



**LETTER OF INVITATION (LoI) FOR SUBMISSION OF BID  
FOR AUTOMATION OF OPERATIONAL PROCESS  
OF VCF VERTICAL ON WEB BASED PORTAL**

**LoI No. 400/2019/1419/VCF Operations December 26, 2018**

**Pre-Bid Clarification dated December 26, 2018**

Pre-bid meeting in connection with the Letter of Invitation for submission of Bid for Automation of Operational Process of VCF vertical on Web Based portal was held at SIDBI Office, Mumbai on December 20, 2018 at 3 p.m. Based on discussions with the prospective bidders during the meeting and queries sent by the bidders, following clarifications may please be noted for submission of bids:

Modifications have been made in the LoI . Revised LoI dated December 26, 2018 alongwith appendix/ forms are enclosed. Bid submitted by the bidders must be in the format defined by SIDBI, failing which bids shall be liable to be rejected. Bidders are requested to be guided by the **revised LoI dated December 26, 2018** and clarifications given on pre-bid queries. The last date for submission of Bid is **January 04, 2019 till 1500 hours**.

The queries as received from different bidders and SIDBI's clarification to those queries are tabulated below :

**List of Queries and Clarifications**

Sr.No.	Section No	Page No	LOI Contents	Queries	SIDBI Clarification
1	Appendix I	27	The prospective Investment Managers will apply online on the platform, based on: - Eligibility Criteria - Initial Rating Tool - Short Application	I assume that Investment managers are the customers i.e. the end users of this Portal. Do they need to register in the System before any fund application on this Platform? Please inform the functionalities of the Investment managers and other frontend users if any.	(i) Yes, the Investment Managers (IM) are the customers. (ii) Yes, IM are required to register in the system before applying in the online system. (iii) IMs are required to provide the information / inputs about their operations/financials

2	Appendix I	27	<p>The application form and annexures to be made online so that customer fills the application form online along with annexure and submit the required information.</p>	<p>I assume that this feature is for the SIDBI Employees. So This feature is to be managed in the backend? Please inform in detail about the same.</p>	<p>Application form along with annexures will be available on portal which is required to be submitted by the prospective IM. In this perspective, the Front end application is required.</p>
3	Appendix I	27	<p>Appraisal, Due diligence of IM, feedback from references are obtained. Based on satisfactory due diligence and feedback from references, proposal is firmed up for circulation to VCIC. [In case of unsatisfactory due diligence report/ feedback, proposal is rejected at this stage).</p> <ol style="list-style-type: none"> <li>1. Standard appraisal format- Basic information to be captured from the application form to the appraisal.</li> <li>2. e-KYC Check/ authentication.</li> <li>3. CIBIL/ RBI check etc; to be automated.</li> <li>4. Sending reference mails form the automated software and capturing references there upon.</li> <li>5. Provision of Video Conference is to be made to avoid physical meeting with IMs.</li> <li>6. Rating module being</li> </ol>	<ol style="list-style-type: none"> <li>1. This feature is to be used by whom and is it for the Admin panel or to be included in Front end? Please specify in detail.</li> <li>2. What is the exact use of e-KYC, CIBIL and RBI check in this system and how it is done?</li> <li>3. As you have mentioned about Video conferencing? Is it One - one video call or One - Many video calling? And do you want to integrate any 3rd party API like Quickblox for Video calling Facility? Please inform.</li> </ol>	<p>(i) This feature will be carried out by authorised SIDBI employee, however Admin should also have the provision of this feature. (ii) It is part of due diligence process. e-KYC is being implemented in SIDBI, the proposed system should integrate with SIDBI e-KYC system. (iii) Bidder has to make provision to integrate proposed system with SKYPE [for business] /Polycom which is already implemented in SIDBI.</p>

			followed to be integrated in the software.		
4	Appendix I	27	<p>Circulation of agenda to VCIC for detailed evaluation of the Fund and for in-principle clearance, coordination with VCIC members and conducting of VCIC meetings, including presentation by Fund Managers, preparation of minutes of VCIC meetings etc.</p>	<p>How many members will be there in the VCIC and how many of them will be participating in the System and what will be their Roles and responsibilities? Please mention the details as per heirarchy.</p>	<p>VCIC consists of Ten Members, out of which Two members from SIDBI and remaining eight members are external. Quoroum of the committee consists of Four External Members and two SIDBI member. For the present their role is limited to receiving the detailed appraisal note and deliberate about the proposal in the meeting.</p>



5	Appendix I	27	Final Memorandum is submitted to Committee of Directors for Credit and Investment (CDCI)	I assume that this process is to be included in the admin panel i.e. the Backend. Please share more details about the same.	Yes. As per the workflow the memorandum of the proposal is submitted to VCIC. After incorporation of recommendations made by VCIC the proposal is forwarded to CDCI.
6	Generic			Any Hardware integration or 3rd party integrations like SMS gateway, Email services, etc. is to be done? If yes, I assume that those Web services will be provided by you.	System should have the provision to sent email from application. SIDBI Mail server may be used for mail purpose, details of SIDBI Email Gateway will be shared with selected Bidder.
7	Generic			Can you please list the total type of users and give the user wise functionality details? Please inform the current manual work flow for this VCF Process.	Two type of users may be defined, one will be SIDBI employee and other will be IM. Members from VCIC and CDCI for recommendation / sanction of proposal. The Flow chart of VCF Operations is attached in Appendix I of Lol dated December 26, 2018.
8				1) e-KYC- In case of e-KYC, SIDBI would need encrypted Data Vault, this can be avoided using Offline KYC which is approved by UIDAI. Please clarify.	System should be integrated with e-KYC which is being implemented in SIDBI. However exact methodologies (Online / Offline) will be discussed with the selected bidder.
9				2) Please share Data archival policy of SIDBI	SIDBI is guided by its Document Management Policy and Retention Policy under which documents are required to be stored for a specified time period depending upon the criticality of the same.
10				3) Please share if SIDBI has any preference related to database/technology	The database should be Oracle Database, same will be provided by SIDBI in shared environment.



11				4) Video conference - Is it required to integrate VC solution in the portal? if yes does it need to save the data and retention period for same.	Same as serial no. 3
12				5) Clarification of - The procedure for obtaining quotes from legal team shall be made online. Do we need to provide access to legal team also ?	System driven mail may be forwarded to legal team for submitting the quotation.
13				6) Total number of concurrent users	Two type of users may be defined, one will be SIDBI employees and other will be IM. Members from VCIC and CDCI for recommendation / sanction of proposal. The total no cannot be defined at this stage.
14			Page 5 Point -1	Brief on Application functionality is required in Pre-Bid meeting.	The Flow chart of VCF Operations is attached in Appendix I of Lol dated December 26, 2018.
15			Page 6 Point -3-I	What will be the engagement model - Project Mode or Resourcing Mode ?	Project mode with onsite SPOC.
16			Page 6 Point -3-I	What will be the project developmet location - Onsite (SIDBI Office) or Onsite (Bidders development center) ?	Offsite with onsite SPOC.
17			Page 6 Point -3-III	How many Integration (API/Webservice) are required in system.	SIDBI Direct Finance System, Portfolio Management, SIDBI Flexcube, e-KYC etc. as per Bank's requirement.



18			Page 6 Point -3-III	How many workflows are required in system, Will it be dynamic workflow or static ?	Basic workflow includes Sanction, Documentation, Drawdowns/Disbursement, Accounting. Dynamic work flow, however specific requirement would be finalised at the time of finalisation of requirement.
19			Page 6 Point -3-III	Any technology preference SIDBI has for this portal ?	J2EE as mentioned in the LOI dated December 26, 2018.
20			Page 6 Point -3-III	Should this portal be platform responsive ?	Solution should work in Internet Explorer /Chrome browser in PC and Mobile Devices.
21			Page 6 Point -3-III	Why BCP and DRP under scope of Application developmet team, development team doesn't maintain the servers and DB instanes	Selected Bidder is required to assist and deploy the application at DC and DR environment and configure the DC-DR Synchronization as per Bank's BCP & DRP.
22			Page 6 Point -3-V	On What frequency VAPT is to take place ?	VAPT is required before Production roll-out and as and when any major patch is release for the application.
23			Page 6 Point -3-XIII	CERT-In / RBI / Govt guidelines for websites would be vast, Can this be defined for the project ?	Service provider should implement the best practices for the website as per CERT-In / RBI / Government guidelines as applicable.
24			Page 6 Point -3-XIV	In AMC, we are assuming AMC is not treated as user support. AMC can be provided from Offshore, no onsite resource is required.	AMC / User Support Can be provided from off site.
25			Page 7, Disclaimer	How the scope will be finalized ?	High level scope has been mentioned in Lol dated December 26, 2018. Detailed requirement will be finalised during project execution.



26			Page 7, Point - 4	How the changes post BRD sign-off will be taken care from Schedule and Commercial perspective ?	Any change after final acceptance of the solution will be conducted through a proper change control mechanism, if it is not covered within scope of this Lol dated December 26, 2018.
27			Page 7, Point - 4 Page - 19, Point 7.2.II	How the delay pertaining to SIDBI or SIDBI ecosystem, will be taken care from Schedule and Commercial perspective ?	The same may be governed by Lol dated December 26, 2018.
28			Page 13, Point - 11	Project commencement time 1 week is very less, it should be 3 weeks atleast. PI consider.	No Change
29			Page 27, Point - 2.5	<p>Vedio Confrencing - Embadding Video Confrancing in software application would be a big task. There would be an upfront cost for license and recurring cost for AMC to be borned by SIDBI. Has SIDBI budgeted such cost ?</p> <p>Alterative - Any of the exisiting video confrancing tool can be used which SIDBI is using with license. E.g. SkyPe, SkyPe for Business, WebEx etc</p> <p>If Video confrancing solution is to be considered in project scope, pl increase the delivery schedule as 2 months are very less to cover this.</p>	Same as serial no. 3
30			General	Which Database is to be used and does SIDBI has Licences in-place for it ? Or bidder has to come with cost for it.	The database should be Oracle Database, same will be provided by SIDBI in shared environment.



31			General	Can Bid submission date be extended for one week ?	Bid Submission date has been extended to January 04, 2019
32			General	History data Migration is to taken into scope ?	No historical data is to be migrated
33	Appendix point 2	1 27	Provision of Video Conference is to be made to avoid physical meeting with IMs.	Should a Video conferencing module be included in the solution or we have to integrate with video conferencing system provided by Sidbi?	Same as serial no. 3
34	Appendix point 11	1 29	Interface with SIDBI's accounting software to be provided.	Which Accounting System do we need to interface?	Existing SIDBI Direct Finance System and Flexcube