S.No	Section No	Page No	RFP Reference	Vendor Query	SIDBI Response
			Development of electronic platform for supporting Start up ecosystem including hosting,maintenance,support and content management		
			RfP No.400/2016/1132/BYO/ERCV dated December 15, 2015		
1	4.1	14	Hosting services could be outsourced from data centres in India.	Please clarify, as hosting is done and on cloud environment, as long as deliverable are met, can the the Hosting partner Data center considered anywhere across globe.	Please refer RfP Section 4.4 Portal Hosting (Pg#16). Cloud services should be provided through data center hosted in India as per GoI / regulatory guidelines.
2	4.1	14	Project Scope	Content Management - Could we look for third-party Content Management providers? If yes, will the cost be paid by the Customer? Because in Sec. 4.5 there is a reference to adopt industrial standard methodology.	Please refer RfP Section 4.5 Portal Maintenance (Pg#17). Cannot engage third party for content management and no extra cost will be paid towards Content Management tool/ services.
3	4.2	14	Business Requirements	Registration through Social Networking sites? What Social networking sites are being referred and how are they expected to be involved in the Registration process?	Please refer RfP section 4.2 Business requirement (Pg 14). The sites referred are linked in, face book, twitter by which the user profiles/information can be drawn directly from these sites.
4	4.2	14	Key deliverables	It has been mentioned that 'the bidder should ensure preliminary acceptance of design/architecture of the platform by SIDBI. Our understanding of this is that during the design phase of project execution the vendor should submit the design/architecture to SIDBI, get approval before moving to development phase. Please confirm	Please refer RfP section 4.2 Business requirement (Key deliverables)(Pg # 15). The portal shall go live after acceptance by SIDBI and after subjected to UAT and security/VAPT tests.
5	4.2	14	Business Requirements	Please provide more information on what APIs need to be integrated with.	Please refer RfP section 4.2 Business requirement (Pg # 14). The architecture/framework shall be able to integrate to various APIs of Govt, Private and Public agencies.
6	4.2	14	Business Requirements	Please provide more information on the other operational and business supporting external systems and applications to be integrated with and the current data exchange formats and mechanisms	Currently no external system is required to be integrated. Data exchange shall happen in generally used Office format (Word, Excel, PPT, PDF, JPEG, BMP, GIFF etc., but scope is not limited to these formats.
7	4.2	14	Business Requirements	What are the key business-level priorities in terms of elasticity, flexibility, standardization, real estate; along with mobile device support; application criticality; availability requirements;	Please refer RfP section 4.4 Portal Hosting (Pg # 14) Point # 5 suggesting uptime & availability of portal.
8	4.2	14	Business Requirements	What are the data encryption requirements for data at rest and data in transit?	Standard data encryption methodologies which are compliant to open source shall be used.
9	4.2	14	Business Requirements	Are there any legacy applications that is already available and needs enhancements and integrate?	No legacy applications are required to be integrated.
10	4.2	14	Business Requirements	Are there any assessments and dilegnce performed on hosting the application in cloud environment?	Please refer RfP Section 4.4 Portal Hosting (Pg#16). Cloud services should be provided through data center hosted in India as per GoI / regulatory guidelines.
11	4.2	15	**Key Deliverables:** The Platform should be made live with in 30 days from the date of Purchase Order.	Please clarify, does bank mean that Development, Acceptance Testing, VAPT, UAT & Hosting including content management, migration supposed to be completed within 30 days. This has multiple dependency and ineraction with bank and Vendor. Hence 30 days (working days) is possible only if vendor has started the work 1-2 monhs prior to award of contract. We request you to kindly revisit the duration though aggressive but practical time line for execution. We suggest the same to be 90days. Kindly consider.	Please refer RfP section 4.2 Business requirement (Pg # 14). The related clause stands modified as "The Platform should be made live within 45 days from the date of Purchase Order"
12	4.3	16	**Portal Designing and Development:** The bidder should have knowledge of guidelines of the regulatory institutions, like – Indian Computer Emergency Response Team (CERTIn), Guidelines for Indian Government Websites(GIGWweb. guidelines.gov.in), RBI, & Ministry of IT etc., whose recommendations Banks / FIs have to	While vendors shall comply as per the guidelines available with them. We request bank to publish the compliance requirement applicable to Banks which are specifically available with banks as per the regulators listed by you as on date, which will provide parity to all vendors complying same and avoid future issues of selected bidder to deliver. As this will have commercial factor attached to, all vendors complying to listed compliance will provide at par commercail & capability comparision. Kindly guide	Please refer RfP section 4.3 Portal Designing and Development. Standard guidelines of the regulatory institutions shall be followed and complied.

#	Sec	Pg	Category	Query	Response
13	4.3	16	**Portal Designing and Development:** Bilingual : English / Hindi	Please clarify Hindi literals for the portal shall be provided by bank. Vendor will have the provision for publising the bilingual.	Vendor shall make available the provision for publishing the portal in bilingual.Hindi literals will be provided by Bank
14	4.3	16	Portal Designing and Development	What are the Cross-Operating systems being referred here?	Please refer RfP section 4.3(pg#16).The portal design must be cross-browser and cross-Operating System (OS) compatible up to the most recent browser / OS versions. Preferably Linux
15	4.3	16	Portal Designing and Development	Integration with Social Media - What kind of a integration is being referred here?	Please refer RfP section 4.2 Business requirement (Pg # 14). The sites referred are linked in, face book, twitter by which the user profiles/information can be drawn directly from these sites.
16	4.3	16	Portal Designing and Development	Covenient Interface - Is it expected to render the UI on Mobile and Tablet devices in a native view rather than a Web view as seen in Web Browsers?	Please refer RfP section 4.3(pg#16).Convenient Interface over mobile phones, tablets, desktops irrespective of their sizes and technology as prevalent in modern times so as to ensure accessibility across various devices & geography.
17	4.3	16	Portal Designing and Development	Provision for Chat - Could we opt for an Open source Chat application to save time to build a Chat application from scratch?	Vendor shall use suitable chat application by making available standard chat operating features.
18	4.4	16	Hosting	Please clarify Can Security Be Virtual And Use The Default Security As Provided By Cloud Service Provider?	Please refer RfP Section 4.4 Portal Hosting (Pg#16). SSL (V3), Virtual firewall, Web Application layer Firewall (WAF) needs to be implemented for security of the portal.
19	4.4	16	Hosting	Please clarify Hosting To Be Done On Private Cloud Or Public Cloud?	Hosting shall be performed on Public Cloud as per the specifications mentioned in Section 4.4
20	4.4	16	Hosting	Please clarify Can Hosting To Be Done Be Done Using Shared Resources Or Dedicated Resource Is Required?	Please refer RfP Annexure -V. Hosting has to be performed on public cloud using shared resources.
21	4.4	16	Hosting	Please provide details on Accessibilty/Performance Of Web Site Deviation Percentage	Accessibility/Performance shall be as per industry standard acceptable levels
22	4.4	16	Hosting	Please specify Monthly Bandwidht For Netwoking Required And Expected Growth?	Please refer RfP Annexure -V(pg #47) , S.No,2
23	4.3	16	Vendor to procure License for SIDBI	Please suggest on relevant clause in the MSA when executed.	Please refer RfP section 4.3(pg#16).SIDBI will not provide / procure any software / licenses. It is the responsibility of the vendor to obtain / procure the same, if required . No change in the RfP clause
24	4.3	16	Portal Designing and Development	Is there is a need of workflow to ensure documents are approved and then taken forward?	Please refer RfP section 4.2 (Pg # 14) for workflow related requirement. Wherever required, Checker / Maker approval cycle needs to be implemented in the application.
25	4.4	16	Hosting	Please clarify Hosting To Be Done On Private / Public / Hybrid Cloud Or Open for Community Cloud?	Hosting shall be performed on Public Cloud as per the specification mentioned in Section 4.4
26	4.4	16	Hosting	Should there be interoperability across cloud platforms, or on-premise and cloud platforms or operate in Hybrid Cloud Platforms?	Please refer RfP Annexure -V. Hosting has to be performed on public cloud using shared resources.
27	4.4	16	Hosting	Can the application leverage available SAAS applications instead of rebuilding everything custom?	Please refer RfP Annexure -V. Hosting has to be performed on public cloud using shared resources under IAAS module
28	4.4	16	Hosting	What is the expected Recovery Point Objective, Recovery Time Objective for disaster recoveries?	Please refer Section 4.4 Portal Hosting for availability requirement.
29	4.4	16	Hosting	What should be the data backup, archival, retentions objectives?	Daily backup (Full / incremental) should be ensured.
30	4.4	17	Hosting	Point 8 talks about control panel to manage and change system parameters of the hosting server. Please advise what parameters do you want to manage and change	All standard parameters should be available so that the performance of the portal can be managed / configured remotely.
31	4.4	17	Portal Statistics	Point 7 talks about portal statistics. Please elaborate on the statistics expected	Please refer RfP section 4.4(pg#17).To provide analytical reports on portal traffic /usage viz. no. of hits per day/week/month, cummulative hits, top viewed pages, etc. and to assess and improve effectiveness of the portal
32	4.3	17	Portal Designing and Development	What document types are needed to be supported?	Currently no external system is required to be integrated. Data exchange shall happen in generally used Office format (Word, Excel, PPT, PDF, JPEG, BMP, GIFF etc., but scope is not limited to these formats.
33	4.4	17	Hosting	What is the estimated data volume to be supported by this application and anticipated monthly increase in data?	Please refer RfP Annexure -V(pg #47) , S.No,2
34	4.4	17	Hosting	What is the access controls needed for the hosting premises - biometric / PIN / Access Cards?	Web based acccess of portal will be required to remotely manage the infrastructure.

35	4.5	18	Portal Maintenance	Item #5: Would a dedicated Data Entry Operator needed for Content Update or is it supposed to be handled by a Support Engineer?	Content Update shall be on weekly basis.
36	4.3	18	Portal Designing and Development	Can the probable number of users using this site at one time be made known?	Currently, no such statistics are available. However, application should be scalable enough to support required number of users with acceptable response time.
37	4.3	18	Portal Designing and Development	What is the probable number of concurrent users using this site and monthly growth rate of user base ?	Currently, no such statistics are available. However, application should be scalable enough to support required number of users with acceptable response time.
38	4.6	19	Web Portal Security	If there is an additonal cost to setup a dedicated UAT environment in Cloud, hope the additional cost will be taken by the Bank.	It is the responsibility of the vendor to bear the costs towards setting up of dedicated UAT environment in cloud.
39	4.3	19	Portal Designing and Development	Can the reporting needs be made known?	Reporting requirement will be discussed & finalized with the selected bidder during design /development phase.
40	4.3	19	Portal Designing and Development	Can the support needs be made known is it 24X7 365? Days support?	For Application Support, initially it is envisaged to be 9:00 hours to 18:00 hours.
41	5.5	25	Annual Maintenance Contract: Initially the order will be given for development of the portal....	Does this mean the first PO shall be for one time charges while the L1 shall be considered only with total 3 year TCO	Please refer RfP section 5.5. Initially the order will be given for development of the portal. On completion and acceptance SIDBI will enter into an AMC with the selected bidder for 3 years from the date of acceptance.
42	6.23	33	Price: Prices quoted by the bidders should be an all inclusive price including any taxes, expenses and levies etc.	Under Commercial section there is no provision for mention of tax % separate calcultion. We request you to kindly considr exclusive of Servise tax and VAT / GST. Applicable taxes should be mentioned separately. This will help in transparancy on anyfuture tax change which bank can leverage. Please consider	Please refer to the Commercial Bid format as per Annexure-V. The applicable taxes shall include service tax, VAT/CST, Swachh Bharat Cess, Other taxes if any. Applicable Taxes break up shall be furnished along with Commercial Bid as per Annexure XII attached here with.
43	6.21	33	One sided Confidentiality protection to bank alone.	IF vendor is to share any confidential data, the clause to be made mutual	No change in RfP clause
44	6.25	34	Terms of Payment: 1. One-time payment will be made for the development of the portal after acceptance testing and portal go live.	Please clarify Milestone % value for each milestone for one time payment	Please refer section 6.25 for Terms of Payment.
45	6.25	34	Default by SIDBI to make payments in spite of services delivered and accepted	Please provide necessary provision for default or delay on payment of un-diputed invoices. Suggestion is 1% permonth interst for delay of undisputed invoices to be part of payment terms	No change in RfP clause
46	6.32	37	SLA (Service Level Agreement): Penalty / Liquidity damages shall be imposed in case SLA is breached.	Under section 6.25- Bank has mentioned with-olding 2% of milestone value upon no satisfactory service during contract. and under SLA again mentioned about LD. Please clarify. Request you to Kindly put the LD maximum up to 5% of quarterly milestone during support. or maximum 1% of contact value. Bank will have right to terminate if unsatisfied.	Please refer RfP section 6.25 (3) Terms of Payment (page No-34) . The default is on contract value and there will be no change on the stipulated 2% of contract value. Please also refer RfP section 6.32 SLA, the liquidated damages will be imposed in case SLA is breached.
47	6.33	38	Penalty for Default in Launching the Portal: SIDBI will impose a penalty of 1% of the order value for each week delay attributable to the vendor, subject to maximum of 10% of value of the contract. In case the delay exceeds five weeks, SIDBI reserves the right to cancel the order	Kindly consider the penalty on 1% of one time value (as the first PO shall be issued only on ine time value) each week and maximum 5% keeping remaining clause	Please refer RfP section 6.33 (page No-38), the penalty is on contract value and no changes in the clause.
48	6.35	38	Force Majeure	Request to include that Bank will be liable to pay vendor for the services delivered / consumed by bank from Vendor incase of a Force Majeure event.	No change in the RfP clause
49	6.36	39	Arbitration	Request you to mention that each party to bear its own costs of arbitration	No change in the RfP clause
50	Annexure	47	Hosting - Technology stack	Web Server and Application servers are inclined towards JAVA. Does the Customer prefer JAVA over Dot Net as they may have a plan to take-over the maintenance/ enhacement after 3yrs?	No preference but the portal shall be scalable

51	Annexure	47	Commercial Bid Format: ... Fixed cost basis during the mentioned duration of this project i.e. preferably from January 2016 to December 2018	At Aanual Maintenance section it is mentioned that the AMC shall be 3 years from Acceptance. And there will be implementation period. Please caliify if the cost to be mentioned is Implementation period + complete 3 year Support or support for the period of 3 year less implementaion period.	Please refer RfP section 5.5 Annual Maintenance Contract (Page No-25).
52	Annexure	47	Commercial Bid Format: 3.0 Application / New Features Development (Efforts for 4 man month)	Please clarfy if 4 manmonth rate to be provided for each year. Whether this is required by bank at their premise! In that case please provide necessary cost provission for travel cost.	Please refer Annexure V - Commercial Bid. Manmonth rate will be used to arrive at L1 vendor.
53	Annexure	47	Commercial Bid Format: 4.0. Annual Maintenance & Support Services including content management	At Aanual Maintenance section it is mentioned that the AMC shall be 3 years from Acceptance. And there will be implementation period. Please caliify if the cost to be mentioned is Implementation period + complete 3 year Support or support for the period of 3 year less implementaion period.	Please refer RfP section 5.5 Annual Maintenance Contract (Page No-25).
54	Annexure	49	Power of Attorney: (To be executed on non-judicial stamp paper) Certified copy of Board resolution may also be submitted	Please clarify if only submission of PoA on non-Judicial stamp paper shall suffice, as there is limitation to get board resolution within the stipulated bid time. Please advise value of Stam Paper on which PoA needs to be executed	Value of stamp paper is Rs 100/- stamp paper. As indicated in Annexure VI, copy of certified board resolution is also required to be submitted
55	Annexure	55	NDA	As this would require both party signing and each party to have one original copy, please advise if 2 Copy of same needs to be signed and submitted with teach bid. And one copy shall be returned by bank post signing during techncal bid openning. Please advise value of Stam Paper on which this needs to be executed	Only one copy to be furnished. The value of the stamp paper is Rs 100/-
56	Annexure	56	PRE CONTRACT INTEGRITY PACT	As this would require both party signing and each party to have one original copy, please advise if 2 Copy of same needs to be signed and submitted with teach bid. And one copy shall be returned by bank post signing during techncal bid openning. Please advise value of Stam Paper on which this needs to be executed	Only one copy to be furnished. The value of the stamp paper is Rs 100/-
57	General		General Query	Web Portal Domain Hosting/Name is the owned by Vendor or SIDBI?	Web Portal Domain Hosting/Name is owned by SIDBI
58	General		General Query	Request bank to Share the Guidelines to be followed for hosting the web portal	Please refer RfP section 4.4. The standard guidelines of hosting web portal shall be followed.
59	General		General Query	Connectivity To Web Portal Will Be Unders Who's Onwership SIDBI or Vendor?	Connectivity to Web Portal will be under ownership of SIDBI
60	General		General Query	Is DR Required Across Data Center? If so the costing of the Cross Datacenter DR will be Bored By SIDBI or Brillio?	Please refer Section 4.4 Portal Hosting for availability requirement.
61			Minimum Elgibility	Requirement of 1 years experience as an angel investor	No change in RfP clause
62			General Query	Bid as consortium	Bid as consortium is not permitted
63	5.3.2	22	General Query	Request you to change it as – "Experience of the CoreTeam members having worked with Incubators/angelnetworks/venture firms/ banking or Government Web portals;hand holding services toStartup Units	No change in RfPclause
64	5.3.2	23	General Query	Request you to change it as – "Have experience insupporting technologyportals which facilitateonline assessment ofideas of start-upentrepreneurs, angels,VCFs, Banking, Govt. Web Portalsetc. and raising ofresources by theentrepreneurs and haveability to developsuitable algorithms tocapture contentrelevant data acrossvarious sites for thepurpose of datamanagement	No change in RfP clause