

**Clarification of queries for RFP for Selection of Agency for Development and Maintenance of Web portal of SAARC Disaster Management Centre (IU), Gandhinagar
(Tender No. SW13092017146)**

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarified by SDMC (IU)/GIL
1	9.1, (Page No.23)	Service provider must deploy the solution at the places specified by SDMC (IU) at the time of the contract and ensure smooth running of that solution. Service provider needs to provide all the necessary things like CD media, etc. at every deployment site for assuring minimum down time of the system.	Where will the application be hosted and Web Portal to be carried out.	Web portal will be hosted on Gujarat State Data Center, Gandhinagar
2	Section V, Scope of Work, point No.3 (Page No.31)	The Web Portal should act as "One-Stop Shop" to get most current, reliable and useful data.	"One-Stop Shop" Clarity needed	A one stop shop is a one single platform where multiple services are offered in single stage; i.e., users can get all the information they need in just "one stop".
3	Section V, Scope of Work, point No.12 (Page No.32)	The Web Portal must be optimized for Search Engines (Meta-tags, Dynamic Link Creations, and Dynamic Titles, etc.) and also search ability within the web portal.	It shows the service provider has to perform SEO. If Yes where we have to quote the price for SEO. Clarity needed	Yes, service provider has to perform SEO throughout the contract period.. The service Provider will quote within this financial bid.
4	Section V, Scope of Work, point No.16 (Page No.32)	The Web Portal should have country corner facility in which each SAARC Member State can update/change/create content based on their requirement. They should have the facility choose how much information would be available for public and authenticated/ authorized users.	Country corner facility clarity needed	Each SAARC member state should have facility to modify the template and access rights to defined classified information and unclassified information. Also they should modified the design of their respective contry corner area without affecting main portal.
5	Section V, Scope of Work, point No.19 (Page No.32)	There should be a provision for integration of Social Media.	What level of Social Media integration is needed? Is Social Media branding required	User should be able to share the selected page though social media services and they should be able to see the information available on Socila Media accounts of SDMC (IU) from Web portal. (re-direction and fetching the feeds from the Social Media Platforms and display it on website)
6	Section V, Scope of Work, point No.26 (Page No.32)	Passwords should not be hard-coded in any Web Portal configuration files or stored in plain text. Passwords should be properly hashed and salted to reduce the effectiveness of password cracking.	Is there any particular protocol to be followed for password security	as per GIGW guidelines mentioned in http://guidelines.gov.in/
7	Pre-qualification Criteria	Bidder should have completed/ongoing at least three projects of Websites (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.	To invite more participation, please change this clause as: Bidder should have completed/ ongoing at least three projects of Websites (Excluding Hardware and Manpower) each of value more than 8 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. 8 lacs. OR 2 Projects of websites each of value more tha 12 Lacs OR 1 Project value more than 15 Lacs	No change, as per the RFP
8	Technical Criteria Sr. No. 2 Experience of Firm Experience in Development of Website in Private Sector.	2 projects of Rs. 10 lacs & above – 5 points 3 projects of Rs. 10 lacs & above – 7 points >=4 projects of Rs. 10 lacs & above - 10 points	To invite more Participation, please change above clause as: 1 projects of Rs. 10 lacs & above – 5 points 2 projects of Rs. 10 lacs & above – 7 points >=3 projects of Rs. 10 lacs & above - 10 points	No change, as per the RFP

**Clarification of queries for RFP for Selection of Agency for Development and Maintenance of Web portal of SAARC Disaster Management Centre (IU), Gandhinagar
(Tender No. SW13092017146)**

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarified by SDMC (IU)/GIL
9	Technical Criteria Sr. No. 2 Experience of Firm Experience in Development of Website in Private Sector. PSU.	1 projects of Rs. 10 lacs & above – 4 points 2 projects of Rs. 10 lacs & above – 7 points >=3 projects of Rs. 10 lacs & above - 10 points	To invite more Participation, please change above clause as: 1 projects of Rs. 10 lacs & above – 4 points 2 projects of Rs. 10 lacs & above – 8 points >=3 projects of Rs. 10 lacs & above - 10 points	No change, as per the RFP
10	Eligibility Criteria	Now: The Bidder must have standard quality certification like CMM level 3 or above	Change: The Bidder must have standard quality certification like ISO OR CMM level 3 or above	No change, as per the RFP
11	Page no. 36	Bidder must host the services from its own testing server in development and testing phase.	Is hosting will be done on the vendor servers or SDC?	Please refer query no 1
12	page no. 6	Important Information (Fact Sheet)	Kindly extend the last date and time of tender Online / Physical submission	No change, as per the RFP
13	Section V: Scope of Work >> Technical Scope of Work >> Page No. 31	Point 5. The Web Portal should be in English	1. We assume that all the content will be provided by client / department. Please confirm	All the content will be provided by SDMC (IU) and upload mechanism should be as per the user level access.
14	Section V: Scope of Work >> Technical Scope of Work >> Page No. 32	Point 16. The Web Portal should have country corner facility in which each SAARC Member State can update / change / create content based on their requirement. They should have the facility choose how much information would be available for public and authenticated/ authorized users	1. Kindly share the total number of Internal Users with their Roles and Responsibility. 2. We assume that this requirement asks for the Two Interfaces. One is for Public and another one is for the official users of SAARC. Please confirm. 3. If above is the case then what functionality will be used by the official users. Please share the list of functionalities.	1. There are approx 30-35 internal users in SDMC (IU) with their Roles and Responsibility. 2. Please refer query no 4
15	Section V: Scope of Work >> Technical Scope of Work >> Page No. 32	Point 19. There should be a provision for integration of Social Media.	1. What will be the scope of the Social Media Integration? (i.e. only re-direction or fetching the feeds from the Social Media Platforms and display it on website). 2. Kindly share the total number of official social media platforms which needs to be integrated in the proposed web portal.	1. Please refer query no 5 2. As and when required by SDMC (IU)
16	Section V: Scope of Work >> Technical Scope of Work >> Page No. 32	Point 24. In future, there is a provision to integrate the new SDMC (IU) web portal to any other applications developed by SDMC (IU). No additional cost will be given for this work.	1. We assume that Vendor will provide the common Web Service / API for the purpose of sharing 'content' 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 SDMC (IU)

**Clarification of queries for RFP for Selection of Agency for Development and Maintenance of Web portal of SAARC Disaster Management Centre (IU), Gandhinagar
(Tender No. SW13092017146)**

S.No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarified by SDMC (IU)/GIL
17	Section V: Scope of Work >> Technical Scope of Work >> Page No. 32	Point No. 25 The Web Portal should have Collaboration and Feedback capabilities to enable the interaction and sharing of ideas amongst the stakeholders of the Website as well as capturing the feedback. Following capabilities should be made available: FAQs Feedback Mechanism Discussion Forum	1. Who will use these modules? Public Users or Official users? 2. How discussion forum will be used in the proposed web portal? Whether it will be used by the Public users or official users of SAARC?	Mentioned modules will be used by Public users and official/authenticated users for public user, one time registration is compulsory.
18	Section V: Scope of Work >> Technical Scope of Work >> Page No. 32	Point 28. The Web Portal should be running on SSL, i.e., HTTP request should automatically get redirected to https.	1. We assume that if the deployment will be done within SDC premises or out-side the SDC in both the cases the SSL will be procured by the department / client. Please confirm	The deployment will be done within SDC premises. SSL already implemented in State Data Center. So, No needs to procure the same.
19	Section V: Scope of Work >> Technical Scope of Work >> Page No. 33	Point No 36. Interoperability:	1. Please explain the expected output under this clause.	Please refer query no 16
20	Section V: Scope of Work >> Technical Scope of Work >> Features related>> Page No. 34	Point 01. The Web portal should have Country Corner for all eight Partners countries wherein, they can change / update content themselves as per their requirements. The Web portal should have Content Management System (CMS) through which the Web portal can be change/update by dept. user as well as the country partner's users	1. Do you want only single Page Information to be displayed country-wise? Same like www.saarc-sdmc.nic.in/maldives.asp or does this requirement calls for the microsite development and management? Please share your thought	No, there is a microsite website development and management of each country. For further information, please refer the clarification of query no. 4
21	Section V: Scope of Work >> Technical Scope of Work >> Features related>> Page No. 34	Point 02. The Web portal should have Video Conferencing facility for the eight Partners countries. The scheduling facility should be there.	1. We assume that client / department will provide the API for Video Conferencing Tool and the same required to be integrated by the vendor. Please confirm.	SDMC(IU) will provide the API for Video Conferencing Tool and the their should be provision to integrate and enable the facility by the vendor.
22	Operations and Maintenance Support >> Page No. 37	All change request during contract period without any additional cost	1. This is open scope, and difficult to estimate efforts. Kindly drop this clause.	No change, as per the RFP
23	Training			Training as per the requirement. However, Service provider will make and submit the Training Video Clip which is share with other contries.