

Clarifications of Queries of Tender for empanelment of agencies for website development of Government of Gujarat

#	Tender Pg. no.	Clause as per Tender	Clarification required	Clarifications by GIL
1.	7	Pre-qualification Criteria no. 3	<p>We want relaxation in your Pre-qualification eligibility criteria point no. 3 that is "Bidder should have demonstrable expertise and experience in developing Static, & Dynamic website. The bidder shall have the experience of website development and related services of at least 5 websites of minimum order value Rs. 5 lacs each." sir last from 18 years we are in website development & IT related business. we worked with many boards and universities as ppp model. In this ppp model we website development and also do the IT related work free of cost. we do this work for Board of School Education Haryana (www.bseh.org.in), Punjab School Education Board (www.pseb.ac.in), Mizoram Board of School Education (www.mbse.edu.in), Board Of Secondary Education, Odisha (www.bseodisha.ac.in) free of cost. now we started work on paid basis for Chaudhary Devi Lal University, Sirsa Haryana (https://www.cdlu.ac.in), Himachal Pradesh Technical University, Hamirpur (www.himtu.ac.in) etc... we are having only two work order more the value of Rs. 5 lacs each. but we are having demonstrable expertise and experience in developing static, & dynamic website.</p> <p>So this is our humble request to you please allow us for showing our services related to website development & IT related business by relaxation in your Pre-qualification eligibility criteria point no. 3</p>	No Change. As per RFP

2.	9.0 Bid Security (Page No. 9)	The bidder shall furnish as security in the form of a Demand Draft of amount Rs. 2 lacs favoring Gujarat Informatics Ltd payable at Gandhinagar.	Request to allow exemption for Earnest Deposit Money And cost of tender fee for the bidders who are registered under MSME-Micro, Small and Medium Enterprises or NSIC – National Small Industries Center as per GFR rule 2017. GFR rule 2017 rule attached below with this letter.	No change. As per RFP.
3.	Section II.A.2 - Eligibility criteria #5 -	Bidder should have ISO 9001:2008 Certification for software/application/website development and CMMi level 3 certification (Preferable).	Can we submit supporting process documents if we have already passed the qualification criteria, but the certificate is yet to arrive?	You need to submit the ISO certificate.
4.	Section III:	Evaluation criteria	Do we need to submit websites developed over past 3 years each or is it fine if we submit websites developed during current year?	There is no matter of which year the website is developed but the website you are submitting shall be live while evaluation of bids.
5.	Eligibility criteria In Pre - Qualification Criteria in Point Number "5"	Bidder should have ISO 9001:2008 Certification for software/application/website development and CMMi level 3 certification (Preferable).	We can consider ISO or CMMI Level 3, Pls Clarify	We will consider ISO 9001:2008 or latest Certification for software/application/website Development
6.	SECTION III: EVALUATION CRITERIA "Score = 4"	Security audit by GIL/authorized CERT-In security auditor If successfully done in first round	Pls clarify	No clarity on what the query is.
7.	SECTION III: EVALUATION CRITERIA "Score = 3"	Security audit by GIL/authorized CERT-In security auditor If successfully done in second round	Pls clarify	No clarity on what the query is.

8.	Page no.7 Point no 5	Bidder should have ISO 9001:2008 Certification for software/application/website development and CMMi level 3 certificate	We request you to change the Pre-Qualification criteria mentioned as below CMMI level 3 or ISO 9001 Certification	CMMI level 3 is preferable not mandatory.
9.	Page no 9 Point no.9.1	The bidder shall furnish as security in the form of a Demand Draft of amount Rs.2 lacs favoring Gujarat Informatics Ltd payable at Gandhinagar.	Request for Exemption for Bid Fee & EMD, The bidders who are registered under MSME- Micro, small, medium scale enterprises or NSIC- National Small Industries Corporation Limited according to the Government of India Rules. Please check the link below for such rules- Rule 2017 given in http://msme.gov.in/sites/default/files/Sch-vol1-151214.pdf-sri.pdf	No Change. As per RFP
10.	-	-	As mentioned 3 website which is supposed to be WCAG 2.0 compliant. Does this sites should be from the 5 websites for which order value is suppose to be 5 lakhs or more?	Not necessary.
11.	-	-	Will our internally developed own websites of company or website with order value less than 5 lakhs be considered under WCAG 2.0 complaint?	Internal website will not be considered.
12.	-	-	Is client certificates confirming year & area of activity required compulsory along with Work order?	It is preferable to have a work order along with client certificate. If not, the client details shall be provided along with work order.
13.	-	-	Most of our clients are from outside India and our transaction is done in US Dollars will that be considered for the website with of order value of 5 lakhs or more?	In such case we will take reference rate of USD of the date of work order from RBI website and calculate.
14.	Bidder should be engaged in website development & IT related business since last three years as on 31.03.2018	Work Orders / Client Certificates confirming year and area of activity.		Query not given....
15.	Bidder must have turnover of at least Rs. 1 Crore in each of the last three financial years as on 31st March 2017 in the business of software/website/web portal development & IT related	1. Provisional / Audited Balance Sheet & Profit/Loss Account of last 3 Financial Years. 2. CA certificate mentioning turnover of software/website/web portal development & related services.	As this is Website Development Empanelment; Turnover should be only from Website/Portals Development Purchase Orders Only.	No change. As per RFP.

	services.			
16.	Bidder should have demonstrable expertise and experience in developing Static, & Dynamic website. The bidder shall have the experience of website development and related services of at least 5 websites of minimum order value Rs. 5 lacs each.	Details of such projects undertaken along with clients work order / completion certificate.	Looking to the requirement of Govt. Website Development Experience; We suggest to ask at least 10 Govt. Websites WO of minimum order value Rs. 5 lacs in last 3 years.	No change. As per RFP.
17.	The bidder shall have the experience of website development and related services of at least 3 websites compliant with W3C minimum WCAG 2.0.	Certificates of W3C minimum WCAG 1.0 compliant by the authorized agency	Websites submitted in point no. 3 have to be compliant with W3C, WCAG 2.0 and should have audited by Cert-in empanelled Vendor.	The bidder shall have the experience of website development and related services of at least 3 websites compliant with W3C minimum WCAG 2.0. Self-Certification has to be attached. It will further be validated by GIL.
18.	Bidder should have ISO 9001:2008 Certification for software/application/website development and CMMi level 3 certification (Preferable).	Certificates	To have better qualitative output we suggest to make ISO 9001 and CMMi Level 3/5 as mandatory pre-qualification requirement.	No change. As per RFP.
19.	Bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat or any of the PSU in the state of Gujarat at the time of bidding.	Certificate/affidavit mentioning that the Bidder is not blacklisted by Government of Gujarat or any of the PSUs in the state of Gujarat due to engagement in any corrupt & fraudulent practices. Self-Declaration Form must be submitted – Annexure IV		Query not given....
20.	Bidder must have at least 10 web developers and 5 Web Designers on its payroll for past one year	HR. Certificate to be attached		Query not given....
21.	Bidder should have its presence in Gujarat. If the	The copy of Property tax bill/Electricity Bill/ Telephone		Query not given....

	Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 45 days from the date of issue of notification of empanelment of web Development agencies.	Bill/G.S.T.-C.S.T. Registration/Lease agreement should be submitted as proof or Undertaking Letter.		
22.	EVALUATION CRITERIA		Three websites proposed in eligibility criteria no. 4 will be evaluated as per the evaluation Criteria mentioned as under. It should be at least 5 Websites to be consider for evaluation.	No change. As per RFP.
23.	SECTION III: EVALUATION CRITERIA	WCAG guideline adherence	Compliant to WCAG 2.0 WCAG 2.0 A or AA should Specify. WCAG 2.0 AA should have max 4 Score.	No change. As per RFP.
24.			As per the eligibility criteria, in pre qualification criteria point 4 it is note that - The bidder shall have the experience of website development and related services of at least 3 websites compliant with W3C minimum WCAG 2.0. and the document required is - Certificates of W3C minimum WCAG 1.0 compliant by the authorized agency.	Self-Certification has to be attached for compliant with W3C minimum WCAG 2.0 AA. It will further be validated by GIL.
25.	EMD Fees submission (Generic)	EMD Fees submission	We request you to allow for EMD exemption for MSME registered companies.	No change. As per RFP.
26.	2. Eligibility Criteria: Pre-Qualification Criteria - 7	Bidder must have at least 10 web developers and 5 Web Designers on its payroll for past one year	Nothing has been mentioned regarding the Years of experiences required for 10 web developers and 5 web designers.	We are concerned with the availability of technical resources as on submission.
27.	2. Eligibility Criteria: Pre-Qualification Criteria - 4	The bidder shall have the experience of website development and related services of at least 3 websites compliant with W3C minimum WCAG 2.0. Documents to be attached: Certificates of W3C minimum WCAG 1.0 compliant by the authorized agency	Please clarify the documents required against this clause. Security Audit/ CERT-IN certificates will be considered?	As above.

28.	2. Eligibility Criteria: Pre-Qualification Criteria - 5	Bidder should have ISO 9001:2008	Allow for ISO 9001: 2008 or higher upgradation certifications i.e. ISO 9001:2015	Yes. Higher certification will be acceptable.
29.	2. Eligibility Criteria: Pre-Qualification Criteria - 6	Bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat or any of the PSU in the state of Gujarat at the time of bidding. Certificate/affidavit mentioning that the Bidder is not blacklisted by Government of Gujarat or any of the PSUs in the state of Gujarat due to engagement in any corrupt & fraudulent practices. Self-Declaration Form must be submitted – Annexure IV	1. Annexure IV has not been provided as the format for Self-declaration. Kindly provide for the same. 2. We assume certificate here refers to declaration provided on a company letterhead	This is part of the AFFIDAVIT (TO BE SUBMITTED PHYSICALLY ALONG WITH EMD & BID PROCESSING FEES) given on page no. 15 of the RFP.
30.		The bidder can be a single entity or a consortium of maximum 2 firms to participate for the empanelment of Web development agencies	There are several small and medium sized companies engaged in web development activities who have the required skill set that matches the department's requirement but lack in terms of annual turnover etc. Similarly there are also companies that meet the required financial terms but may lack in certain technical expertise. Hence if a consortium is allowed it will increase the participation manifold there by giving the department the advantage to empanel financially sound and technically experienced organisations.	No change. As per RFP
31.	Bidder should be engaged in website development & IT related business since last three years as on 31.03.2018	Bidder should be engaged in IT/ITES since last three years as on 31.03.2018 OR Either 1 of the consortium members should be engaged in website development business and the other in IT/ITES related business	If a consortium is allowed cumulative experience of both members must be considered. Alternatively even companies in the IT/ITES field should be allowed participation. This would create competitive bidding.	No change. As per RFP
32.	Bidder must have turnover of at least Rs. 1 Crore in each of the last three financial years as on 31st March 2017 in the	Bidder must have turnover of at least Rs. 1 Crore in each of the last three financial years as on 31st March 2017 in the	Revenue from either of the business stream should be considered as proof of financial stability.	No change. As per RFP

	business of software/website/web portal development & IT related services.	business of software/website/web portal development or IT related services.		
33.	Bidder should have demonstrable expertise and experience in developing Static, & Dynamic website. The bidder shall have the experience of website development and related services of at least 5 websites of minimum order value Rs. 5 lacs each.	Bidder should have demonstrable expertise and experience in developing Static, & Dynamic website. Or IT/ITES The bidder shall have the experience of website development or IT/ITES services of at least 5 projects of minimum order value Rs. 5 lacs each.	If a consortium is allowed cumulative experience of both members must be considered. Alternatively even companies in the IT/ITES field should be allowed participation. This would create competitive bidding.	No change. As per RFP
34.	Bidder should have ISO 9001:2008 Certification for software/application/website development and CMMi level 3 certification (Preferable).	Bidder should have ISO 9001:2015 Certification or ISO 27001:2013 and IEC 20000-1:2011 certification (Preferable).	ISO 9001:2008 is now considered obsolete. It has been replaced with ISO 9001:2015. ISO27001:2013 is certification for Information security management which is essential for Government websites. IEC 20000-1:2011 certification is for IT service management system and hence important while developing Government website and applications	No change. As per RFP
35.	Bidder must have at least 10 web developers and 5 Web Designers on its payroll for past one year		Staff of either member of the consortium should be considered.	No change. As per RFP
General				
36.	Turnover	-	-	The turnover of last three years as on 31 st March 2018 will be considered. The provisional turnover of year 2016-17 will be accepted. Also, the cumulative turnover of 3 Crores or Rs. 1 Crores each will be considered of last three years as on 31 st March 2018.

