



# The Institute of Chartered Accountants of India

(Setup by an Act of Parliament)

ICAI Bhawan, Indraprastha Marg, New Delhi - 110002

## ICAI Clarification on Bidders Queries Received

Particular	ICAI Clarification
1. Is Note Approval process work on location and department specific or accessible to all users who would be part of this application based on roles?	Note Approval is accessible to all users irrespective of Location. The Objective of Proposed Application is to expedite the Movement of Approval papers and Tracking of Application etc.
2. Is Note Approval workflow process be work on inter department? If yes, please provide us role mapping details from (HOD/Committee secretary to President ICAI)	Yes, it is Inter Department. HOD/Committee Secretary would be able to initiate the Approval Note, Whereas Secretary, ICAI, President ICAI can access all the approval note placed by HOD/Committee Secretary.
3. Will there be individual department and Secretary / SME to review the document or only one Secretary / SME role will review all Note.	Only One Secretary would review all Note, SME's May be Different (Legal/Auditor/IT/Accounts etc).
4. Will system display all posted note to all user (who would be part of system) or only location / department assignee?	The Note placed by user to be displayed to respective User Only. Secretary, ICAI & President and Other Board Users should be able to see all the Notes Status.
5. In what cases, Approval / Rejection process would flow to secretary / Vice president / President and both (Vice president to President) level?	This Option would be available with Secretary, ICAI. he will decide and mark the further Approval/Rejection Process.
6. In what cases, Review process would flow from HOD to SME and SME to secretary only?	This Option would be available with Secretary, ICAI. he will decide the Process Flow while Reviewing the Case.
7. What type of user / role would create note?	HOD/Committee Secretary/Regional Heads would create the Approval Note.
8. What type of user / role would access the report section?	Secretary, ICAI & President and Other Board Users should be able to see Report Section.
9. Would user be able to download the report in PDF document?	Excel/PDF
10. What is max file size and format of document / image that will be uploaded by the user?	Approximately 10 MB Size May be restricted
11. Please let us know the total number of user and concurrent user who would access this application.	Initially, approximately 50 users would be accessing the Application. However, Application should be scalable to handle approximately 500 Users.
12. We would propose this application to develop in Open Source technology (PHP & MySQL). Do you have any other preference, please specify	Any Open Source Technology is Ok with ICAI.
13. Is there any security & compliance requirement which need to be factored/ considered?	Yes, Application Should be secure and only authenticated users should be able to see the Date. There should not be any provision to alter the Data/Documents. System should maintain the Log/Trail at Every Stage.
14. Any integration with other internal/external application?	No

15. Do you require active directory authentication? If yes, please share the complete requirement.	Active Directory Authentication is not Required. However, if Possible, ICAI would prefer the authentication from any of the existing application.
16. Would you provide SMTP and SSL details in case, deployment on own server?	Yes
17. What is the approx. volume of data to be uploaded on server in a year?	Approximately 10 Applications are being processed on Daily Basis and Average Size of 2 MB.
18. Any training required to the users?	User Manual is required for Admin & Business Users, Whereas One Training Session may be required at Delhi/NCR Location for Business Users. If Bidders is outstation, Online Mode may be arranged.
19. Is there any expectation of Native mobile app or responsive web version would be sufficient for the application.	Responsive Web Version.
20. Please share the formats of the attachments or it is limited to PDF?	PDF, JPG required. Other Formats are Optional (word, excel etc).
21. Other than PDF, any other document format for preview mode before downloading is expected?	PDF, JPG
22. What would be the scope of Functional prototype, is its complete scope of application or limited, please share the details of limited scope for prototype	The Functional Prototype/Design may be Part of Workflow if It Gives understanding of Complete Workflow.
23. Is there any historical data that needs to be migrated in the application	No
24. What availability (uptime) is expected from application and infra perspective? Input against this query will decide whether they need HA & DR or not?	ICAI would prefer the Amazon Cloud, Bidders application should have uptime of 98%. Bidders need to ensure the HA & DR. End to End Cloud Server, Application Maintenance is part of AMC Scope of Work.
25. Is it mandatory to have cloud environment (cloud services) in India datacentre only?	ICAI would prefer Amazon Cloud Only, it may be in India or any other location.
26. Is there any security & compliance requirement which need to be factored/ considered on cloud environment? Be it @ Infra or @ application side.	ICAI would prefer Amazon Cloud Only. The Cloud Application to be certified for security compliance.
27. Any SSL implementation required, if yes, bidder shall consider the cost of SSL and implementation in the scope or ICAI would provide SSL certificate	SSL implementation is not required as of now. If ICAI require in future, either ICAI would pay the Cost or if paid by Bidder, ICAI
28. What is the AMC period?	For Commercial Bid, Bidders need to quote the Price for 1 year. The AMC Pricing would be applicable for 3-year Period. After 3 years, Contract may be extended for the period of another 3 years on Mutual Consent.
29. How do we share the cost of AMC, Monthly or yearly basis?	Yearly Basis.
30. Cloud Infrastructure management shall be the part of AMC or only the application to be the part of AMC?	Yes, Cloud Infrastructure management shall be the part of AMC
31. We would like to know whether ICAI has any preferred RDBMS for the Project or Vendor can submit own RDBMS.	Vendor can submit its Own RDBMS. ICAI will prefer Open Source.

<p>32. <b>Section:</b> A. Existing SOP for Note Approval Process in ICAI (Page no. 1)  <b>RFP:</b> As per Existing practice, ICAI Departments/Committee, Regional Heads are required to submit Office Note, Proposal or Agenda Item for approval of Competent Authority. Currently, Physical Documents or Scanned Documents via Email (For Special Cases) mode is being used for same. Department HOD/ Committee Secretary need to Submit the Note along with all required supporting documents background details, history of the matter. Previous decisions etc.  <b>Clarification:</b>  A. How many Users will use the system?  B. How many Departments will be using the system?  C. We assume that 5 Regional Heads will be using the system along with other users?</p>	<p>A. Initially, approximately 50 users would be accessing the Application. However, Application should be scalable to handle approximately 500 Users.  B. Initially, approximately 50 Departments would be accessing the Application. However, Application should be scalable to handle approximately 100 Departments.  C. Initially, 5 Regional heads would be placing the Note for Approval for Head office. however, Application may be extended with new Scope in Future.</p>
<p>33. <b>Section B.</b> Proposed Process for Note Approval in ICAI (Page no. 2)  <b>RFP:</b> Online Web System: System should be accessible on Internet, where user have option to attach Scanned Document from Desktop Machine, Option to attach the Image from Mobile.  <b>Clarification:</b> The application should be Mobile compatible only and no Mobile App is in scope?</p>	<p>Mobile Responsive Version is Required.  Mobile Application is not included in this Scope.</p>
<p>34. <b>Section:</b> B. Proposed Process for Note Approval in ICAI (Page no. 2)  <b>RFP:</b> Reporting: User should have dashboard where all note assigned to him should be visible and user can generate report on different parameters Dates, Note Status, Title, Note Type, Urgency nature, Department or Business User etc.  <b>Clarification:</b> How many types of Reports can we expect?  Will the Reports be user specific reports?</p>	<p>For Board Members: Option to download the Status Report in CSV/Excel for all Notes/Cases.  For User: Option to download Status Report for User Respective Reports Only.</p>
<p>35. <b>Section:</b> B. Proposed Process for Note Approval in ICAI (Page no. 2)  <b>RFP:</b> Search &amp; Filter: Processing User should have option to search/Filter note based on the parameters defined and processing accordingly.  <b>Option:</b> By Processing User – does that includes the User who is submitting the Note?</p>	<p>Processing Users ( Secretary, ICAI, SME, President ICAI and other Board Members)</p>
<p>36. Section: B. Proposed Process for Note Approval in ICAI (Page no. 2)  RFP: Record: All Processed Note items would be stored in Online Cloud for record Purpose. The User may search the note/item and refer the same for future purpose.  Option: What will be approx. size of the Notes which will be stored on cloud?</p>	<p>The Average Size of the Note would be approximately 2 MB.</p>
<p>37. Section: B. Proposed Process for Note Approval in ICAI (Page no. 2)  Provision to display the Form and Attachments in Same Application Screen. A. What can be the approx. size of the attachment required?</p>	<p>A. The Average Size of Attachment would be approximately 2 MB.  B. File Type would be PDF, JPG only. However, Other Options may be provided.</p>

<p>B. What will be the file type which will be allowed as attachments?</p>	
<p><b>38. Section:</b> B. Proposed Process for Note Approval in ICAI (Page no. 2)  <b>RFP:</b> Vendor need to develop the Functional Prototype/Design for approval of ICAI.  A. We need to submit working prototype showing a part of the workflow or entire workflow?  B. Can we provide HTML pages/Wireframes displaying the flow?</p>	<p>A. The Functional Prototype/Design may be Part of Workflow if It Gives understanding of Complete Workflow.  B. Yes</p>
<p>Section: B. Proposed Process for Note Approval in ICAI (Page no. 2)  RFP: The proposed business process flow (High Level) is mentioned below for reference.  A. There are 2 Approval Note diagrams mentioned. Is there any specific reason for that?  B. We assume that when the Note is approved or rejected then the user will be notified and would be able to see the same on his dashboard only?  C. For system communication SMS &amp; Email Gateway will be integrated with the portal, who will procure these gateways? ICAI or The Bidder.</p>	<p>A. It was Typo Error, It has been removed in Updated Document.  B. Notification is Dashboard and Email Notification.  C. ICAI Would facilitate SMS &amp; Email Gateway already available with ICAI.</p>
<p>Section: General  About training to be imparted to the users  • Any training required to the users? If Yes, then will it be held only in Delhi/NCR location or other locations too?</p>	<p>User Manual is required for Admin &amp; Business Users, Whereas One Training Session may be required at Delhi/NCR Location for Business Users.</p>
<p><b>Section:</b> Delivery Timelines  <b>RFP:</b> Within 30 Calendar days from the date of Issue of PO  <b>Clarification:</b>  30 days is timelines for development of portal, or it includes prototype approval and portal launch both? Please clarify.  • If it is including prototype approval &amp; portal launch then we request you to please extend the timelines for another 1 month as typically, during the prototype approval there may be a possibility to work on the inputs received by the authority and then it will take multiple rounds of reviews to get finalized.  • We can initiate portal development only after finalization of design. Hence, we need min. 1 months' time for software development</p>	<p>Timelines for Development of Portal is 30 Days post issuing PO. The Approval of Design would happen in 2-3 Days, in case there is delay in Design Approval from ICAI the delay is excluded in Development Timeline of 30 Days.</p>
<p>Should the approval workflow be configurable from the User Interface (Admin Panel)?</p>	<p>Yes, this is required as Optional Feature.</p>
<p>Can a note have multiple attachments?</p>	<p>Yes</p>
<p>Do you also need an option to add an attachment in approval/rejection comments?</p>	<p>Yes (Optional).</p>