

**GOVERNMENT OF MEGHALAYA**  
**DIRECTORATE OF COMMERCE AND INDUSTRIES**  
Plot no. L/D 015, Lower Nongrim Hills, Shillong – 793003, Email: [industries-meg@gov.in](mailto:industries-meg@gov.in)

No. M/Dind/MSME/9/2024/156

Dated Shillong, the 26<sup>th</sup> of November, 2024

**NOTICE**

**Response to queries on proposal for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya**

Ref No: M/Dind/MSME/9/2024/148, dated 12.11.2024.

**The Responses to the Pre-bid Queries are as follows:**

S. No	RFP Section	Sub Section	Clause in RFP	Queries/suggestion from the bidder	Response
1	2.1. Prequalification Criteria	7	Applicant must have CMMI Level 3 certification & ISO 27001 along with ISO 20000 & ISO 9001	We request that the requirement for ISO 20000 be removed, since CMMI Level 3 would be sufficient meet the needs of the department.	No change
2	2.2.1 Technical Evaluation	1	Experience/Range - CMMI Level 5	We request that the CMMI Level 5 Requirement be removed and either allocate full marks for CMMI Level 3 or grant full marks to participating bidders whose CMMI Level 5 certification is in progress and who can produce the certificate by the time the project starts.	No change
3	2.2.3 Approach and Methodology – Technical Presentation	NA	Consulting firms are requested to submit an approach methodology proposal considering below areas. Technical presentation on the proposal by the firms/agencies need be done to evaluate the scores.	Please clarify whether bidders need to submit a A&M document and also make a presentation or will the presentation document (.ppt) suffice?	Yes, bidders are required to submit the A&M document separately. Additionally, the A&M details should also be included in the presentation document.

4	3.2. Terms and Conditions	NA	The selected vendor in case of failing to complete the assignment satisfactorily shall be liable to pay a penalty limited to the contract value and liquidated damages up to 10% of the contracted value.	Please clarify if this clause is applicable to all milestones or it is applicable to the whole project. In case of the latter, at what point and under what conditions would DCI decide to impose this penalty?	Payment will be based on milestones, with a 10% penalty applied to that particular milestone if not achieved as per the agreed terms.
5	1.2.2. Phase 2: Development and Integration		Continuous adoption of rapidly evolving technology: The platform should be open, modular and scalable (standards, open API, Micro-Services), to allow changes in sub system level without affecting other parts, architected to work completely within a heterogeneous compute, storage, and multi-level environment. The platform should be robust enough to handle continuous changes.	Please clarify if the underlying software (DB, application server) of the MSME portal application needs to be licensed and enterprise grade with AMC/Support. If so, would DCI bear the license and support costs?	Any kind of Service, Software, AMC/Support, <b>The Department will not provide any additional payment or compensation for these services.</b>
6	1.5. Application Security Audit		The auditor will have to carry out Functional Test, Load Test (approx. 100 concurrent users at peak time) along with assessment of the vulnerabilities, threats and risks that exist in the developed Application.	Please clarify if the auditor would need to perform full functional testing of the application including preparation of test cases and submission of test result apart from the functional testing/SIT that the successful bidder would be carrying out prior to UAT?	Once the security audit begins, the bidder will start processing for UAT in parallel.
7	1.2.2. Phase 2: Development and Integration	Hosting of Portal	The hosting of SLM Portal will be done in State Data Centre, Meghalaya.	Please confirm whether the SDC has the capability to host containerized application or whether the successful bidder would need to install Kubernetes/Dockers?	There is no facility in the State Data Center to install Kubernetes/Dockers, and it is not required from the successful bidder.
8	2.2.1 Technical Evaluation	2	Technology driven metadata extraction	Request you to elaborate this with specific use cases pertinent to this opportunity.	Technology-driven metadata extraction refers to the use of advanced technological tools like artificial intelligence (AI), machine learning (ML). Please refer Scope of work 1.1 - Module 7 – AI Ecosystem for the MSMEs (page number 14)

9	1.2.3. Testing of the SLM Portal	1	Compatibility testing: Ensure the portal works across different browsers, devices, and operating systems, providing a consistent user experience	Please specify the browsers, kind of devices, Oss that are being referred to?	All types of browsers, such as Mozilla Firefox, Google Chrome (Desktop and Mobile), Microsoft Edge, Opera, and Apple Safari (Desktop and Mobile), Devices including Desktop/Laptops, Android Tablets (e.g., Samsung Galaxy Tab, Lenovo Tab), Apple iPads (standard and Pro versions), Android phones (e.g., Samsung Galaxy, OnePlus, Pixel), iPhones (recent models with iOS 14+), and Smart TVs or larger displays if the portal is intended for presentations.
10	Pg No. 4 Tender schedule	Tender Release (End Date and Time)	End Date and Time: 6 December 2024 3 PM	We kindly request an extension of the submission of deadline. We would be grateful if the deadline could be extended by 2 weeks, allowing us to finalize all necessary components and present a proposal that aligns with your expectations.	If required, it may be extended by a maximum of 1 week.
11	Pg No. 4 Tender schedule	Bid security/ earnest money deposit. (Refundable)	Agency shall submit an EMD of Rs.18 Lakh in favour of Director of Commerce & Industries, Shillong, Meghalaya.	We would request the authority to kindly allow EMD to be submitted in form of a Demand Draft. Also, requesting to kindly allow EMD to be paid in form of Bank Guarantee.	We will allow the EMD to be submitted in the form of a Demand Draft.

12	Pg. No. 8 Proposal SubmissionPg. No. 23PreQualificatio n Criteria	Bullet No 1Sr. No. 1	Tier-I and Tier-II, empaneled Consulting Agencies of National Informatics Centre Service Inc. (hereinafter referred to as "NICS") for "Certified e- Governance Professional Services" and "Design, Development, Implementation and Maintenance of Websites, Web Applications and Mobile Apps"	Based on our experience and considering the complexity & scale of the project, we believe it is essential to engage a single, fully capable firm to ensure streamlined decision-making, responsibility, and efficiency in execution.In this regard we would request the authority to kindly restrict the submission to Tier-I empaneled Consulting Agencies of National Informatics Centre Service IncWe also understand that the empaneled rates for Tier-1/Tier-2 (NICS/NeGD empanelment) are all different, request you to kindly clarify which empanelment rates would prevail	We are not requesting any empaneled rates for Tier-1/Tier-2 (NICS/NeGD empanelment).We have only added a clause under the Pre-Qualification Criteria, specifying that only NICS/NeGD- empaneled companies will be allowed. And It is up to the firm to opt for rates in either Tier-1 or Tier-2.
13	Pg. No. 22 Application Security Audit		The bidder shall be responsible for the cost of certification, The Department will not provide any additional payment or compensation for these services.	Rates finalized for the empaneled Consulting Agencies of NICS does not take into account the cost of certification as they are borne by the client. We would request the authority to kindly change the listed clause accordingly	Ask above, We are not requesting any empaneled rates for Tier-1/Tier-2 (NICS/NeGD empanelment).

14	Pg. No. 23 PreQualification Criteria	Annual Turnover	Bidder(s) should have a Minimum Average Annual turnover of Rs. 20 Crores (INR 20 Crores only) for last three (3) financial years ending on 31st March 2024, i.e. 2021-22, 2022-23, 2023-24. A certificate to this effect from Chartered Accountant in original must be submitted.	We understand the complexity of the project necessitates onboarding firms with the requisite experience to handle projects of similar scale and magnitude. To ensure that more capable and qualified firms participate in the bidding process, we respectfully submit that the turnover criteria be reconsidered to better reflect the project's demands. Therefore, we suggest modifying the clause to: Bidder(s) should have a Minimum Average Annual turnover of Rs. 100 Crores (INR 100 Crores only) for last three (3) financial years ending on 31st March 2024, i.e. 2021-22, 2022-23, 2023-24. A certificate to this effect from Chartered Accountant in original must be submitted	No change
15	Pg. No. 24 PreQualification Criteria	Certification: The bidder should have CMMI Level 3	Certification: Applicant must have CMMI Level 3 certification & ISO 27001 along with ISO 20000 & ISO 9001	Considering the scale and complexity of the project, we believe that it is crucial to ensure the highest standards of quality, efficiency, and process maturity from the participating bidders. In this regard, we respectfully request the inclusion of a CMMI Level 5 certification as a requirement for bidders.	No change
16	Pg. No. 44 Form 9: Financial Bid Proposal Format		Note: Please attach relevant documents like Power of Attorney, Certificate of Incorporation, GST IN, PAN and Other	We would request the authority to kindly allow that in case the Proposal is signed by Partner of the firm, then the power of attorney is not required	You may allow that in case the Proposal is signed by Partner of the firm.

17	Section 1.1, Project Modules	Module 1 – User Management (Page 10)	Authentication & Single Sign-On (SSO).	<p>Is the SSO requirement restricted to the modules specified in the RFP, or do you envision an independent SSO module that supports federated SSO for integration with future modules and broader authentication systems, such as a state-wide federated SSO framework? Additionally, could you specify which other applications are intended to be included in the SSO.</p>	<p>Please refer RAMP user Manual. it clearly states that Integrated National MSME Digital Portal (INMDP): NPMU will also ensure preparation of a detailed Digital Blueprint Report that will outline interoperability of portals to deliver online services to MSMEs at scale and in a cost-effective manner. INMDP will be in two-phased implementation including operationalization of dashboards and data analytics function. INMDP integrates the following:- (i) All portal/platforms of Ministry of MSME, (ii) All portal/platforms of State offering MSME services,(iii) National portal of Department of financial services offering all credit link programmes of the Government of India, (iv) NCS and E-Shram portals of the Ministry of Labour and Employment,(v) SAMADHAAN , GeM, TreDS, CERSAI Portals, (vi) Msmemart.com, (vii) SAHAY App of the Department of Financial Services, (viii) ASEEM portal of the Ministry of Skill development &amp; Entrepreneurship Dashboards for analytics and monitoring,(ix) Feedback and rating system for service providers This will be achieved with an Implementation Agency (IA) that will be selected with a detailed RFP</p>
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					process in the first year of the Programme
18	Section 1.1, Project Modules	Module-2 State Level Unified Database for the MSMEs (Page 11)	Integration with the UDYAM Registration Portal, National MSME Digital Portal	<ul style="list-style-type: none"> <li>– Does all integration scope limited to API base. If not please specify the method.</li> <li>– We assume that the client shall provide the required APIs for integration</li> <li>– Kindly specify the total no and details of Integrations as mentioned as "other portals"</li> </ul>	Refer to the same clarification mentioned in Point 17 above.
19	Section 1.1, Project Modules	Module-3 Information & Feedback Centre (Open access for Public) (Page 11)	<ul style="list-style-type: none"> <li>– Provision to upload of Notifications, Latest News, user manual module, Images, Videos etc</li> <li>– Provision to upload Data Export in various file format</li> </ul>	<ul style="list-style-type: none"> <li>– We assume that the client shall provide the required Images &amp; Videos, we will only be responsible for uploading</li> <li>- Kindly specify the types of formats to upload the data</li> </ul>	YES, Department will provide you images and Video for uploading. Data Export will be PDF, Excel and Word.
20	Section 1.1, Project Modules	Module 7 – AI Ecosystem for the MSMEs (Page 14)	<ul style="list-style-type: none"> <li>– Multilingual Support: AI can support multiple local languages spoken in Meghalaya (e.g., Khasi, Garo, Jaintia) to make the portal more inclusive and user-friendly for MSMEs who are not fluent in English or Hindi.– Implement AI chat bots on the portal to assist MSMEs in navigating the site, answering FAQs, and submitting forms</li> </ul>	<p>Please clarify the below points– We assume that the client shall bear the cost of AI voice assistant License &amp; Server.– Does the state data center have the facility to host AI assistance, kindly clarify</p>	<p>The bidder shall be responsible for procuring and bearing the costs.</p> <p>Yes, state data center has the facility to host AI assistance.</p>

21	Section 1.2, Phases of the Project	Sub Section 1.2.1, Phase-1: Design Phase (Page 16)	Determine the training needs for end-users and administrators to ensure smooth adoption and operation of the portal post development.	Please clarify the below points –Total Number of Trainers to whom the training shall be imparted – we assume that the training will be done virtually and all the required training infrastructure shall be arranged by the client	It depends on the firm to decide the number of trainers, and approximately 100 trainees will participate.  The training will be conducted in a hybrid mode (both virtual and physical). In most cases, trainers will need to visit each DCIC for the training sessions.
22	Section 1.2, Phases of the project	Sub Section 1.2.1, Phase 1: Design Stage (Page no 17)	Platform and Frameworks: Choose appropriate technologies, platforms, and development frameworks that align with the project's requirements	Do we have to use any open-source technologies for the development of the SLM portal, kindly clarify	Bidder is allowed to propose any open-source free tools.
23	Section 1.2, Phases of the project	Sub Section 1.2.2, Phase 2: Development and Integration (Page 17)	The hosting of SLM Portal will be done in State Data Centre, Meghalaya	The RFP mentions that the system should be scalable. Does the State Data Center offer an auto-scaling infrastructure facility, kindly clarify	The State Data Center is not equipped with any auto-scaling infrastructure facility. Shared hosting resources will be provided.
24	Section 1.2, Phases of the project	Sub Section 1.2.2, Phase 2: Development and Integration (Page 18)	Technical architecture of the envisaged SLM platform includes layer wise different business services, external integration, content management, MIS generation / reporting / change of format (as per emerging requirements), workflow implementation, and notification services	Please share the list and scope of external integrations associated with the SLM portal	Refer to the same clarification mentioned in Point 17 above.
25	Section 1.2, Phases of the project	Sub Section 1.2.2, Phase 2: Development and Integration (Page 18)	The hosting of SLM Portal will be done in State Data Centre, Meghalaya. The Bidder would be required to provide details of the minimum requirements of hardware and software	We assume that the bidder is only required to provide the specifications for hardware and software, while the Department will supply the database and other necessary licenses.	The bidder will be responsible for the SSL certificate and domain name, with the final domain name being approved by the IT Department, Government of Meghalaya.



26	Section 1.2, Phases of the project	Sub Section 1.2.2, Phase 2: Development and Integration (Page 18)	The bidder should also factor in the ability to deploy non-sensitive information such as knowledge hub, training modules among others on cloud	– Kindly confirm the hosting will be on Cloud or State Data Centre, Meghalaya – If the hosting will be on cloud then who shall provide the cloud infrastructure kindly clarify	Hosting will be done at State Data Center, Meghalaya
27	Section 1.2. Phases of the project	Sub Section 1.2.4. Phase 3: Implementation and Operation & Maintenance (Page no 19)	From time to time within the project duration, the Department of Commerce and Industries, Meghalaya, may request the inclusion of additional modules or other tasks for digitization without any additional payment	It is requested to include a clause/ scope for “Change Request Management” for any additional development as the magnitude or man-hours of scope related to additional modules and the expenditure associated with it	No changes. Please go through the RFP again.
28	Section 1.5, Application Security Audit	Section 1.5, Application Security Audit (Page no 21)	Department of Commerce and Industries, Meghalaya will perform the following tasks for website and the Department of Commerce and Industries, Meghalaya will perform the following tasks for website and the application Security to analyses and review the website/application security through a Certified Auditor	Kindly confirm the frequency of security audit need to be done.	Every Year security audit need to be done.
29	Section 1.8, Mobile application	Section 1.8, Mobile application (Page 22)	– As part of this project scope of work, Bidder shall develop Mobile application for the various modules as mentioned in further sections of the RFP. – Mobile App should be compatible with IOS and Android	Kindly Clarify the below points – What are the modules and the development scope for the mobile application – We assume that the client shall provide the Android & App store Charges	All the Scope of Work which is mentioned in RFP.  The bidder shall be responsible for procuring and bearing the costs for Android & App store charges.

30	Section 2.2, Technical Qualification Criteria	Sub Section 2.2.1, Technical Evaluation (Page no 25)	Firm must have successfully implemented projects with below technologies.(The Bidder shall submit a copy of the work order/contract agreement as proof of the experience)– Business Workflow automation– UI/UX design– Web development– Search Dashboard and Analytics– Technology driven metadata extraction	We Understand that we need to showcase two projects in each category mentioned below:– Business Workflow automation– UI/UX design– Web development– Search Dashboard and Analytics– Technology driven metadata extractionEach Projects shall carry one mark, maximum up to Ten marks.Request You to kindly guide us if our understanding is correct	There are 5 categories, i.e., 1) Business Workflow Automation, 2) UI/UX Design, 3) Web Development, 4) Search Dashboard and Analytics, 5) Technology-Driven Metadata Extraction.  Each category carries 2 marks, totalling 10 marks.  Each project shall carry 3 marks, with a maximum of 10 marks and a minimum of 3 projects overall.
31	Section 3, Payment Terms and Terms & Conditions	Sub Section 3.2, Terms & Condition (Page no 28)	The selected bidders shall be fully responsible for: – Integration and Coordination with all Central and State Government portals – Coordination with Directorates – Liaison with DCIC (District Commerce and Industries	Kindly confirm that the client will facilitate necessary approvals from different portals & departments. Any delay in getting the same will not be attributed to the Bidder	<b>kindly refer 3.2. Terms and Conditions-</b> The selected bidders shall be fully responsible for: ü Integration and Coordination with all Central and State Government portals ü Coordination with Directorates ü Liaison with DCIC (District Commerce and Industries centre) ü Collaboration with all related departments
32	Section 5, Notification of Award	Section 5, Notification of Award (Page no 29)	Signing of Agreement: The selected Bidder shall enter into agreement with DCI by signing a contract, incorporating all the terms and conditions, deliverables, responsibilities, payment schedules, project schedule et	Kindly provide the timeline for Signing of the agreement and it is requested to provide the draft agreement in advance for preparation of the same	Kindly refer to 1.4 Timelines of Deliverables in the RFP. The draft agreement will be provided only to the successful bidder.
33			The winning bidder must deploy its required resources within 30 days of allotment of work order/ Letter of allotment	Please confirm that the work order/ Letter of Allotment shall be released after the signing of the agreement	Kindly refer to 1.4 Timelines of Deliverables in the RFP. The necessary procedures will be followed once the successful bidder is selected.

34	Section 6, General Conditions of Bid	Sub Section 6.5, Time Period of Service (Page 30)	The project will be up to March 2027	Kindly specify the basis of the calculation of the end date	One year for development and 15 months for O&M, up to March 2027. Please refer to paragraph 3.1, Payment Schedule Phase-2 of the RFP:  "The contract may be extended beyond the 15-month period, subject to satisfactory performance, based on periodic evaluations conducted by the department."
35	Section 6, General Conditions of Bid	Sub Section 6.10, Expenses for the Agreement (Page 30)	The incidental expenses of execution of Agreement / Contract shall be borne by the successful Bidder	Please provide the details of necessary denomination of stamp paper and the number of original copies	Will Provide it to the selected bidder.
36	Section 6, General Conditions of Bid	Section 6.11, Performance Bank Guarantee (Page no 30)	This PBG shall be for an amount equivalent to 10% of Agreement value. All incidental charges whatsoever such as premium, commission etc. with respect to the PBG shall be borne by the bidder. The PBG shall be valid for six months post completion of the Project. Subject to the terms and conditions in the Performance Bank Guarantee, at the end of project final acceptance sign off, the Performance Bank Guarantee may be discharged/ returned by DCI upon being satisfied that there has been due performance of obligations of the Bidder under the Agreement. However, no interest shall be payable on Performance Guarantee	As per the Rule 171(ii) the post completion of the project the PBG can remain valid for 2 months only. Kindly requesting to change the period of Six months to two months	<b>The period has been changed from six months to two months.</b>

37	Section 6, General Conditions of Bid	Section 6.15, Indemnity (Page no 32)	<p>Indemnity The Selected Bidder shall execute and furnish to the DCI, a Deed of Indemnity in favour of DCI in a form and manner acceptable to the Department, indemnifying Department from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:</p> <p>i. Negligence or wrongful act or omission by the Selected Bidder or it's team or any Agency/ Third Party in connection with or incidental to this Contract; or ii. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the RFP and this Contract by the Selected Bidder, its Team or any Agency/ Third Party</p>	We kindly request to provide the format for the deed of indemnity and on what value of Non-Judicial Stamp paper it is required to be printed on	Will Provide it to the selected bidder.
38	Section 6, General Conditions of Bid	Section 6.17, Force Majeure (Page no 34)	<p>Upon occurrence of another event of Force Majeure, all Force Majeure Costs attributable to such other event, and not exceeding the Insurance Cover for such other event, shall be borne by the Bidder and to the extent Force Majeure costs exceed such Insurance Cover, one half of such excess amount shall be reimbursed by DCI to the Bidder (optional clause – to be used, if relevant.)</p>	We understand that this sub clause is optional and shall be incorporated into the contract on discretion. Please suggest whether this clause is applicable to the ensuing agreement and if yes, then please share the exhaustive list of all coverage's are required and in which stage of the agreement process the coverage are to be produced before the concerned authority.	This clause is optional as mentioned in the RFP.

39	Section 6, General Conditions of Bid	Section 6.18, Compliance with ESG Regulations (Page no 34)	Social Responsibility: Selected Business Service Provider (BSPs) must comply with all relevant labour laws and human rights standards, ensuring fair wages, safe working conditions, no child or forced labour, and adopting an inclusive and diverse workforce.	We would request to provide the exhaustive list of the state specific regulations for labour and human rights that the successful bidder needs to comply with.	Child Labour (Prohibition and Regulation) Act, 1986 Equal Remuneration Act, 1976 The Contract Labour (Regulation and Abolition) Act, 1970 The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 Maternity Benefit Act, 1961 Bonded Labour System (Abolition) Act, 1976
40	Generic	generic	Data Migration	What amount of Master / Transactional data (in MB/GB/TB) need to feed to the system before it can made operational and what is the current format of these data.	Approximately in MB only.
41	Generic	generic	User Count	Kindly share the below required data. – Number of users concurrent users	Approximately Department User - 100 and MSMEs user depend on the Udyam Number, currently Total number of Udyam registration is - 36471
42	Tender schedule	Security deposit as performance Bank Guarantee.	5% (five percent) of the total value of the contract in the form of Bank Guarantee. Preferred: Any nationalised bank.	We have noticed a discrepancy in the PBG percentage mentioned in this clause and 6.11. Performance Bank Guarantee. We request you to kindly clarify on the correct percentage to be considered for this tender 5% or 10%	The correct percentage is 5%
43	General			Kindly clarify who will be responsible for procuring and providing domain name and SSL certificate for the portal	Bidder would be responsible for SSL certificate and Domain Name and finally domain name approved by Department.
44	1.1. Project Modules	Module 1 – User Management	Ø Authentication & Single Sign-On (SSO).	Kindly confirm whether bidder is allowed to propose any open source free tools that meet the specified requirements or an enterprise product with OEM support	Yes, bidders are typically allowed to propose open-source free tools that meet the specified requirements, provided these tools comply with the terms and conditions specified in the tender document.

45	1.1. Project Modules	Module 1 – User Management	Ø Payment Transaction Audit Log	Kindly clarify is there any requirement of payment gateway integration? If yes, who will be responsible for procuring and bearing the costs associated with the same?	If any requirement of payment gateway integration, Department will be responsible for procuring and bearing the costs.
46	1.1. Project Modules	Module 3 – Information & Feedback Centre (Open access for Public)	Multilingual	Will the Multilingual content in Khaso, Jaintia, Garo & Hindi, be provided by the department or the SI will need to create the content?	Please refer - 3.2. Terms and Conditions The selected bidders shall be fully responsible for: ü Integration and Coordination with all Central and State Government portals ü Coordination with Directorates ü Liaison with DCIC (District Commerce and Industries centre) ü Collaboration with all related departments.
47	1.1. Project Modules	Module 3 – Information & Feedback Centre (Open access for Public)	Search	Will the Search also be Multilingual?	yes
48	1.1. Project Modules	Module 7 – AI Ecosystem for the MSMEs	AI Ecosystem	Will the department bear the cost of the AI platform of Chatbot	The bidder shall be responsible for procuring and bearing the costs.
49	1.1. Project Modules	Module 7 – AI Ecosystem for the MSMEs	AI Ecosystem	How many agents Chatbot is required?	Multi-Agent Bots.
50	1.1. Project Modules	· MSME MIS Report & Dashboard	ü Data Analysis and Visualization: Analytics tools to analyse MSME data and generate insights through visualizations such as charts, graphs, and dashboards.	Kindly confirm whether bidder is allowed to propose any open source free tools that meet the specified requirements or an enterprise product with OEM support	Bidder is allowed to propose any open-source free tools
51	1.1. Project Modules	· MSME MIS Report & Dashboard	· System Generated Notifications and Alerts via SMS and Email.	Kindly confirm who will be responsible for procurement and payment of SMS/Email gateway. Also who will bear the recurring charges of these services during the contract period	The bidder shall be responsible for the cost

52	1.1. Project Modules	Implementation of MSME Application System	o Dynamic Application Workflow	Kindly confirm whether bidder is allowed to propose any open-source free tools that meet the specified requirements or an enterprise product with OEM support	Bidder is allowed to propose any open-source free tools
53	1.2.1 Phase 1: Design Stage	Phase 1: Design Stage Identifying Non-functional Requirements:	Establish criteria for the portal's performance, including response times, load times, and scalability to handle a growing number of users	Dear Sir, We need clarification for Application performance and load testing can be done regularly with any open source tool apart from Third party audit.	Bidder is allowed to propose any open-source free tools.
54	1.2.1 Phase 1: Design Stage	Identifying Non-functional Requirements - Security Requirements	Define the security measures needed to protect sensitive information and ensure data privacy, including authentication protocols, encryption, and access control mechanisms	Please Clarify that all the security components designed by the SI as per the solution are provided by the department through SDC including AAA, SSL etc.	The bidder shall be responsible for this.
55	1.2. Phases of the project	Identifying Non-functional Requirements	Security Measures: Select robust security tools and practices to protect the portal from potential threats and vulnerabilities	Please Clarify that the Security Tools to protect portal from Potential threats and Vulnerabilities is provided by the department OR the scope of SI? And also confirm whether we can use an Open Source Tool	The bidder shall be responsible for this.
56	1.2.2. Phase 2: Development and Integration	Continuous Adoption of Rapidly Evolving Technology	The platform should be open, modular and scalable (standards, open API, Micro-Services), to allow changes in sub system level without affecting other parts, architected to work completely within a heterogeneous compute, storage, and multi-level environment. The platform should be robust enough to handle continuous changes.	Kindly provide more details on this clause.	The system should be designed to handle increased workloads (both horizontally by adding more servers and vertically by upgrading existing resources). The platform should adhere to open standards, ensuring interoperability with various systems and technologies. Open APIs provide clear and documented endpoints for external systems to interact with the platform. Microservices architecture divides the platform into small, independently deployable services.

57	1.2.2. Phase 2: Development and Integration	· Hosting of Portal:	The hosting of SLM Portal will be done in State Data Centre, Meghalaya. The Bidder would be required to provide details of the minimum requirements of hardware and software	Will the department be responsible for providing specific licenses, such as Operating system, Database license, Analytical tool and any other required software for the project implementation?  In case bidder has to procure and provide the softwares kindly confirm whether bidder is allowed to propose any open source free tools that meet the specified requirements or an enterprise product with OEM support	The bidder shall be responsible for this., Bidder is allowed to propose any open-source free tools.
58	1.5. Application Security Audit	Security Testing		Is only third Party Security audit part of SI's Scope or the Third Party Load and Functional testing also?	The service provider has to Facilitate IS Audit of the Web Application by a certified agency (CERT-in) empaneled agency. The auditor will have to carry out unctional Test, Load Test also.
59	3. Payment Terms and Terms & Conditions	3.1. Payment Schedule	General	Kindly confirm within how many days will the payment be released after the submission of the invoice	20 days
60	5. Notification of Award		· The winning bidder must deploy its required resources within 30 days of allotment of work order/ Letter of allotment.	We have noticed that there is no mention of the minimum resources required to be deployed onsite. Does the department expect the entire development team to be deployed onsite. Or should only key resources be deployed onsite with the rest of the team working remotely/ off site?	During the Development Phase, only key resources, with a maximum of two individuals, should be deployed onsite. During the O&M Phase, the department expects one resource to be deployed onsite.
61	6.16. Penalty and Liquidated Damages		The selected bidder in case of failing to complete the assignment satisfactorily shall be liable to pay a penalty limited to the contract value and liquidated damages upto 10% of the contracted value.	There is no SLA mentioned for each milestone. Request you to kindly share the same.	Payment will be based on milestones, with a 10% penalty applied to that particular milestone if not achieved as per the agreed terms.
62	General	Resources		The Seating and connectivity infrastructure of the deployed resources will be provisioned by the department?	Yes
63	General			Will the department bear the cost of any software licenses, AMC/ATS required?	The bidder shall be responsible for the cost



64	General			Can the solution be developed using Open Source technologies for applications, database, BI & reporting?	Bidder is allowed to propose any open source free tools.													
65	General	Monitoring & Helpdesk		Our understanding is that the department will provide all the Monitoring tools/solutions and the Helpdesk ticket system. Is our understanding correct?	The bidder shall be responsible for this.													
66			Completion certificate	We kindly request for your confirmation on whether an email acknowledgment of project completion would suffice instead of a formal acceptance letter or completion certificate.	Need completion certificate.													
67	2.1. PreQualification Criteria & 2.2. Technical Qualification Criteria Pg. 23 - 25	Project Experience	UI/UX design	We assume that under this criterion the Portal design experience will also be considered as relevant as the term UI/UX design is not always exclusively mentioned by all the clients.	Portal design experience will also be considered.													
68	2.1. PreQualification Criteria Pg. 24	Project Experience - 3	The bidder should have experience in implementing software development for MSMEs, industries, or similar sectors for any state or central government in the country within the last 3 financial years (FY 2021-22, 2022-23, and 2023-24). Each project should have a minimum contract value of 1 crore INR	The clause may be modified as below: Bidder should have experience of implementing project of MSME/Industries or similar project for any state government/central government in the country in the last 5 financial years (FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24) with each project value not less than 1 Crore.	No Change													
69	2.2. Technical Qualification Criteria Pg. 24	Criteria 1: Firm Certification	<table border="1"> <thead> <tr> <th rowspan="2">SL.</th> <th rowspan="2">Eligibility criterion</th> <th colspan="2">The award of marks will be as under</th> <th rowspan="2">Maximum Marks</th> </tr> <tr> <th>Experience/Range</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td rowspan="2">1</td> <td rowspan="2">Firm Certification</td> <td>CMMI Level 5</td> <td>15</td> <td rowspan="2">15</td> </tr> <tr> <td>CMMI Level 3</td> <td>10</td> </tr> </tbody> </table>	SL.	Eligibility criterion	The award of marks will be as under		Maximum Marks	Experience/Range	Marks	1	Firm Certification	CMMI Level 5	15	15	CMMI Level 3	10	No Change
SL.	Eligibility criterion	The award of marks will be as under				Maximum Marks												
		Experience/Range	Marks															
1	Firm Certification	CMMI Level 5	15	15														
		CMMI Level 3	10															
70	2.2. Technical Qualification Criteria Pg. 25	2.2.1 Technical Evaluation Criteria 5	Bidder should have experience of implementing project of MSME/Industries or similar project for any state government/central government in the country in the last 3 financial years (FY 2021-22, 2022-23, 2023-24) with each project value not less than 1 Crore.	Bidder should have experience of implementing project of MSME/Industries or similar project for any state government/central government in the country in the last 5 financial years (FY 2019-20, 2020-21, 2021-22, 2022- 23 & 2023-24) with each project value not less than 1 Crore.	No Change													
71	General Conditions of Bid Pg. 30	6.11. Performance Bank Guarantee		We would like to know if, upon being awarded the contract, the bidder can submit a Demand Draft instead of a Bank Guarantee.	No Change													

72	6. General Conditions of Bid Pg. 35	6.20. Compliance with Procurement Regulations	Terms and conditions	Could you please confirm the terms and conditions that will apply to this assignment? We understand that the standard World Bank terms and conditions, along with the World Bank Procurement guidelines, will be adhered to.	This is under World Bank project, The tendering process under this RFP must follow all applicable rules and regulations falling within the World Bank Procurement guidelines
73	Form 11: Undertaking for non blacklisting Pg. 46			Please revise as per the below: It is certified that to the best of our knowledge, we have not been convicted by a Court of Law or indicted or adverse others passed by a regulatory authority which could cast a doubt on our ability to undertake the services or which related to a grave offence that outrages the moral sense of the community. It is here certified that as on the date of submission, the firm has not been debarred/blacklisted for any reason/period by any Central/State Govt. Department/University/PSU etc. If so particulars of the same may be furnished.	No Change
74	General			We assume that participation as a consortium/ Joint Venture is as allowed as there is a mention of the term "consortium" at Pg 44 of the RFP	No Change
75	Tender schedule	Tender schedule	Mail response to RFP to the Department Mail to: industries-meg@gov.in Office address for submission of hard copy of the response to RFP Directorate of Commerce and Industries Plot no. LD/015, Lower Nongrim Hills, Shillong, East Khasi Hills, Meghalaya - 793003	As per the RFP document, it seems that the bidder can submit the RFP response through email (Mail to: industries-meg@gov.in) or hard copy in the specified address. Requesting your confirmation on the submission mode of the RFP response.	submission mode is both Online or Offline
76	Scope of Work	1.1. Project Modules	Module 1 – User Management User Management - Authentication & Single Sign-On (SSO).	For the Single Sign-On (SSO) implementation, centralized authenticated user repository is required. Do you have existing centralized user repository (LDAP)? Kindly confirm.	Please refer RAMP user Manual. it clearly states that Integrated National MSME Digital Portal (INMDP): NPMU will also ensure preparation of a detailed Digital Blueprint Report

					<p>that will outline interoperability of portals to deliver online services to MSMEs at scale and in a cost-effective manner. INMDP will be in two-phased implementation including operationalization of dashboards and data analytics function. INMDP integrates the following:- (i) All portal/platforms of Ministry of MSME, (ii) All portal/platforms of State offering MSME services,(iii) National portal of Department of financial services offering all credit link programmes of the Government of India, (iv) NCS and E-Shram portals of the Ministry of Labour and Employment,(v) SAMADHAAN , GeM, TreDS, CERSAI Portals, (vi) Msmemart.com, (vii) SAHAY App of the Department of Financial Services, (viii) ASEEM portal of the Ministry of Skill development &amp; Entrepreneurship Dashboards for analytics and monitoring,(ix) Feedback and rating system for service providers This will be achieved with an Implementation Agency (IA) that will be selected with a detailed RFP process in the first year of the Programme.</p>
77	Scope of Work	1.1. Project Modules	Module 1 – User Management User Management - Authentication & Single Sign-On (SSO)	We assume, for the SSO implementation, bidder will only be responsible for integrating the SLM portal with proposed SSO. Maintenance & support of	Same as above

				the existing SSO system shall be the responsibility of the Department of Commerce and Industries. Please confirm.	
78	Scope of Work	1.1. Project Modules	Module 1 – User Management User Management - Payment Transaction Audit Log. SMS and email Transaction Audit Log	We assume, all the services required for integrating with 3rd party systems like email gateway, SMS gateway and payment gateway will be provided by the Department of Commerce and Industries. Bidder will only be responsible for integrating the services with proposed system. Procurement & support for those services shall be the responsibility of the Department of Commerce and Industries only. Please confirm.	If any requirement of payment gateway integration, Department will be responsible for procuring and bearing the costs.
79	Scope of Work	1.1. Project Modules	Module 2 - State Level Unified Database for the MSMEs 1. Integration with the UDYAM Registration Portal: 2. Integration with the 'Integrated National MSME Digital Portal (INMDP): 3. Integration with the existing web portal of the Department of Commerce and Industries:	We assume, for the integration with external portals, bidder will only be responsible for integrating the SLM portal with proposed external portals. Maintenance & support of the existing portals shall not be the responsibility of the bidder. Please confirm	The bidder shall be responsible for this.
80	Scope of Work	1.1. Project Modules	Module 3 – Information & Feedback Centre (Open access for Public) Multilingual (English, Hindi, Khasi, Garo, Jaintia) website.	We are assuming that the multilingual facility will be implemented on the static content of the SLM portal. Kindly confirm.	It depends on the firm.
81	Scope of Work	1.1. Project Modules	Module 3 – Information & Feedback Centre (Open access for Public) Multilingual (English, Hindi, Khasi, Garo, Jaintia) website.	We are assuming that the static content of the different languages will be provided by the Department of Commerce and Industries only. Please confirm.	Department will provide Content of the different language
82	Scope of Work	1.1. Project Modules	Module 3 - MSME MIS Report & Dashboard Data Analysis and Visualization: Analytics tools to analyse MSME data and generate insights through visualizations such as charts, graphs, and dashboards	Are you looking for some opensource community edition of the “Analytics Tool”? Kindly confirm. Please note: We are assuming that for any requirement of the license version of the “Analytics Tool”, Department of Commerce and Industries will bear the licensing, procurement and maintenance cost. Kindly confirm.	Bidder is allowed to propose any open-source free tools

83	1.2. Phases of the project	1.2.4. Phase 3: Implementation and Operation & Maintenance	Note: From time to time within the project duration, the Department of Commerce and Industries, Meghalaya, may request the inclusion of additional modules or other tasks for digitization without any additional payment.	It would be very difficult for the bidder to estimate the cost by assuming the number of additional modules or other tasks would be added during the project execution stage. Therefore, we are requesting to amend the clause as below: Note: From time to time within the project duration, the Department of Commerce and Industries, Meghalaya, may request the inclusion of additional modules or other tasks for digitization based on the mutual discussion between both the parties and by follow proper change request process.	No Change
84	1.4. Timelines of Deliverable	1.4. Timelines of Deliverable	Payment schedule is back loaded	We are requesting some modification on the below current payment milestones: Project Initiation and Planning – T+1 – It is currently 5%, we are requesting to increase it 10% Design Phase – T+2 – It is currently 5%, we are requesting to increase it 10% Final Deployment & Go-Live - T+12 – It is currently 10%, we are requesting to reduce it 5% Post-Go-Live Support Operations and Maintenance - Continued from T+12 onwards (15 Months after GoLive) – It is currently 30%, we are requesting to reduce it 25% (quarterly 5%, total 5 quarters)	No Change
85	1.5. Application Security Audit	1.5. Application Security Audit	The bidder shall be responsible for the cost of certification, The Department will not provide any additional payment or compensation for these services.	We are assuming that the bidder will be responsible for performing the "Security Audit" of the SLM portal before the Go-Live only and submit the "Safe to Host" certificate to the department. This will be one time activity for the bidder. Please confirm.	The bidder shall be responsible for this cost.

86	1.5. Application Security Audit	1.5. Application Security Audit	The bidder shall be responsible for the cost of certification, The Department will not provide any additional payment or compensation for these services.	Do you have any choice of the security Agency or it's up to the bidder's responsibility to on board one security vendor and submit the "Safe to Host" certificate to the department before go-live? Please confirm.	The service provider has to Facilitate IS Audit of the Web Application by a certified agency (CERT-in) empaneled agency.
87	1.8. Mobile application	1.8. Mobile application	Mobile App should be compatible with IOS and Android.	We are assuming that the department will procure and share the "Google Play Store" and "Apple Store" UAT and Production environment to deploy the mobile app. Please confirm.	The bidder shall be responsible for this.
88	1.2.2. Phase 2: Development and Integration	1.2.2. Phase 2: Development and Integration	Hosting of Portal The bidder should also factor in the ability to deploy non-sensitive information such as knowledge hub, training modules among others on cloud.	We are assuming that the cloud infrastructure for deploying the nonsensitive information such as knowledge hub, training modules etc. will be procured and maintained by Department of Commerce and Industries only. Bidder will be responsible for deployment activity only. Kindly confirm.	Bidder will be responsible for deployment activity only.

Sd/-

Director of Commerce and Industries