

Tender For Design, Development and Maintenance of Website for Ports and Transport Department (Bid Number: GEM/2025/B/6838828 dated 03.11.2025)				
SN	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to the vendor
	Page No./Section No./ Clause No.	Tender Description		
1	Sec 3.1 (1), Pg 16	"Website to be designed, developed and maintained for 1 year from the date of successful operational acceptance/Go-Live without any additional cost."	Please confirm if AMC after Go-Live includes only <b>corrective/content maintenance</b> , or also <b>feature enhancements, security updates, and bug fixes</b> .	During AMC, corrective/content maintenance, or also feature enhancements, security updates, and bug fixes.
2	Sec 3.1 (21), Pg 17	"Safe-to-host certificate from CERT-In empaneled auditors."	Please clarify whether the <b>security audit</b> will be arranged and paid by bidder, or managed centrally by the Department/GSDC.	Bidder has to carry out security audit after completion of design and development of the website and provide security Audit clearance certificate from CERT-in empanelled IT security auditors.
3	Sec 3.1 (24), Pg 17	"Security measures... against vulnerabilities e.g., hacking/sql-injection etc."	Please confirm whether <b>VAPT testing</b> by a third party auditor is required before Go-Live, and if yes, how many rounds are expected.	Bidder has to carry out security audit after completion of design and development of the website and provide security Audit clearance certificate from CERT-in empanelled IT security auditors.
4	Sec 3.1 (35), Pg 18	"Predefined themes should be available to update/change design any time."	Should multiple theme templates be developed initially (e.g., 3 themes), or just the capability to switch color schemes later?	As per RFP
5	Sec 3.1 (50), Pg 19	"Option to toggle between MCC Mode and Normal Mode."	Please explain functionality expected in <b>MCC Mode</b> — should it auto-restrict content or display predefined banners?	In MCC Mode, the functionality should both auto-restrict content and display predefined banners indicating the restriction reason.
6	Sec 3.1 (52), Pg 19–20	"Following AI-based facilities... Chatbot, AI-Search, Voice Assistant."	a) Please confirm if these are <b>mandatory</b> for initial launch or <b>future-ready placeholders</b> . b) Should chatbot be <b>FAQ-based</b> or <b>AI/ML-enabled</b> ? c) Is <b>voice-search integration</b> required in both languages?	A),B),C) GIL will provide AI Chatboat facility and successful bidder has to integrate this facility with the website of P&T department
7	Sec 3.1 (52), Pg 19–20	Inclusion of Chatbot facility	Any specific tech or agent require to integrate this functionality or SP can do own your on? If any paid subscription/costing rais for this integration then who can bare charges of Same? We assume that details of FAQ base chatbot given by department. Please confirm	GIL will provide AI Chatboat facility and successful bidder has to integrate this facility with the website of P&T department

8	Sec 3.1 (52), Pg 19–20	AI-Powered Search facility	<p>We assume that while searching in website, answer will be appear based on all content &amp; from documents uploaded in website. Please confirm.</p> <p>If scan document uploaded then it may possible to read content from document take time based on server configuration.</p> <p>If any paid subscription/costing rais for this integration then who can bare charges of Same?</p>	<p>While searching in website, answer will be appear based on all content &amp; from documents uploaded in website. Bidders have to convert all documents into an OCR-enabled format. GIL will provide the chatbot code, and the bidder has to integrate same with the website.</p>
9	Sec 3.1 (52), Pg 19–20	Voice Assistants	<p>If any paid subscription/costing rais for this integration then who can bare charges of Same?</p>	<p>GIL will provide AI Chatboat facility and successful bidder has to integrate this facility with the website of P&amp;T department</p>
10	Sec 3.3, Pg 20–22	“Indicative Features / Sitemap & Contents.”	<p>Please confirm if bidder must design <b>information architecture</b> and finalize sitemap through department approval, or it will be provided.</p>	<p>It will be informed to Successful bidder.</p>
11	Sec 3.3 (2), Pg 21	“If Data Migration from existing website (pnt.gujarat.gov.in) is requested...”	<p>Please confirm expected <b>data volume</b> and <b>database format</b> of existing system; will <b>source data export</b> be facilitated by current vendor?</p>	<p>The SQL database size is 500 MB.</p>
12	Sec 3.9, Pg 25	“No extra cost shall be remunerated during maintenance activities.”	<p>Suggest defining a limit on number of content update requests per month to avoid unlimited scope during AMC.</p>	<p>As per RFP</p>
13	Sec 3.5, Pg 24	Security Audit	<p>During AMC, after 6 Months, there is possibility do security audit require from GSDC then who will bare costing of those charges?</p> <p>We assume that all security audit charges will be bare by department if its not a case then when SP will bare charges of security audit and how much time during whole contract?</p>	<p><b>After website hosted at GSDC</b>, Ports and Transport department proceed Security audit in consultation with GIL/GSDC and during the security audit process, the bidder will provide all the necessary support to patch vulnerabilities without additional cost.</p>
14	Sec 3.9, Pg 26	use Google analytics	<p>Please provide more information of Google Analytics reports. Which type of reports require of Google analytics?</p>	<p>Bidders has to integrate Google Analytics into website. Bidder has to provide reports as per requirement by department as and when required.</p>

15	3. Overview / 3.1 Technical scope of work / Point no. 35 / Page# 18	Websites predefined themes should be available to update change design any time.	<p><b>Website Themes / Design Updates</b></p> <ul style="list-style-type: none"> <li>- It is mentioned that predefined themes should be available for design updates at any time.</li> <li>- We assume this refers to the standard high contrast color options, which will be covered while making the website compliant for WCAG, GIGW and ensuring accessibility for differently abled users.</li> <li>- Since the high contrast themes will already be validated for colors through standard tools, please confirm if you also require additional themes?</li> </ul> <p>Please confirm whether the Department</p>	As per RFP
16	3. Overview / 3.1 Technical scope of work / Point no. 37 / Page# 18	Archival of content/documents should be manage.	<p><b>Please specify the expected archival mechanism</b></p> <ul style="list-style-type: none"> <li>- For which modules you wish to make archival facility?</li> <li>- whether automated (based on date/version) or manual (admin-initiated).</li> <li>- Confirm if archived content/documents need to be accessible through frontend search/view or only retained for backend reference.</li> <li>- Please confirm the retention period and data format required for archival.</li> </ul>	All the contents uploaded on website should have facility to archive. Which Should be available from back end by department. Bidder should provide the archived data as per requirement of GIL in coordination with department.

17	3. Overview / 3.1 Technical scope of work / Point no. 52 / Page# 19	<p>Following AI based facilities to be provided/developed by Successful bidder: Incorporating AI tools into website development can enhance user experience and helping department to provide better service, improve engagement, and scale operations more effectively.</p> <p>Inclusion of Chatbot facility:</p> <p>Chatbot facility using text and voice command to be provide by the successful bidder. Chatbots offer instant answers to user inquiries, reducing waiting times and improving the user experience. This is especially useful for questions like FAQs.</p> <p>Chatbots can be powered by rulebased</p>	<p><b>Chatbot Functionality</b></p> <ul style="list-style-type: none"> <li>- It is mentioned that the website should have chatbot functionality with CMS tool updates.</li> <li>- We assume that the chatbot will be provided by the Government/GIL, and our role will be limited to integration with the website.</li> <li>- If a separate chatbot solution is required, kindly provide the detailed scope and confirm financial implecations for the same.</li> </ul> <p><b>AI-Powered Search Facility</b></p> <ul style="list-style-type: none"> <li>- It is requested to clarify whether the Department is open to considering this functionality as a separate modular solution. in</li> </ul>	GIL will provide AI Chatboat facility and successful bidder has to integrate this facility with the website of P&T department
18	3. Overview / 3.3 Indicative Features related to / Point no. 02 / Page# 21	In case, P&T Department requests for Data Migration from existing website ( <a href="https://www.pnt.gujarat.gov.in">https://www.pnt.gujarat.gov.in</a> ) to new website, bidder has to accomplish this work without any additional cost. The prescribed technology (i.e., Front end and back-end technology and database) of the website will be shared with successful bidder.	<p><b>Data Migration</b></p> <ul style="list-style-type: none"> <li>- Please specify the volume and type of data (number of pages, documents, media files, database size, etc.) expected for migration.</li> <li>- Is there any application integrated with existing website? Please confirm</li> </ul>	The SQL database size is 500 MB.
19	3. Overview / 3.3 Indicative Features related to / Point no. 14 / b./ Page# 22	For compliance in GIGW, the selected bidder has to design the new website as per the GIGW standards. The Selected bidder has to provide own certificate for compliance of GIGW standard. The certificate of bidder must include all the checklist/parameter mentions in GIGW guidelines. The bidder is advised to check the guidelines issued by GIGW 3.0 by Ministry of Electronics & Information Technology, Government of India. As mentioned in guidelines, the bidder is also required to get certificate of GIGW compliance from STQC/CERT-In as mentioned in guidelines.	<p><b>GIGW Compliance &amp; Certificate</b></p> <ul style="list-style-type: none"> <li>- Please confirm whether both certifications — (a) Self-declaration by the bidder, and (b) Formal audit certification by STQC/CERT-In empanelled agency, are mandatory deliverables before go-live.</li> <li>- Clarify if the cost of STQC/CERT-In certification should be included in the bidder's financial quote.</li> <li>- Confirm if the Department will facilitate coordination with an empanelled agency, or the bidder must independently engage one.</li> </ul>	Successful Bidder has to carry out GIGW certification from STQC. Cost to be bear by the successful bidder.

20	3. Overview / 3.5 Security Audit / Page# 24	<p>Website should be hosted and released only after undergoing the Website Security Audit as per the guidelines of the Government of India and obtaining a Security Audit Clearance Certificate from CERT-in empanelled IT Security Auditors. Bidder has to carry out security audit after completion of design and development of the website and provide Security Audit Clearance Certificate from CERT-in empanelled IT Security Auditors. Web developers should be responsible for fixing the vulnerabilities found at the time of hosting and even after the hosting is completed till the completion of its contract period with the P&amp;T Department, Gandhinagar</p>	<p><b>Website Security Audit</b></p> <ul style="list-style-type: none"> <li>- Clarify whether the cost of Security Audit is to be borne by the bidder or reimbursed by the Department.</li> <li>- Specify if there is a preferred CERT-In empanelled auditor or the bidder may select any empanelled agency.</li> </ul>	<p>Bidder has to carry out security audit after completion of design and development of the website and provide security Audit clearance certificate from CERT-in empanelled IT security auditors.</p>
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