

Response to Bidder queries of Bid for AMC of Panchayat Department Websites(GeM Bid No:-GEM/2025/B/6848075)

S. No.	RFP Clause / Section	Quoted RFP Text (short)	Query / Clarification Sought	Response
1	Scope Coverage	"Websites of PRH&RD, DCO, 34 District, 265 Taluka Panchayats"	<p>Please provide list of websites need to do AMC. How many website need to maintain as per scope mention on page 1 (PRH&RD, Development Commissioner Offices, 34 District Panchayat Offices and 265 Taluka Panchayat Websites= 301) as per Scope</p> <p>OR</p> <p>As per page no. 8 (As per List + 256 TP = 292) So, please give exact list of websites.</p> <p>There was conflict statements in scope, in financial bid and in website maintained form. So, please confirm it.</p>	As per the Scope of Work, the Agency shall provide AMC for the websites of the Panchayat Department, the Development Commissioner, and 34 District Panchayat Offices, including pages related to all 265 Taluka Offices. Therefore, Taluka Offices should not be considered as separate websites, and the price bid should be quoted accordingly
2	Scope Coverage	"Websites of PRH&RD, DCO, 34 District, 265 Taluka Panchayats"	<p>Which CMS to be used Custom or any paid CMS or open source CMS?</p> <p>Using single CMS, all websites' to be managed or each websites' have different CMS panel?</p> <p>Provide detail of current hosting and how its manage by current or past service provider, and admin credentials availability post-award.</p>	There is Single CMS Panel developed for all mentioned Websites.All other details may rovided after award of contract.
3	3.1 Content Management & Updating - Content Update	"Update each website at least once every 15 days"	<p>Clarify if "one update" refers to any content change (file upload/banner edit) or major update. Is 15-day frequency per website or consolidated?</p> <p>Content update is required every 15 days — Will there be any single POC or we need to reach out to all 33 District officers for the content follow-up?</p>	Updates will be done whenever requests are received from the respective District/Taluka POC. Vendor must coordinate directly with the designated district officer by email/phone and update the content within the given timeline.
4	3.1 Content Management & Updating - Update Log	"Maintain log of all updates"	<p>Is log to be maintained within CMS or via external Excel/PDF report? Should it be accessible to department users online? Which type of report require? Is there any template available?</p> <p>Which type of report given by past SP?</p>	Update logs shall be maintained within the CMS. All content changes must be recorded and accessible to authorized department users. If the department requires the update log in any specific format (Excel/PDF), the vendor shall provide it whenever requested.
5	3.2 Website Monitoring & Maintenance	<p>Periodic monitoring of uptime</p> <p>Ensure regular backups are configured and tested.</p>	<p>All websites hosted at GSDC so, whether they have provided VPN access to vendor for manage & monitoring of websites? Does they allow to install monitoring tools to check uptime and website performance?</p> <p>Kindly confirm that all website hosted on dedicated server or share hosting? if dedicated then its available with database server or not?</p> <p>All website hosted on single dedicated server or multiple dedicated server if hosted on dedicated server. This question same for database server as well.</p> <p>Currently, how website maintain from server?</p> <p>We assume that currently website hosted at data center then regular backup to be done by GSDC team. Please confirm.</p>	<p>All websites are hosted on GSDC infrastructure. Vendor will not receive VPN access or direct server access unless approved by GSDC.</p> <p>Backup and DR are managed by GSDC as per standard policy.</p> <p>Vendor shall monitor uptime and performance through application-level tools and coordinate with GSDC for any infra-related issues.</p> <p>Server allocation (dedicated/shared) and DB configuration are managed by GSDC; vendor is required to work as per the hosting environment provided.Also vendor take regular backup of whole website as per GSDC policy.</p>
6	3.2 Website Monitoring & Maintenance	Ensure smooth handover of code, documentation, and credentials if AMC is transferred to another agency.	We assume that proper documents & KT to be provided by existing vendor	Yes, at the time of AMC transfer, the existing vendor must provide complete source code, documentation, credentials, and KT as per RFP (IPR and AMC Exit). The new vendor shall ensure proper transition without disruption.

7	3.3 Security Audit	"Bi-annual CERT-In audit; fix vulnerabilities at no cost"	Please confirm if audit fee to CERT-In vendor is borne by department or bidder. Clarify remediation timeline start point. How many times need to do security audit of websites during 1 year?	Department will arrange Security audit in coordination with GIL.All Vulnerabilities and Bug may fixed by selected Agency.
8	3.10 SMS / Email Alerts	"Auto alerts for delays as per DST guidelines"	Who will bear SMS charges and provide gateway/API credentials? What is the current process of reporting & alerts?	SMS Charges and gateway/API credentials may provided by Department
9	3.4 Integration with Government Digital Infrastructure	integration with State and National-level platforms as per Department requirements and GoG/Gol guidelines	How many API, Website, Web portal needs to integrate for various department of GoG/Gol?	if required such portal to integration Department may provide API for it and Agency shall integrate with Websites.
10	3.5 Adoption of Emerging & DeepTech Solutions	AI-based chatbots for citizen queries	We assume that chatbots API to be provided by department or bidder has to developed? If bidder has to developed then which type of chatbot requires? FAQ based or custom chatbot? Who will bare costing of any API or boot which require to integrate in system?	As clarified above Agency shall integrate such kind of facility based on API provided by Department
11	3.5 Adoption of Emerging & DeepTech Solutions	Automated content translation using BHASHINI or other approved tools	We assume that detail API will be given by department. Please confirm	Already clarified in Query No 10
12	3.5 Adoption of Emerging & DeepTech Solutions	Predictive analytics dashboards	Which type of predictive analytics dashboard require for which purpose? Who will provide API for same? if its bidder part then provide proper details of same. Who bare costing of any boot or API purchase require?	No predictive analytics model has been developed by the Agency. If the Department provides any API, the Agency shall integrate it and display the output on the website without any additional cost.
13	3.5 Adoption of Emerging & DeepTech Solutions	Workflow process automation for content management	Which type of automation require? Please explain in brief. Who bare costing of any boot or API purchase require?	Department will purchase.Agency shall integration of it with websites.
14	3.5 Adoption of Emerging & DeepTech Solutions	Support any new modules	Which type of new modules come during AMC? Please explain in detailed for this requirement.	No new module is required to be developed; however, if any static page needs to be added, the Agency shall develop and incorporate it without any additional cost during the AMC period."
15	3.8 Technical Standards & Hosting	Submit Software Bill of Materials (SBOM) listing all frameworks, databases, and components.	We assume that current BOM is not require any renewal or all licenses are available with department through out AMC pried. If its not case then provide all BOM for existing website with expire dates. We assume that existing SP or department will provide all require details of Hosting on production like server, vpn, SMS, email gateway etc.	As already clarified, the Agency shall provide AMC for the specified websites. No license cost is required to be borne by the Agency
16	3.11 SPOC Support	"Dedicated SPOC for each district/department"	Please confirm whether physical presence required at each site or remote support acceptable.	Onsite manpower deployment is not mandatory; however, the Agency may be required to visit GSDC occasionally for activities that cannot be performed remotely
17	Change Requests	<i>Not specified</i>	What is the formal process for scope change? Is additional work to be approved via CR?	No additional payment will be made by the Department. As clarified above and as per the Scope of Work, the Agency must facilitate, develop, and add static pages to the website as required, without any extra cost.

18	Technical Standards & Integration	Maintain source code, published/unpublished, as the sole property of the Government.	We assume that all latest unpublished source code with database will be share to successful bidder by department with proper documents like SRS, user manuals and providing KT from past vendor. Please confirm. Also confirm that all websites has single CMS or each website has its own CMS?	As already clarified and necessary details are provided after award of contract.
19	General	All panchayat department website	Provide CMS feature list manage for each websites' through CMS. Is there any work flow in CMS based website? We assume that existing websites' CMS working properly on live environment and no need to send any mail to GSDC for upload anything for each website. Please confirm.	All Panchayat websites use a standard CMS which is already working and live
20	General	MY SQL : 8.0.42-commercial	Was the license available or not? If yes then provide whole details of license like for no. of core or socket etc.	Current database in use is MySQL Community / free version. Database licensing are managed by department (if needed)
21	General	Scope of Work	Will there be complete knowledge transfer & handover from the existing team?	Yes KT & other details are provided after award of contract.
22	General	Scope of Work	Expected content update volume per month/year?	Like District/Taluka level Related Information and details and for Department and DC office website has scheme based information and branch wise and other data.
23	General	Scope of Work	Any third-party APIs, plugins, or external vendor coordination?	Integration with State/National platforms (if needed),APIs, web services, XML/JSON (if needed),BHASHINI language translation
24	General	Scope of Work	Are upgrades, migrations, or major change requests expected?	Must implement GIGW 3.0 compliance, which may require redesign ,Must adopt new modules introduced by GIL during AMC without extra cost,Must update systems if GoG/Gol standards change.
25	General	Scope of Work	Can these websites migrate to Wix or other low-code platforms?	Currently Websites are hosted at GSDC so comply GSDC guidelines.