

Response to pre-bid queries for RFP of Selection of agency for Development and Maintenance of webportal Of Gujarat Institute of Disaster Management (GIDM), Gandhinagar (Tender No:- SW18102017149)

Date: 06/11/2017, Time: 01:00 PM Onwards

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarified by GIDM/GIL
1	Point 2.4, Page 10	Bidder should have completed/ongoing at least three projects of Webportals (Excluding Hardware and Manpower) each of value more than 10 lacs till the date of submission of the bids. Out of three projects at least one project has to be in the Government sector of contract value more than Rs. 10 lacs.	Please change the clause as "Bidder should have completed/ ongoing at least three projects of Webportals/Mobile App development (Excluding Hardware and Manpower) each of value more than 10 lacs till the date of submission of the bids. Out of three projects at least one project has to be in the Government sector of contract value more than Rs. 10 lacs.	No Change, As per the RFP
2	Point 2.7, Page 10	The bidder should have a support office in the State of Gujarat. If not present, the bidder should establish the same within 45 days from the date of issuance of LOI.	This point restrict the participation of technically qualified bidder like us who does not have presence in Gujarat state. Support can be provided with other medium also when required. So we kindly request you to remove this clause.	No Change, As per the RFP
3			We request you for Exemption from remittance of tender document fees / EMD for the units holding SSI/NSIC Registration.	No Change, As per the RFP
4	28.Payment Schedule, page 27	Payment Schedule Table	The payment during O&M period is not specified. Please clarify?	Payment during O&M period is equal in each quarter, Payment will be divided into 08 Quarterly installments.
5	41.1. Features related, page 35	The Webportal should have Country Corner for all eight Partners countries wherein, they can change/update content themselves as per their requirements. The Webportal should have Content Management System (CMS) through which the Webportal can be change/update by dept. user as well as the country partner' users.	Please clarify why a Country Corner needs to be developed and which partner countries are referred here?	This Clause is removed from the RFP
6	Technical Scope of Work, point 18, page 33	There should be a provision for integration of Social Media	Please clarify if you have any preferences for any social media, eg. Facebook, Twitter, Instagram etc.	No Change, As per the RFP
7	Technical Scope of Work, point 23, page 33	In future, there should be provision for integration of future applications like Document Management System, Leave Management System etc of GIDM with portal to be developed for GIDM. No additional cost will be given for this work.	Please specify the integration platform with other applications and also, will GIDM provide us with the APIs?	It should be platform neutral. API's will be provided by GIDM office.
8	Technical Scope of Work, point 31, page 34	The Web Portal Developer may strive to use Open Source Software to design Web Portal. The use of Open Source Software should be as per the Framework on Open Source Software issued by Govt. of India (https://egovstandards.gov.in/sites/default/files/Published%20 Documents / Framework on OSS in eGov_0.pdf)	The link provided by in the RFP: (https://egovstandards.gov.in/sites/default/files/Published%20 Documents / Framework_on_OSS_in_eGov_0.pdf) is currently not opening.	The Correct Link is http://egovstandards.gov.in/sites/default/files/Policy%20on%20Open%20Standards%20for%20e-Governance.pdf

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9	Technical Scope of Work, point 39, page 34	Multiple Themes: The templates as selected by GIDM should be implemented as Themes so that users can select a Theme out of the available Themes to change the look and feel of the website. The Themes should change the look and feel of the website. There should be an option for random change of Themes automatically.	Please specify if there is any preference as to how many "themes" need to be provided.	It should be at least 3 themes provided by selected bidder
10	SECTION II: INSTRUCTIONS TO BIDDERS (ITB) 2 Pre-qualification Criteria Sr. No. 3	The bidder should have at least 3 years current experience in similar IT projects/solutions.	Sir, we are Gujarat based MSME (IT) company having similar experience and implemented the similar and greater than this required solutions in the Public/ Government sector. We have developed web portal for Disaster Management Unit, Maharashtra We would request you to allow ISO 9001:2015 certification.	No Change, As per the RFP
11		Section II (2) – Pre-Qualification Criteria – Point Number 5 – Here the RFP states that the bidder must have a standard quality certification of CMM level 3 or above	We already have ISO 9001:2008 and ISO 27001 Certifications. Also we have already applied for & are in process of obtaining CMM Level 3 Certification within 2-3 months. Hence we request you to kindly allow the bidders having ISO 9001:2008 & ISO 27001 Certifications and/or those who are already in process of obtaining CMM Level 3 Certification.	As per the RFP Also, please read the clause as "The Bidder must have standard quality certification of CMMi level 3 or above"
12		Section II (2) – Pre-Qualification Criteria – Point Number 4 – Bidder should have completed/ ongoing at least three projects of Web portals (Excluding Hardware and Manpower) each of value more than 10 lacs till the date of submission of the bids. Out of three projects at least one project has to be in the Government sector of contract value more than Rs. 10 lacs.	Kindly consider our request encompassing Govt./PSU with order value of Rs. 7 to 10 Lakhs.	No Change, As per the RFP
13			We have gone through RFP and some questions related are below. • what will be the workflow and functionality of the portal? • Web portal can be compared to any other analytics or any other software?	As per the RFP
14	General	General	1. Do we need to develop the web portal from scratch?	Yes, Bidder need to develop the web portal from the scratch.
15	General	General	1. Kindly share the Total Number and Types of users who will have a access to the proposed website.	There are approx 30-35 users in GIDM with their Roles and Responsibility & public users.

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16	Section V: Scope of Work >> Technical Scope of Work >> Page No. 32	Website with Bilingual Support – English and Gujarati	1. We assume that all the content will be provided by client / department. Please confirm	Yes, all the content will be provided by GIDM
17	Section V: Scope of Work >> Technical Scope of Work >> Page No. 33	In future, there should be provision for integration of future applications like Document Management System, Leave Management System etc of GIDM with portal to be developed for GIDM. No additional cost will be given for this work	1. We assume that Vendor will provide the common Web Service / API to the department and this will suffice the requirement. Please confirm 2. Whenever the proposed portal required to be integrated with any new application the same web-services will be consumed by the new application and that will be the scope of the respective vendor who will develop the new application. Please confirm	As and when required by GIDM
18	Section V: Scope of Work >> Technical Scope of Work >> Page No. 34	Point No 36. Interoperability:	1. Please explain the expected output under this clause.	As and when required by GIDM
19	Section V: Scope of Work >> Technical Scope of Work >> Page No. 33	Point 38. Uniform Design & Style: Website should be developed in a uniform look and feel so that it shows a holistic view to the citizen. Multiple Design and Style templates should be suggested so that GIDM can select multiple templates	1. Kindly share the expected number of templates to be created by vendor.	As and when required by GIDM
20	Operations and Maintenance Support >> Page No. 37	All change request during contract period without any additional cost	1. We assume that these changes are limited to bug fixing, Software / patches updates only and no NEW Functionality or modification in existing functionality will be requested to develop / customize. Please confirm	No change, As per the RFP
21	Training	Training	1. How many persons required training?	approx 30-35 users may required for training including video tutorial.