

CLARIFICATIONS TO QUERIES

ON

**REQUEST FOR EXPRESSION OF INTEREST FOR
PROVIDING IT SERVICES IN THE DESIGN,
DEVELOPMENT, IMPLEMENTATION, AND
MAINTENANCE OF eBIZ – A G2B PLATFORM
FOR THE GOVERNMENT OF INDIA**



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**DEPARTMENT OF INDUSTRIAL POLICY & PROMOTION
MINISTRY OF COMMERCE
GOVERNMENT OF INDIA**

S. No	Section/ Page No.	Query/ Suggestion of Bidder	Response of DIPP
1	Section 6(b) / 6(c) Page 20	<p>Bidders have been asked to cite relevant past projects under two categories – sections 6 (b) and 6(c) of the EOI as follows:</p> <ol style="list-style-type: none"> 1. Respondents to be ‘IT solutions provider’ having successfully implemented at least three projects. 2. Respondents to have prior experience of at least two ‘e- Gov projects’. <p>While these two categories have been defined under ‘Notes’, the distinction between these two categories is not clear and there is a degree of overlap - the criteria listed under ‘Project Capability Demonstration’ in Forms III & IV, have many points in common. It is possible that a bidder may cite a project which could qualify under both categories. Will this be permitted?</p>	<p>Respondents need to provide five (5) project references; out of which three (3) are IT projects and two (2) are e-governance projects. Since, eBiz is primarily an e-governance project; respondents may (if they choose to) cite more than two (2) e-governance projects, for consideration under the category of IT projects. However, the reverse is not permissible. Respondents cannot cite more than three (3) IT projects and claim as e-governance project experience</p>
2	Form IV Page 26	<p>Will a project which qualifies under the ‘Capacity Building and Change Management’ criteria (listed under ‘Project Capability Demonstration, Form IV) but is not an e – Gov project, qualify for inclusion as one of the projects under the category ‘e-Gov’ projects. Please confirm.</p>	<p>The capability criteria related to “Capacity Building and Change Management” has been specified only for e-governance projects.</p>
3	Form IV (11) Page 25	<p>How does a bidder put a numeric value to “Total cost of services provided by the respondent’ (Form IV) if the project being cited , while being a full</p>	<p>The “Total cost of services provided by the respondent” refers to the total value of the work order executed by the</p>

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		fledged transactional B2G portal, does not require the user to pay on a transaction basis. What kind of evidence are bidders expected to provide in support of this claim?	respondent. This should not be confused with transaction based services.
4	Form III Page 24	Will it be sufficient to describe projects that involved web-enabled applications with or without SOA/Service Orchestration?	The success of an integrated services project like eBiz depends on how best the project leverages latest technological advancements such as SOA, web services, and service orchestration. Respondents are strongly encouraged to cite capabilities in these areas.
5	Section 4.6 Page 14	It is mentioned that the e Biz solution provider ('implementation partner') will support DIPP during the expansion phase which will run concurrently with the pilot phase. Does this imply that the implementation partner will not be permitted to be a formal bidder during the expansion (PPP) phase? Will the implementation partner be asked to shoulder other responsibilities in the expansion phase and if so, what are these?	The business model for expansion of the eBiz project is currently under development, the details of which will be shared with the bidders shortlisted to receive the RFP. These details are not necessary for submitting a response to this EOI.
6	Section 4.6 Page 13 & 14	Will bidders be asked to supply hardware / connectivity as a part of the pilot phase? Will the pilot phase involve the setting up of 'delivery centers' manned by trained personnel at various locations, to help business users in transacting business with the participating	Supply of hardware and connectivity from a data centre environment is part of the scope of work for the pilot phase. No physically manned delivery centres are envisaged in the pilot phase.

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		departments.	
7	Section 4.6 Page 14	Is the NSDG gateway of DIT ready? If so can DIPP arrange demonstration of NSDG currently in production	This detail is not essential for submitting a response to the EOI. However, at the appropriate time, DIT can be requested to arrange for a demonstration to prospective shortlisted bidders.
8	Figure 2 Page 11	Do you really plan to use Internet to interconnect A, B and E?	Yes.
9	Section 4.8 Page 17	Architecture and performance of NSDG will play significant role in the overall performance of the services that are supposed to integrate with NSDG. Will it be possible to share performance benchmarks of NSDG gateway planned to be used for eBiz?	This detail is not essential for submitting a response to the EOI. The information will be shared with the bidders shortlisted to receive the RFP during the RFP stage
10		It appears that many of the departments participating in the pilot phase already have alternative channels for electronic delivery of services. We would request DIPP to provide a list of such departments along with the names of the existing channel partners.	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage.
11		Have all the departments participating in the pilot phase undergone some kind of "maturity" gradation vis-à-vis their automation readiness. If so, can such details be provided to bidders at this stage?	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage.
12		Will the pilot phase involve testing the 'mobile	Mobile readiness is envisaged for the

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		phone readiness' of the proposed Portal? If so, can details like the kind of phones and services to be tested in the pilot phase, be provided at this stage?	eBiz Portal. The technical details will be shared with the bidders shortlisted to receive the RFP.
13		Server Hosting Locations – 29+ services, Portal?	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage
14		Target Users, Peak Users, Annual Growth %?	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage
15		Should this be an Extranet Application? – Collaborators, Readers – Location Wise.	No extranet has been envisaged currently.
16		<p>Assumption: Objective of the System is to : Establish a workflow between the various processes in setting up a business unit in the country in the portal level.</p> <p>Enable a connection with the Service Providers (Agency, Government etc) for transaction from the portal using SOA.</p> <p>Follow the established workflow to accomplish the starting up of business units automatically. I.e. initiate step 2 after the step 1 of a particular workflow is completed.</p> <p>In-Scope: Establishment of the portal, setting up the work flow, feeding and consuming data from/to 29 services. Integration points between the</p>	<p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p>

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		portal and 29 services will alone be defined. Out of Scope: Functionality of the 29 services is not considered in this project. Except for the Data Entry Forms, which will be developed and hosted in the Gateway portal, the business rules will be exposed as Web Services by the service providers.	Yes (in most cases). More details will be provided during the RFP stage
17		Do 29 services already exist as web services providers? Does the Pilot phase only require enabling them through the portal? I.e. defining and establish the Integration points? Will there be workspace maintained for business users, investors and service providers	Not all of them. Pilot phase requires defining, establishing, implementing, and maintaining the integration with the back-end service providers. Workspace for business users, investors, is envisaged.
18		Online filing Will it in the form of UI – Web pages or Will the user upload an eForm (Word or PDF) and the system should extract information out of it and send it t the appropriate service provider through SOA? Will the Workflow be established in the portal? Assume there are 2 steps in applying for PAN card (1) Filling Registration form (2) Submission of bank statements after getting registration receipt number. In this case will the Work flow be established in the portal to complete step 2	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage

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		automatically after step 1 is completed	
19	4.3 Guiding Principles of eBiz: Transformation of Services	Will the visible impact be obtained by automating the work flow in starting up a business unit alone or is there any other process under consideration? What are the best practices needed to achieve this	The project aims to address the entire business life-cycle and not just the start-up phase. Best practices from G2B portals worldwide suggest a life-cycle based approach for delivery of online services to businesses.
20	Common Interface for Business Users	Concern is that there is duplicate information or process defined for the business users. By providing a common interface / gateway – government portal the set is aiming to avoid the duplicates. How the department does utilize government infrastructure to reduce IT expenditure when the service providers are required to use their own infrastructure for hosting the service. Believe portals alone run in the government infrastructure.	Achieving service integration and setting the stage for delivery of joined-up services is the aim of eBiz. Many departments have service providers and their own IT infrastructure to deliver G2B services. eBiz does not make the existing IT investment redundant but leverages it to deliver more powerful integrated services to business users.
21	SOA	What is the need for SOA in the system? Is it a mandate? Will all the 29+ service providers host a web service to interact with the portals? To maintain uniformity in the integration, security standards etc, a common platform and integration mechanism to be defined and all the 29 services should adhere to those set benchmarks while integrating with the portal.	SOA is the architectural principle based on which the eBiz platform will be implemented. The details of the integration mechanism with each of the 29 services will be provided in the RFP to the shortlisted bidders.

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		Will there be a need to define different integration standards if SOA is not possible for all the 29+ services	
22	Common Processes	<p>Will the identification of common formalities, work flow be identified and established in the Portal end or the 29 service Providers end?</p> <p>Uniform look and feel: Based on the information needed by the service provider to perform a service, will a appropriate UI be designed in the Portal to interact with the users? Should that UI be uniform across service providers? # of information gathered will be the same as in the current days, but the UI design (structure of the page) will be uniform across the portal</p>	<p>Portal end</p> <p>Details will be shared during the RFP stage</p>
23	Sustainability of Operations	What is the impact in the system in fulfilling this objective	eBiz has a desirable impact on the investment climate of the country. The project would be a step in the direction of resolving the issues currently faced by the investor & business community through an electronic interface with the government.
24	PPP	What is the impact in the system in fulfilling this objective?	A possible and desirable impact would be the proliferation of entrepreneurs or value added service providers providing value-added services to the business

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			community leveraging the eBiz platform
25	Conformance to National e-Government standards	Will the standards be part of the functional requirements of the Portal or will it be the non-functional requirements such as security, scalability and architecture etc.	Interoperability using the National e-Governance Standards is an important functional requirement of the eBiz project.
26		<p>Will the e-Biz portal (Domain A & D) consist of Contents, Links, Downloads, Search, and Gateway to services alone? Is that all the functionality of e-Biz Portal domain?</p> <p>Will the Workflow Automation be defined in Domain A and D?</p> <p>Will Domain C be the gateway through which the Service Providers deliver the services? (Integration with Service Providers happens here)</p> <p>What is the framework, components expected to be provided in the eBiz Shared Services Infrastructure?</p>	Details on the functional requirements of the eBiz Portal domain, workflow, gateway integration and the shared services infrastructure will be provided during the RFP stage
27		Pilot Project aims to establish a connection with the 29 service providers and establish a protocol for data exchange without the business rules?	Yes in most cases. However, exact details on the integration touch-points with the 29 services will be shared during the RFP stage.
28		If there any workflow in the content management – approvals etc?	Yes

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		<p>Creating a e-Biz platform: Deliverables of this phase will be H/W, S/W installation, configuration, content posting in the portal – Web Presence</p> <p>Pilot Phase: Establish the protocol, set the platform for seamless data exchange between portal and 29 Service providers</p> <p>Workflow Automation – Working model of the Portal.</p> <p>Out-Of-Scope: Implementation of the 29 systems. Integration with the 29 systems alone is considered as the In-Scope of this project.</p> <p>Expansion: Extend the facility of availing services through portal to other Service providers. (Out-of-Scope for now)</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes.</p> <p>The exact nature of the requirements for each of the questions will be articulated through the RFP.</p>
29		<p>How does this initiative bring down the IT spending on infrastructure as the Service Providers will have to maintain their infrastructure to host the services?</p>	<p>While many departments have existing arrangements with service providers to offer G2B services, there are many more departments who still do not have online presence and capability to deliver G2B services. The eBiz initiative will help</p>

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		How the redundancy of the effort is reduced? – How sharing happens?	such departments leverage the infrastructure and start delivering G2B services quickly. We believe this can potentially bring down the overall IT spending.
30		Subscription charges – Mode of payment Credit, Debit etc?	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage
31		What will be the role of B2B services in the G2B portal?	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage
32		The EOI mentions about conformance to National E-Governance Standards, can we get a copy of the standard stating the interface specification and how inter-portability should be achieved.	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage. The copy of the standards is also available with the E-Governance Cell in the Dept of Information Technology, Govt. of India.
33		We request you to provide us with an inventory of current status of IT infrastructure (Software stack, hardware vendors)	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage
34		We request you to provide us with an insight on the content (type of content) that will be added to	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted

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		the portal by the partner-portals.	bidders during the RFP stage
35		Please clarify. The Scope of eBiz platform: is it to provide front end to users or host shared services that is consumed by other portals or both?	Both
36		Please share with us, any documentation around application security guidelines while using web2.0 functionality (there is mention of using Mash-up for providing Value added services)	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage
37		Please clarify, is there a central repository of the users (partners) based on which the context sensitive information and services can be rendered to business user OR it needs to be build as part of the portal?	Needs to be built as part of the portal
38		<p>Qualification requirements: We appreciate the qualification guidelines set down in the EOI. Based on our preliminary investigation of this scope, we also feel that this project needs companies to demonstrate experience in:</p> <p>a. Portal development & Integration</p> <p>b. Process Transformation (Consulting)</p>	<p>We appreciate the suggestions. However, it is not possible to change the qualification criteria during the bidding stage. The qualification requirements have been kept to ensure good competition among the most competent companies in the IT and e-Governance space in India</p>

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		<p>c. In line we would like that additional qualification clauses pertaining to the above experience will ensure that experienced and capable firms are able to compete for this esteemed project:</p> <p>SAMPLE CRITERIA FOR PORTAL: The respondent should have had prior experience in at least 1 large scale portal development project as evidenced by:</p> <ul style="list-style-type: none"> i. Purchase orders relating to the 1 project summing up to Rs. Five Crores or more (> Rs 5Crores), ii. Completion/Go-live certificate for the project issued by the client. iii. Client reference details for the projects. <p>SAMPLE CRITERIA FOR Consulting: The respondent should have had prior experience in at least 1 large scale consulting project for business/process transformation as evidenced by:</p> <ul style="list-style-type: none"> i. Purchase orders relating to the 1 project 	

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		<p>summing up to Rs. Five Crores or more (> Rs 5Crores),</p> <p>ii. Completion/Go-live certificate for the project issued by the client.</p> <p>iii. Client reference details for the projects.</p>	
39	Clause No. 4.3 (g) – (a) ; Page No. 8	Request to share the National e-Governance standards	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage. The copy of the standards is also available with the E-Governance Cell in the Dept of Information Technology, Govt. of India.
40	Clause No. 4.3 (g) – (b) ; Page No.9	Request to share the NSDG standards	This detail is not essential for submitting a response to the EOI. The information will be shared with the shortlisted bidders during the RFP stage. The copy of the standards is also available with the E-Governance Cell in the Dept of Information Technology, Govt. of India.
41	Clause No. 4.5 ; Page 11 & Clause No. 4.3 (f); Page no. 8	<p>Is this process (EOI and then RFP) is for all the phases?</p> <p>If so, please let us know the business revenue model for this project as for some of the services</p>	The EOI + RFP phase is for the design, development, implementation of the eBiz pilot project and the subsequent maintenance and operations phase for a period of 3 years. The business model will be shared with the shortlisted

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		are already rendering by the private party.	bidders during the RFP stage.
42	Clause No. 6 (b) ; Page 20	<p>We suggest to modify the clause as :</p> <p>The respondent should be an IT-solutions-provider incorporated in India and having successfully implemented / implementing at least 2 IT-projects** as evidenced by:</p> <p>i. Purchase orders relating to the 2 projects summing up to at Rs. Twenty Five Crores or more (> Rs 25 Crores),</p> <p>ii. Supporting documents related to Completion / Go-live of the 2 projects issued by the client or the self certification / any other relevant supporting documents</p> <p>iii. Client reference details for the 2 projects.</p>	<p>We appreciate the suggestions. However, it is not possible to change the qualification criteria during the bidding stage. The qualification requirements have been kept to ensure good competition among the most competent companies in the IT and e-Governance space in India</p>
43	Clause No. 6 (c) ; Page 20	<p>We suggest to modify the clause as:</p> <p>The respondent should have had prior experience of executed / executing in at least 2 e-Governance projects*** as evidenced by:</p> <p>i. Purchase orders relating to the 2 projects</p>	<p>We appreciate the suggestions. However, it is not possible to change the qualification criteria during the bidding stage. The qualification requirements have been kept to ensure good competition among the most competent companies in the IT and e-Governance</p>

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		<p>summing up to Rs. Twenty Crores or more (> Rs 20 Crores),</p> <p>ii. Supporting documents related to Completion / Go-live 2 projects issued by the client or the self certification or any other relevant supporting documents.</p> <p>iii. Client reference details for the 2 projects.</p> <p>iv. Incase of PPP model project (BOO, BOOT etc) where the project were/ are implemented / implementing on transactional model, then the certificate from the Chartered Accountant on capital expenditure of the project</p>	space in India
44		Kindly clarify whether if any consortium shall be allowed for meeting the qualification requirements mentioned in the EoI.	The qualification requirements does not provide for consortium formation