existing infrastructure or current setup, if yes then kindly specify.	Provided by QCI
	Kindly specify, if there is a requirement for SSL VPN, if yes, then kindly specify the number of users	Not Required
	Kindly specify do we need to propose a backup solution If the bidder has to propose, then kindly provide below details	Provided by QCI
	Kindly confirm Backup Policy (Daily incremental, Monthly Full) & Retention Period	Provided by QCI
	Kindly confirm backup space need to consider.	Provided by QCI
	Kindly confirm the Public IP required	Provided by QCI
	Kindly confirm any additional security	Provided by QCI

	components are required apart from firewall?	
	a. Do we need to provide hosting as well? b. If answer to be above is yes, please confirm do we need to host it on MEITY empanelled cloud service or any cloud services?	Hosting facility will be provided by the QCI. However, all the configurations will be done by the bidder.
	We assume that development will be from bidder's office. Please confirm	Yes
	Do you have any preferred technology stack?	No

- ❖ All above points are noted and agreed by the firm.
 - a. These minutes of pre-bid meeting shall form the part of bid document/Agreement.
 - b. Rest of the terms and conditions and specifications of the bid document shall continue to remain same.
 - c. The above amendments/ clarifications are issued for the information for all the intending bidders.
 - d. The submission of bid by the firm shall be construed to be in conformity to the bid document and amendments/ clarifications given above.