

**Minutes of the Pre bid meeting conducted for Development & maintenance of
SHAPHARI certification portal (website and mobile app) for MPEDA on 23.06.2025
through VC**

A pre-bid meeting was conducted on 23.06.2025 at 03:00 PM via video conferencing for the Request for Proposal published on the CPP Portal regarding the development and maintenance of the SHAPHARI certification portal (website and mobile app) for MPEDA.

The attendees of the meeting are listed at Annexure I and Corrigendum of tender is attached as Annexure II.

Representatives of various agencies participated in the discussion; put forth queries which were discussed and clarified as below:

Sl. No.	Query raised by	Clarification sought	MPEDA's Remarks
1.	Mr.Abdeali Chandanwala, M/s. Softlancer Solutions	If a rejection happens at any level by the field officer or the CC (Certification Cell) or the auditor, will the application go back one level back or will it be completely rejected?	During the initial stage of application submission, the field office in charge or Certification Cell in charge shall have the provision to send back the application to the applicant to seek clarifications, if any. Once an auditor gives the report and raises any non-compliances to the unit through the Certification Cell, the unit must rectify and submit documentary evidence. For rejection of an application, the auditor will have to forward it to CC to reject, mentioning the reason for rejection.

	Is there any provision for submitting the NCs for rechecking and resubmission in case of any shortcomings?	Yes, a provision shall be given to the applicant to rectify/ resubmit only once.
	What is the method of payment whether it is online or offline or both	It is completely online
	What will be the average no of applications per month?	30 hatchery applications and 150 farms applications per year initially
	Whether one user can submit multiple applications?	Yes. The application is considered entity wise and not user wise.
	What is the process of intimation to the applicant by each step?	SMS and Email
	In the BOQ, you have asked for yearly service amount, that is AMD amount to be filled up and as per RFP PDF it is said that whatever in the quarter the work is done it will be paid accordingly?	The payment for the development and launch of the portal will be made as per the milestones defined in the document. For AMC, it will be on a quarterly basis, subject to satisfactory completion of works and change requests given by MPEDA during the quarter, if any.
	Is mobile app required for iOS platform ?	Yes, mobile application required for both android and iOS
	Any payment gateway preference, like do you have your own payment gateway which we need to integrate?	Payment gateway service will be facilitated by MPEDA.

			MPEDA has an accounting software. The detail of the payment is to be integrated with accounts software through APIs
		It is mentioned in the RFP that, the bidder should have executed minimum one project worth Rs. 20 lakhs in the last 3 years OR Two projects each worth Rs. 15 lakhs in the last 3 years. As a startup company are we eligible to get exemption from this?	Please refer Corrigendum at Annexure II
		Is multiple languages like Hindi, Telugu will be required on the website or only English needs to be there?	Hindi and English
		After certification whether this data will be common public whoever those wants?	Yes, Details of Certified units shall be viewable to public
2.	M/s. Simple Logic IT Pvt Ltd	Whether any classification for hatchery operators/ farms?	The entities are separate. MPEDA maintains an enrolment database for farms and hatcheries, and these entities are provided with Unique enrolment IDs. A verification of enrolment status is suggested for units applying in Shaphari portal through API.
		Is this platform open for all?	Yes. But subject to verification for farms and processors.

			In case of farms, it is mandatory to have MPEDA enrolment ID.
		Who will verify or review the application submitted by the applicant?	The field offices of MPEDA will verify the documents submitted by the applicants and recommend to the Certification Cell. Later auditor(s) will physically visit the farms or hatcheries, submit report, and upload necessary images and documents. For hatcheries, lab testing is involved. The samples will be sent to designated labs and the test results entered in Lab software will be received in SHAPARI portal through APIs.
		Travel plan of auditors?	Auditors will submit their travel plans to the Certification cell at the head office, for making necessary arrangements for their travel by Head Office.
		What is the limit for resubmission of non-compliances (NCs)?	One chance can be given for resubmission, and the auditor will decide based on the reply received from the applicant. For hatchery, if one fails to respond to NCs on time, they can request for an extension.

		Please clarify what does the surveillance audit include? As we already have both the committee-level audit and the initial audit, what is the intended purpose or added value of the surveillance audit?	The whole audit process is defined as per the standards (guidelines) of the certification. As per the standards, after certification audit, it must undergo four surveillance audits which include testing of samples collected from hatchery.
		How auditor will be selected for the audits?	The auditor will be selected randomly by the Certification Cell. Surveillance audit is done by a single auditor. Certification audit is done by a committee.
		Does it mean that the person will have to renew the application every year?	Validity of the certification is for 2 years. During the valid period, the hatchery will be subject to surveillance audit/s based on the score attained by the hatchery. When a hatchery has scored more than 80, surveillance audit is limited to 1 (one) per year and if the score is retained, the hatchery is eligible for renewal.
		Is the TA claims submitted by the auditors to be verified or it is just put up the request without verification what is the process?	There shall be a provision for the auditor to submit TA claim. Further it will be downloaded and processed separately. Upon release of payment, a provision to record the payment amount disbursed

			and intimating the auditor will be useful.
		In the RFP it is mentioned that The Bidder must have experience in software development of at least 2 (two) similar projects in internationally reputed private organizations in the last 3 (three) years? Will you consider domestic project experience?	Similar projects done for reputed private organizations will be considered.
		Once the certification is complete, the respective initiators should be displayed in the raw material section, right?	The parameters to be captured for Raw material suppliers and Processors will be finalized later. Basically, the raw material suppliers, processors or exporters who procure from certified units will specify the quantity, date of purchase, size etc.
		Verification of processor with registration module, So what do you mean by verification? Do you need any approving on something over here?	In other applications developed by MPEDA, users can log in only using the registered user ID and password from the registration data. The same is to be maintained in case of Exporters and processors.
		What are all the data should be projected in the admin dashboard?	Standard dashboard is required. Dashboard and any reports are to be provided with the data available in the system at any time as per the requirement of MPEDA.
3.	Mr. Piyush Attri M/s. Sajal Tech	In point #1 of 3.3.4 (a) Technical Capacity, it provides exemption	There is an exemption for startup and MSME. The

	Solutions Pvt Ltd	for MSMEs and startups. However, point #2 does not mention whether the requirement for the bidder to have experience in at least two similar software development projects is also exempted. Could you please clarify if this requirement is also waived for MSMEs and startups?	technical evaluation scoring pattern is mentioned in the RFP.
4.	Mr. Sanjeev M/s. Perfect Ergonomics Pvt Ltd	Is the existing farm and hatchery database need to be migrated?	Presently, the Certification process is carried out manually. Provision shall be given to include the applications under process and certified entities in the new portal, appropriately. Please refer Corrigendum at Annexure II
		How should the applications be processed and how many regional and sub regional divisions in MPEDA? Whether the jurisdiction should be mapped in the site?	There are 11 regional and sub regional divisions in MPEDA, which are associated with the Certification programme. Yes, the jurisdiction should be mapped. When the applicant submits application, based on the district/state and jurisdiction of the MPEDA offices, it should be assigned to concerned RD/SRD.
		Which other APIs should be integrated while developing the portal and mobile app?	1. Farm Database – for Farm for Hatchery Verification 2. Hatcheries database – Verification

			3. Registration database – for Exporter and processor Verification 4. LIMS (Lab software) – for lab test results 5. Accounts module – API required from SHAPHARI system for generating Bank Receipt vouchers.
		Do you need some kind of Geo tagging also for mobile app?	Yes. For the auditor to capture the location of the entity and capture photographs of the entities
		What are the things which need to be dealt with at portal level and what are the things for a mobile level?	Mobile app shall be available for hatchery, farm, Raw material suppliers, processors, exporters and Auditors Web portal- All provisions in mobile app plus Certification cell, Field office, Admin and senior officials of MPEDA
5. E	Mr. Dennis Varghese M/s. Corbel Business Applications	When preparing the financials for developing the Android app, iOS app, and web portal, we can reduce the cost by segregating the components—identifying which features are required for mobile only, which are common to both, and which are specific to the admin portal	-do-
		Whether EMD amount exempted for MSME or startups?	Yes, it is mentioned in the RFP

6.	Mr. Nishant Kumar, M/s. Infoque Solution (OPC) Private Limited	Is there any certification required like security audit or STQC?	Yes, security audit is mandatory, and the developer will bear the cost for the web security audit before hosting. Subsequent audit cost will be borne by MPEDA, but the developer will have to provide technical support.
7.	Mr. Bhavin Makwana, Rysun Labs Private Limited (Received by email)	1. Please confirm if development of both Android and iOS native /Hybrid apps is mandatory or if a Progressive Web App (PWA) is acceptable? 2. Please confirm if MPEDA has existing API specs/gateway credentials or bidder must configure and license these services. 3. Hosting in NGC or MeitY Cloud-Will MPEDA provision the infrastructure or is the bidder expected to provision and include infra costs in the financial bid? 4. Should we design one common admin panel or separate ones for each module/user role?	1.Mobile app in Android and iOS are mandatory, as mentioned in the RFP 2.API s which need to be given from the other applications will be provided. Payment gateway service will be facilitated by MPEDA. 3. MPEDA will identify MeitY empanelled Cloud service provider and pay for the server cost. Agency need to provide the server specifications during development stage, deploy and manage the application. 4.Standard dashboard is required. Dashboard and any reports are to be provided with the data available in the system at

			any time as per the requirement of MPEDA.
		5. Kindly confirm if the mobile app is expected to work in offline mode (e.g., for data entry by field officers) and sync later when online.	5. That functionality is welcomed.
		6. Please clarify whether the system is expected to facilitate actual payment disbursal through integration with platforms such as PFMS or bank APIs, or if it is limited to tracking and recording payment-related information only.	6. No. There shall be a provision for the auditor to submit TA claim. Further it will be downloaded and processed separately. Upon release of payment, a provision to record the payment amount disbursed and intimating the auditor will be useful.
		7. Please clarify whether the system should validate the authenticity of the certified farm and processor entries in real-time (e.g., through auto-matching with the certification database), or will this be a manual validation? Also, is the chain of custody expected to be tracked end-to-end in the portal	7. Validity of entries need not be validated in real time initially. The chain of custody is expected to be tracked end-to-end in the portal.

		8. Please confirm whether the farm database and its API are already available. If yes, kindly share its API specification or sample responses. If not, who will develop/provide this API? 9. Is integration with Aadhaar/e-KYC or any identity verification system required for user onboarding (farmers, auditors)? 10. Kindly specify the time period (in days) allowed for auditors to accept/deny the audit assignment 11. Kindly confirm whether the digitally signed certificate must be integrated with a Government-approved Digital Signature Certificate (DSC) provider or if a simple PDF with image-based signature is sufficient. If DSC is required, who will procure the DSC (MPEDA or bidder)? 12. Please confirm the number of distinct user roles and whether each role will have a custom	8. Required APIs will be provided during the development phase. 9. No aadhaar or eKYC verification but user entity is required to be verified with the enrolment database of MPEDA 10. This shall be conveyed during SRS stage 11. MPEDA will procure Government approved DSC which needs to be integrated with the application. 12. FOI, FO, CC Officer, CC Incharge, JD, Director, Auditor,
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		dashboard and permissions. Is role management required from the admin panel?	Farmer, Hatchery operator, Processor, Ram material supplier. Permissions shall be as per user role. Admn shall be given user management option and Dashboard shall be accessible to senior officials too.
		13. Will the system require automated tracking and alerts for NC closure timelines? Is escalation workflow needed if deadlines are missed?	13. Yes
		14. Certification final approval involves JD(Trng/Aqua) and Director. Will this approval be through the same system (workflow approval UI), or manual upload of signed files?	14. Approval shall be through the same system.
		15. Kindly clarify the exact scope of the mobile app — is it expected to support full user journeys (application, audits, reports, certification) for all stakeholders (e.g., Farmer, FO, CC Officer, etc.), or is it a limited version (e.g., for viewing status, notifications)?	15. The app shall support user journeys.

		16. Please provide details of the current hardware/software environment in use (if any).	16. The proposed application is a new one. Presently, the Certification process is carried out manually. Provision shall be given to include the applications under process and certified entities in the new portal, appropriately. Please refer Corrigendum at Annexure II
		17. Please confirm if MPEDA has any preference or recommendation for the technology stack (e.g., programming languages, frontend/backend frameworks, database engines) to be used for the portal and mobile app	17. No
		18. The Bidder must have experience in software development of at least 2 (two) similar projects (including traceability system or auditing for product or process certification, Generation of Digitally signed certificate, Payment Gateway, SMS & Email integration, and API integration) in State/ Central Government organizations/	18. Please refer Corrigendum at Annexure II

		Autonomous bodies/ public sector undertaking/internationally reputed private organizations in the last 3 (three) years. -Request to change it to 8 years	
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Based on the discussions during the pre-bid meeting, suggestions received and further internal discussions at MPEDA, it was decided to issue Corrigendum to certain clauses in the tender document. Accordingly, the Corrigendum has been prepared and placed at Annexure B. It may be noted that, the Corrigendum document is supplementary to the tender document and will form part of the tender document. The meeting concluded at 04:15 pm.

List of Participants

1. Mrs. Neenu peter, Deputy Director (Aqua & EDP i/c)
2. Mrs. Usha Singh, IT Consultant, MPEDA

List of Bidders participated

1. Mr. Bhavin Makwana, M/s. Rsyun Lab Pvt. Ltd.
2. Mr. Atul Agnihotri, M/s. RustyStick Technologies LLP
3. Ms. Sadhana, M/s. Simple Logic IT Pvt Ltd.
4. Mr. Abdeali Chandanwala, M/s. Softlancer Solutions
5. Mr. Nishant Kumar, M/s. Infoque Solution (OPC) Private Limited
6. Mr. Dennis Varghese, M/s. Corbel Business Applications
7. Mr. Piyush Attri, M/s. Sajal Tech Solutions Pvt. Ltd.
8. Mr. Sanjeev Kumar, M/s. Perfect Ergonomics Pvt Ltd.

**REQUEST FOR PROPOSAL (RFP) FOR DEVELOPMENT & MAINTENANCE OF
SHAPHARI CERTIFICATION PORTAL (WEBSITE AND MOBILE APP) FOR MPEDA**

CORRIGENDUM

Date: 04/07/2025

With reference to the RFP published on 19.6.2025 in CPP portal and subsequent pre-bid meeting held on 23.6.2025, a Corrigendum is hereby published supplementary to the tender document and will form part of the original tender document.

Sl. no.	Page no.	RFP Para	RFP Clause	Revised RFP Clause
1	8	3.2 Scope of work	Insert point (xviii)	Currently, the certification process is conducted manually. The new portal must provide functionality to incorporate both ongoing certification applications (about 280 farm applications and 35 hatchery applications) and already certified entities (32 entities), ensuring their appropriate integration and representation within the system.
2	9	3.3.4 (a) Technical Capacity	The Bidder must have experience in software development of at least 2 (two) similar projects (including traceability system or auditing for product or process certification, Generation of Digitally signed certificate, Payment Gateway, SMS & Email integration, and API integration) in State/ Central	The Bidder must have experience in software development of at least 2 (two) similar projects (including traceability system or auditing for product or process certification, Generation of Digitally signed certificate, Payment Gateway, SMS & Email integration, and API integration) in State/ Central Government organizations/

			Government organizations/ Autonomous bodies / public sector undertaking / reputed internationally reputed private organizations in the last 3 (three) years.	Autonomous bodies/ public sector undertaking/ reputed private organizations.
3	10	Sl. no. 2 of 3.3.4 (b) Financial Capacity	Insert	Note: The bidders who are currently registered with MSME or Startup as recognized by Department for Promotion of Industry and Internal Trade (DPIIT) shall be eligible for exemption from this point.
4	18	1B of 3.5.4 Technical evaluation & Scoring pattern (Technical bid & presentation)	Similar Project Experience: Number of similar projects (including traceability system or auditing for product or process certification, Generation of Digitally signed certificate, Payment Gateway, SMS & Email integration, and API integration) in State/ Central Government organizations/ Autonomous bodies/ public sector undertaking / reputed internationally reputed private organizations, during the last 3 financial years	Similar Project Experience: Number of similar projects (including traceability system or auditing for product or process certification, Generation of Digitally signed certificate, Payment Gateway, SMS & Email integration, and API integration) in State/ Central Government organizations/ Autonomous bodies/ public sector undertaking/ reputed private organizations.

Secretary, MPEDA