

De+A1:E48veloping maintaining ISA website and IT Infrastructure and Undertaking IT Related Works in the ISA Secretariat

S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required	ISA Reply
1	General Page # 2	<p>User base and their Roles & Responsibilities</p> <p>The Country Counter: There will be 121 country counters which will provide a window of opportunity to each member country to upload the fiscal and financial support systems they extend to investments in solar related areas. In the country counter, member country can also display various reports pertaining to the country such as land management issues, investment promotion issues, renewable energy policies and other such related steps. The whole focus is to attract investment for that country. This counter can only be updated by the country focal point. Therefore, all the country focal points will be provided Login IDs and passwords for updating their respective country profile.</p>	<ol style="list-style-type: none"> 1. How many different types of users will use this website? 2. Also provide their roles, responsibility and access level hierarchy in the system. 3. Please provide expected number of users per user type? 4. What is the expected number of external users accessing this website? 5. What will be the expected YoY growth? 6. How many user license are required for ERP software? 	<ol style="list-style-type: none"> 1. General Public, Super Admin (ISA HQ) and Country Counter Administrator for 121 country. 2. General Public: will be visit on website. Super Admin (ISA HQ): Managing User Privileges and Roles etc. Country Counters Admin: will be focal point, which will be uploading Video,Audio,Images,PDF,link etc.for respective country. 3. Super Admin: one Country Counters Admin: 1 focal point + 3 other users for each country 4. 200 Concurrent User as of now, expected to rise to 600 per day 5. 20% 6. 50

2	<p>General Page # 2</p>	<p>User base and their Roles & Responsibilities</p> <p>The Country Counter: There will be 121 country counters which will provide a window of opportunity to each member country to upload the fiscal and financial support systems they extend to investments in solar related areas. In the country counter, member country can also display various reports pertaining to the country such as land management issues, investment promotion issues, renewable energy policies and other such related steps. The whole focus is to attract investment for that country. This counter can only be updated by the country focal point. Therefore, all the country focal points will be provided Login IDs and passwords for updating their respective country profile.</p>	<ol style="list-style-type: none"> 1. What kind of information will be uploaded into the system? Please provide sample data. 2. What kind of output is expected from this system? Please provide list and sample of each report. 3. What will be the frequency for report uploading? 4. In what format report will be uploaded? In PDF / Word Format or through data input form? 5. Will there be any kind of workflow once user uploads the report? If yes, then please provide more details on the workflow. 	<ol style="list-style-type: none"> 1. all type of web content along with PDF, word, excel, ppt, Images, Video, Links etc. 2. At the time of Actual development necessary requirement will be incorporate. 3. Daily Basic. 4. PDF, word, excel, ppt, Images, Video, Links etc. 5. Three level (Creator-->Approver-->Publisher).
3	<p>General Page # 2</p>	<p>II. The solar video forum of best practices: ISA will collect 1000 videos on best practices from all over the globe. These best practices may be in areas of solar irrigation, solar health, solar agriculture, solar heating, solar photovoltaic and other such areas. Idea will be to give online opportunity to the policy makers, corporate leaders and academic community to witness and adopt these best practices. So that these can be scaled up and be replicate elsewhere in other ISA member countries.</p>	<ol style="list-style-type: none"> 1. How many videos will be there and what will be the average size of video? 	<ol style="list-style-type: none"> 1. 1000+ Videos and Size to be proportionate with length of videos.

4	General Page # 2	<p>III. The Networking Forum: The networking forum will be incorporating platform among ISA member countries both in audio and video modes. Policy makers from all member countries can discuss issues pertaining to solar policy formulation and implementation with one another. Presidents and Ministers from various countries will have an opportunity to interact with other member countries, and even corporate leaders to attract investment in solar sector into other countries. The networking counter will also provide 24X7 opportunity to policy makers of member countries to discuss implementation issues on a real-time basis. This platform shall provide opportunity every year to address policy makers and other stakeholders through this medium because of \$1 million contribution to the ISA fund corpus enhancement scheme corpus.</p>	<p>1. Will this be online chat or offline? 2. If online then please provide reply to below queries. 2.1. Maximum How many concurrent number of chats will take place? 2.2. Maximum how many members will take part in single chat? 2.3. Will this chat be one-to-one or many-to-many? 2.4. Do you want to save chat history also?</p>	<p>1. Online Chat 2.1. 50-100 2.2. 100 2.3. both 2.4. Yes (Chat History will be save forever)</p>
5	General Page # 2	<p>4. The Digital Infopedia Platform of ISA must be of world class quality and fully equipped with modern day interactive features. The ISA website shall be robust enough to withstand any kind of cyber-attack or any other security threat.</p>	<p>1. We assume that this can be take care by Security Audit from CERT-IN Empaneled Vendor. Please confirm. 2. Who will bear the cost for Security Audit? 3. Total how many security audits should we consider during entire project duration?</p>	<p>1. Yes (take care by Security Audit from CERT-IN Empaneled Vendor). 2. Firm 3. Four Security Audit /Year i.e (every quarter each)</p>

6	Phase II: Web Development / Page #6	2. It should be a website in Arabic, Chinese, English, French , Hindi, Russian, Spanish languages so vendor should be able to handle all languages. All Contents will be verified and approved by ISA.	<p>1. We assume that website content in all required languages will be provided by ISA and vendor don't have to translate it.</p> <p>2. If translation need to be done by the vendor then please provide below details.</p> <p>2.1. In how many languages vendor need to translate content?</p> <p>2.2. How many pages / language will be there to be translated?</p> <p>2.3. In which language (base language) content will be provided?</p>	1. ISA will provide the content in english and vendor need to translate all the content in to 6 UN language with addition to Hindi.
7	Phase II: Web Development / Page #6	6. Website should be optimized and SEO (Search Engine Optimization) work needs to be done. WebSite contents must have appropriate keywords density by which website will be indexed in google SERP and google analytics need to be integrated to track website traffic/visitors.	<p>1. Please provide scope for SEO Activity?</p> <p>2. What will be the duration for SEO Activity?</p> <p>3. Who will provide the keywords ?</p> <p>4. Because there are 7 Language in RFP How Many Keywords We have to target in each language ?</p> <p>5. How many country's we have to target in Keywords ?</p> <p>6. What will be the duration for SEO Activity?</p>	<p>1. Basic features of SEO i.e increase website usability etc.</p> <p>2. For entire contract period.</p> <p>3. At the time of development, ISA will consult with firm.</p> <p>4. ISA will be provide the keywords.</p> <p>5. 121 Country</p> <p>6. For entire contract period.</p>
8	Phase II: Web Development / Page #7	7. ISA site should reflect well for organic search . XML sitemap need to be implemented in the website root that will allow google crawler to read your pages more intelligently.	1. How site should reflect well in Organic Search? (Keywords wise, Local Business Listing wise or other way)	1.Keywords wise
9	General	Technology	1. Please let us know your preferred technology for Website and ERP so that appropriate OS, Database and Other System Softwares can be identified.?	<p>1. Licensed or Open source, it should be the Best Web Content Management Solutions with futuristic feature, most productive and efficient with high in quality & security- Example Adobe CQ5, Sitecore</p> <p>For ERP: Oracle based ERP Solutions, example - peoplesoft HR & Finance</p>

10	Phase II: Web Development / Page #7	14. Website should be integrated with the upcoming intranet portal	<p>1. What kind of integration is required? Please elaborate?</p> <p>2. What information / data will be shared?</p> <p>3. We assume that required API will be provided by ISA and vendor has to just integrate the API with the website? Kindly confirm.</p> <p>4. What is the technology stack for Intranet Portal?</p> <p>5. Please provide high-end scope for Intranet Portal for our understanding.</p>	<p>SI. No (1 to 5): There may be requirement of integrating few application / 3rd party tools/websites example: Business Intelligence & Website Analytics, Website Performance Management payment gateway, Operations Management Applications, Reporting Tools, etc... API if available will be provided by ISA or else API will be developed by vendor.</p>
11	Phase I: IT Infrastructure / Page # 6	Hardware Establishment and end to end infrastructure maintenance i.e. , Secure LAN, Data Server	<p>1. What will be the preferred location for hardware / infrastructure setup?</p> <p>2. Please provide Hardware / Software requirement (BoM) so that all bidders will be on same platform and provide competitive cost for Hardware and Software License.</p>	<p>1. ISA Secretriare,Gurugram ,India</p> <p>2. Two floors with No of Users : (50-100) - basic IT infrastructure with highend security/quality for data center and networking.</p>
12	General	Secured Socket Layer	<p>1. Who will bear the cost for SSL Certificate?</p> <p>2. If bidder has to bear the cost then let us know, for many years bidder has to provide SSL Certificate?</p>	<p>1. Firm</p> <p>2. Entire Contract Period</p>
13	Phase II : Web Development / Page # 7	25. Video Forum / Page # 7	<p>1. Please provide detailed requirement for Video Forum. Will this be just video gallery or something else?</p>	<p>1. Inovative Video Gallery with search and advnce search.</p>
14	Phase II : Web Development / Page # 8	26. Audio Video Conference ISA using Skype for Business (office 365 E3) to facilitate efficient audio and video con ference between ISA member countries. Vender should be able to conduct webinar with ISA member countries as and when needed.	<p>1. Are you planning to use Skype for Business or you want any other solution for this? Please confirm.</p> <p>2. Who will bear the cost of license for Audio / Video Conference and Webinar.</p> <p>3. We assume that required infrsatructure for Audit Video Conference / Webinar will be provided by ISA. Please confirm.</p> <p>4. Total how many audio / video conference or webinars are expected per year?</p>	<p>1. Skype for Business , unless we have a better solution</p> <p>2. ISA</p> <p>3. ISA</p> <p>4. 100 to 200 approximately per year.</p>

15	Phase II : Web Development / Page # 8	28. Integration with technologies like Payment Gateway, e-Forms, Financial Reports	<p>1. Which payment gateway need to be integrated with the website?</p> <p>2. We assume that required payment gateway will be procured and provided by ISA. Kindly confirm.</p>	<p>1. Major ones along with Govt Payment Gateway.</p> <p>2. Payment gateway will be procured and provided by ISA with coordination with Vendor</p>
16	Phase II : Web Development / Page # 8	<p>28. Integration with technologies like Payment Gateway, e-Forms, Financial Reports</p> <p>iii. Automated reconciliation and generate necessary reports etc.</p>	<p>1. Please let us know how you want to do automated reconciliation? Both, with banks or internal departments.</p> <p>2. Total how many banks need to be integrated fro automated reconciliation?</p>	<p>1. Both, with banks and internal departments.</p> <p>2. at least 4-5 major Govt and Private bank each.</p>
17	Phase II : Web Development / Page # 8	<p>28. Integration with technologies like Payment Gateway, e-Forms, Financial Reports</p> <p>e-Forms</p>	<p>1. Total how many different type of eforms will be there?</p> <p>2. What will be the workflow for eform / application?</p> <p>3. Will there be same users for all types of forms or each type of form will have different set of users?</p> <p>4. What is expected in Query Service. Please provide more details.</p>	<p>1. 10-15 eforms.</p> <p>2. Role based multilevel approval work flow.</p> <p>3. Different set of users.</p> <p>4. Aeecept/Reject (Two way communication).</p>
18	General		Website scope is not clear. Please provide clear scope for website development with all dynamic modules.	Website Scope is already mentioned in RFP. For reference kindly see ISA website http://isolaralliance.org
19	Phase II : Web Development / Page # 8	37 . Digital Signature facility	1. We assume that required hardware and software for digital signature will be provided by IPA. Kindly confirm.	1. 20 Nos of Digital Signature will be provided by Vendor.
20	Phase II : Web Development / Page # 8	38. ISA Mobile Apps (Member Login. ISA Live Broadcast. Best Practices Videos)	1. Please provide detailed requirement for ISA Live Broadcast?	1.Complete system along with infrastructure required for live webcast.
21	Phase II : Web Development / Page # 8	39 . Website would be under 1-year warranty (post go live) and after warranty, 3 years Annual Maintenance Support with 24 x 7 x 365 days' website updating and maintenance support including backup/restore and disaster recovery.	1. We assume that Warranty and Annual Maintenance Support will be provided from Bider's location and there is no need to deploy onsite resource for this. Kindly confirm.	1. Application/Software Support / Infrastructure Support: Onsite/Offsite model will work.

22	Phase II : Web Development / Page # 9	49. Cyber audit from time to time when any modification / up gradation in coding/design is done and also any vulnerability is reported by cyber security division of NIC (hosting agency).	<p>1. We assume that the cost for Cyber Audit (Security Audit) will be borne by ISA. Kindly Confirm.</p> <p>2. If bidder has to bear the cost for Security Audit then please let us know total number of security audit should we consider for each year during warranty and support period?</p>	Kindly see S.No 5
23	FINANCIAL BID FORMAT / Page # 19		1. We didn't find any line item for Hardware and Other Infrastructure in Financial Bid Format. Please let us know, do bidder have to delivery hardware / OS infrastructure also along with Website and ERP?	Implementing IT infrastructure with data center, networking and implementing ERP forms part of first item of 'item description' in Financial Bid Format
24	FINANCIAL BID FORMAT / Page # 19		1. We didn't find any line item for ERP & Other Applications in Financial Bid Format. Please let us know, do bidder have to delivery ERP and Other Applications also along with Website?	Yes
25	Phase III: ERP & other Application / Page # 9	Database Management: For data storage, processing and retrieval by higher application systems	<p>1. Which database (Oracle / MS SQL Server etc.) you are looking for? Please also provide version / addition (Standard / Enterprise etc.) for the database.</p> <p>2. Kindly provide hardware configuration (No. Of Servers, No. Of Core per Server ... etc.) and architecture (DC / DR ... etc.) so that we can factor license cost of database.</p>	<p>1. Oracle</p> <p>2. Provide best hardware configuration solution as per your expertise.</p>
26	Phase III: ERP & other Application / Page # 9	<p>Project / Program Management</p> <p>Finance and Accounts Management</p> <p>Management Information System (MIS)</p> <p>Decision Support System (DSS)</p> <p>Work Flow Management</p> <p>Document Management</p>	<p>1. Please provide detailed scope for each feature and functionality under these modules.</p> <p>2. Also provide workflow for each feature.</p> <p>3. Kindly provide formats for input forms and sample reports for better understanding.</p>	All define module are part of ERP. Firm will be customize the module based as per ISA requirement.

27	Phase III: ERP & other Application / Page # 9	Global Enterprise resource Planning (ERP) Solution (like 'ATLAS' which is an Oracle ERP, in UNDP) ERP based Integrated Information System (IIS) Architecture	<p>1. Are you looking for ready product (COTS) or vendor can suggest custom development also?</p> <p>2. If you are looking for COTS then any specific product you are looking for? If yes, then please let us know the required product.</p>	<p>1. COTS Product</p> <p>2. Oracle based ERP Solutions (Like 'ATLAS peoplesoft Oracle')</p>
28	Phase III: ERP & other Application / Page # 11	Installation of HRMS & Finance package with configuration and implementation.	<p>1. Do we need to implement / install ERP and other Applications at Single Location (Within India) or it will be at multiple locations?</p> <p>2. If multiple locations then please provide list of all locations where we need to implement / install ERP and other applications?</p>	ISA Secretariat, Gurugram, India
29	Phase III: ERP & other Application / Page # 11	Data Migration	<p>1. Do we need to migrate any existing data?</p> <p>2. If yes, then please provide reply on below points.</p> <p>2.1. In which format data will be available (Hard or Soft)?</p> <p>2.2. If soft, then what will be the quantum of data (in GB)?</p> <p>2.3. If data entry work is also involved then please provide number of pages to be entered manually.</p> <p>2.4. If scanning is also involved then please provide size wise (A4 / A3 ... etc) number of pages to be scanned.</p>	<p>1. No</p> <p>2.4. Approx 10000 Page and Around Approx 3000 Legal size i.e Green Sheet and 4000 A4 size. (Firm will do scanning work)</p>

30	Phase III: ERP & other Application / Page # 11	Training on ERP Application and Technology (including Oracle Database & Oracle Technical) to all level of users (Core Users, End Users etc.) with submission of User Manual, System (Database and Technical) Manual.	<ol style="list-style-type: none"> 1. Total how many users need to be trained? 2. How many different types of users need to be trained? Please provide types of users and number of users for each type. 3. What will be the batch size for each type of users? 4. We assume that training infrastructure will be provided by ISA. Please confirm. 5. How many times training will be required to provide during entire project tenure? 6. What will be the location for training? Please provide list of all locations where training need to be provided. 	<ol style="list-style-type: none"> 1. 30-50 users 2. 3-4 types of users. (Based on ERP Modules) 4. Yes (ISA will provide office space) 5. One induction training and 2 to 3 ERP training. 6. ISA Secretariat ,Gurugram,India.
31	Proposed Website Map / Page # 13	Infopedia/ Country Counter: Energy Sector: Content & Data	<ol style="list-style-type: none"> 1. What kind of data need to be managed and displayed on the website. Please provide sample data. 	Content,PDF,Images,Video,Links etc.
32	Proposed Website Map / Page # 13	Renewable Energy Potential: Physical Potential, Solar Potential, key figure.	<ol style="list-style-type: none"> 1. We assume that this will be content page only and there will not be any dynamic module. 2. If dynamic module is required, then please provide detailed functionality. 	Both Static and dynamic Details/clarification can be provided during development phase.
33	4. Proposal format / Page # 13	4.3 Infrastructure & Manpower: (Weightage for evaluation 25/100)	<ol style="list-style-type: none"> 1. Total how many CVs need to be submitted? 2. Please provide number of CVs to be submitted per resource type. 3. Please provide minimum qualification and minimum experience required for each type of CV. 4. Please provide format for CV. 	Vendor to propose.
34	4. Proposal format / Page # 13	4.4 Understanding of the Regulatory framework: (Weightage for evaluation 15/100)	<ol style="list-style-type: none"> 1. Please provide format for submission of this section. 	As per GFR (ISA Website--> About-->ISA Prospective Member Countries)

35	7. Evaluation process / Page 15	7.1 Qualified/interested Tier-II Tier-1i IT Firms (a plicants), will be required to make a detailed presentation in respect to their Proposal before a Selection Committee on a date to be notified at ISA website <www.isolaralliance.org > at ISA Secretariat, Surya Bhawan, NISE Campus, Gwalpahari , Gurugram-122003.	1. What is expected in Presentation. Please provide agenda / points to be covered in presentation.	Understanding of Scope Specifications implementation Methodology Capacity/Strength Past Experience Project Management metrix etc..
36	4. Proposal format / Page # 13		1. We don't find any format for the documents to be submitted. Please provide formats for each point (4.1 to 4.6)	Work Order
37	Additional Cost: / Page 21	Payment Terms : All AMC payment will be released on the successful completion of the agreed period after due verification by authorized official (s) of ISA.	1. Please clarify payment terms for AMC.	As per the document
38	Phase I: IT Infrastructure / Page # 6	Hardware Establishment and end to end infrastructure maintenance i.e. , Secure LAN, Data Server	1. Supply of Hardware Infrastructure is part of this project or Department already having Hardware Infrastructure and partner have to implement / install the hardware as per ISA Requirement 2. If we have to provide hardware, Please Provide Concurrent users and detailed specifications for hardware. Please also clarify what are the hardware infrastructure required in terms of technology i.e. Server, storage, firewall, rack, network switches, rack, ups etc. and quantity of each items	yes vendor need to provide all HW/SW and establish end to end infrastructure & networking along with support/maintenance.
39	General	Submission Date	1. We request you to give atleast 10-12 working days time to submit the bid after we receive clarification on our queries.	
40	Page 8, Point No 38	ISA Mobile Apps	1- We assume that Mobile Apps is also part of scope of work .Kindly clarify Scope of work of mobile apps . 2- We assume Mobile Apps will be develop in Android,Windows and Ios plateform. Kindly Confirm.	Yes it should be platform independent

41	Page 6 Phase 1:	IT Infrastructure	<p>1- We assume that Hardware & Operating Software will be provided by ISA and firm will be install,Configure & Maintain the Infrastructure.Kindly Confirm.</p> <p>2- If firm will be provide the Hardware, Kindly provide the list of Hardware,No of Hardware (i.e Desktop,Printer etc..)</p> <p>3- Kindly provide the no of cabling point and year to year of growth of cabling point.</p> <p>4- Kindly provide the list and configurations of server of data centre setup.</p> <p>5-Who will be provide the network connectivity ISA or Firm.Kindly provide the architecture of network connectivity.</p>	See earlier answers for more clarification.
42	Phasel : IT Infrastructure - Page No. 3 - Point No. I	Implementation and commissioning of hardware and software.	<p>Is Hardware procurement will be done by ISA or it will be in scope of Vendor? If hardware procurement is in scope of Vendor then following details are to be provided and will require further detailed discussions for clarifications.</p> <p>1. Power backup (UPS) will be taken care by ISA or Vendor?</p> <p>2. Laying of LAN infrasture will be in scope of Vendor or not? If in scope then provide details about area, number of nodes etc.</p> <p>3. Specify number of Desktop required.</p>	Power backup can be taken care by ISA, See earlier answers for more clarification.
43	Phasel : IT Infrastructure - Page No. 3 - Point No. II	Install all the servers and operating system in ISA in high availability cluster configuration.	Does ISA have existing data center and disaster recovery site or new setup of both will be in scope of this RFP? If Data Center and Disaster Recovery site needs to be setup then specific details required.	No Data Center for ISA
44	Phasel : IT Infrastructure - Page No. 3 - Point No. VI	Install rack, Network switches, KVM switches, and console etc. in all the locations.	Please specify the number of locations.	Single location
45	Phase II : Web Development - Page No. 4 - Point No. 22	Dynamic Photo gallery / Video Management system ...	Let us know the maximum size of Photo and Video content each that will be allowed.	relatively large photo and video files are exoected.
46	Phase II : Web Development - Page No. 5 - Point No. 26	Audio Video Conference ISA using Skype for Business (Office 365 E3) ...	Does keeping back up of these Audio / Video conference facility on central location required? If yes, then for what duration?	We need to keep these backup forever.

47	Phase II : Web Development - Page No. 5 - Point No. 28	Integration with technologies like Payment Gateway ...	Is procurement of payment gateway in scope of vendor?	see earlier answers
48	Phase II : Web Development - Page No. 5 - Point No. 37	Digital Signataure facility	Is procurement of digital signature in scope of vendor? If yes then class of digital signature required and number required.	20 Nos of Digital Signature for now will add more going further.
49	Phase II : Web Development - Page No. 6 - Point No. 49	Cyber audit from time to time ...	Will it be time interval based audit, covering all changes made during that period. For e.g. Audit being done after every six months which will cover all changes being done during that period. Please specify.	see earlier answers
50	Phase II : Web Development		Please specify registered number of users who will be working Web Content Management System application.	Head Quarter - 4 each member country - 2 (121 *2)
51	Phase III : ERP & other applications - Page No. 8	Data Migration	Please specify size of data including audio & video that needs to be migrated.	see earlier answers
52	Phase III : ERP & other applications - Page No. 8	Training on ERP application and technology	Specify number of users and location. Whether it will be at one central location or multiple locations?	around 30 users, single location.
53	Phase III : ERP & other applications		Please specify approximate number of users who will be using ERP application.	around 30 users