

Response to the pre-bid queries in Tender For Design, Development and Maintenance of Website for Website for Forest and Environment Department, Govt. of Gujarat (F&ED).(Bid Number: GEM/2026/B/7458867 dated 30.04.2026)				
Sr. No.	RFP Reference (Clause & Page No.)	Content of RFP Requiring Clarification	Points of Clarification / Query	Response
1	Eligibility Criteria ISO 20000-1 / CMMI Level 3 Certification	The tender requires ISO 9001 along with ISO 20000-1 and/or CMMI Level 3 or above certification. We request the authority to kindly allow bidders particularly MSME/DPIIT-recognized startup companies, having ISO 9001 and ISO 27001 certifications to participate in place of mandatory ISO 20000-1 and CMMI Level 3 requirements.	ISO 9001 and ISO 27001 are internationally recognized standards covering quality management and information security, which are critical for effective IT/software project execution. Many startup and MSME companies maintain strong technical capabilities and process maturity but may not possess CMMI or ISO 20000-1 certifications due to high compliance costs and early-stage operational scale. Allowing ISO 9001 and ISO 27001 as acceptable certifications will encourage wider startup/MSME participation, promote innovation, and broaden competition while maintaining quality and security standards.	The tender conditions shall remain unchanged. Bidders are requested to comply with the RFP terms and conditions.
2	Commercial Terms-EMD Requirement	We request the authority to kindly allow exemption from submission of Earnest Money Deposit (EMD) for bidders registered under MSME (Udyam) and DPIIT-recognized Startup, upon submission of valid registration certificates.	As per Government of India procurement policies, MSMEs and startups are generally eligible for EMD exemption to promote their participation. Providing this exemption will encourage wider competition and support inclusion of capable and emerging firms.	MSME seller exempted from the EMD submission with a relevant MSME certificate having clause no 62. The seller also exempted from EMD submission with respect to GEM GTC clause "Sellers will get exemption from furnishing Bid Security Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)"
3	Eligibility Criteria	Experience criteria for similar projects	Whether experience in Software Development, Software Customization & Implementation including Cloud Applications, Websites, Web Portals, and Web Applications will be considered	Experience in Software Development, Software Customization & Implementation including Cloud Applications, Websites, Web Portals and Web Applications, website will be considered subject to fulfillment of RFP criteria.
4	Scope of Work - GMS	Grievance Management System requirements	Whether detailed FRD/SRS will be provided; clarify number of users, roles, workflow, escalation matrix, SLA, and notification system	Detailed requirements including workflow, users, roles and escalation matrix will be shared with the successful bidder during requirement finalization stage. For SLA, please refer the Penalty Clause of the RFP document
5	Scope of Work - GMS	Notifications (What's API/SMS/Email)	Kindly confirm whether the SMS (Text) and What's App messaging gateway will be provided by the Department, or if the associated costs are to be included in the bidder's scope.	Necessary API/gateway support, if available, will be coordinated by the department. SMS (Text) and What's App integration is not required in this tender.
6	Scope of Work - GMS	AI Chatbot Integration	Confirm scope is limited to integration only and no development/licensing cost is included	The scope includes integration and implementation of chatbot functionality as mentioned in the RFP. Bidder to quote accordingly.
7	Scope of Work - AI Chatbot	Chat bot access	Whether API/Account credentials will be provided by the department	Necessary credentials/access, wherever applicable, will be provided to the successful bidder. The bidder will integrate it without any additional cost.
8	Scope of Work - DMS	Document Management System	Detailed requirements for document storage, role-based access	Detailed requirements will be finalized during SRS/requirement study stage in consultation with the department.
9	Scope of Work - DMS	Data Migration	Whether existing documents/data migration is required	Yes, migration of existing website content/data is included in the scope of work. The website is https://fed.gujarat.gov.in/
10	Website Content	Content & Images	Whether all content and images will be provided by the department or bidder needs to create/manage	The department will provide available content and information. Bidder shall support formatting, structuring and presentation as required.
11	Social Media Integration	Social Media Accounts	Whether department will provide account details or bidder needs to create/manage accounts	Department will provide official social media account details/handles for integration and redirection. The bidder will integrate it without any additional cost.
12	Security & Compliance	Security Audit	Whether audit required through STQC, CERT-In, or both; clarify if cost is in bidder scope	Security audit shall be carried out as per RFP terms and cost shall be included in the bidder's commercial quote. Yes STQC & CERT-In both certificate are required for this website.
13	Compliance	GIGW 3.0	Confirm website must comply with GIGW 3.0 guidelines or require certificate STQC empanel vendor	The website must comply with GIGW 3.0 guidelines and related standards as specified in the RFP. Certificate STQC empanel vendor may obtain through GIL empanel GIGW & STQC security audit agency.
14	Accessibility	WCAG 2.1 Compliance	Whether only compliance is required or audit through empaneled agency is also required	Compliance with accessibility standards and required audit/compliance activities as per RFP shall be in bidder scope. Security audit is also required for the same.
15	Hosting	Infrastructure	Confirm hosting, SSL, and backup will be provided by department	Hosting at GSDC and SSL certificate will be provided by the department/GSDC. Bidder shall support deployment and configuration.
16	Deployment	Hosting Support	Whether bidder is responsible for deployment, configuration, and maintenance on provided server by remote based VPN access	Yes, bidder shall be responsible for deployment, configuration and maintenance support on the provided infrastructure. The department shall provide the hosting environment only after completion security audit of the website.
17	AMC	AMC Support	Offsite Remote based support consider on AMC	Offsite remote support during AMC period is acceptable subject to compliance with SLA and support requirements.
18	Section 1.2 - Eligibility Criteria, Sr. No. VIII (Page 4)	The bidder should have ISO 9001 & ISO 20000-1 CMMI Level 3 or above certification.	We request the department to consider relaxation in the requirement of ISO 20000-1 / CMMI Level 3 certification and allow bidders possessing equivalent quality and security certifications along with relevant project experience	Please refer the query no 1
19	Section 1.2 - Eligibility Criteria, Sr. No. VIII (Page 4)	The bidder should have ISO 9001 & ISO 20000-1 CMMI Level 3 or above certification.	We request the authority to consider allowing bidders having relevant domain experience along with internationally recognized ISO certifications such as ISO 9001:2015 and ISO 27001:2022 in place of ISO 20000-1 / CMMI Level 3 certification	Please refer the query no 1
20	Section 1.2 - Eligibility Criteria, Sr. No. VIII (Page 4)	The bidder should have ISO 9001 & ISO 20000-1 CMMI Level 3 or above certification.	We request the authority to consider allowing bidders having relevant domain experience along with internationally recognized ISO certifications such as ISO 9001:2015 and ISO 27001:2022 in place of ISO 20000-1 / CMMI Level 3 certification	Please refer the query no 1
21	Clause 3.10 (2) - Data Migration (Page 21)	"In case, F&ED requests for Data Migration from existing website..."	Kindly clarify the approximate volume of existing website content/documents/pages to be migrated to the new website. Please also confirm whether the existing website source code, database access, CMS access, and structured content export will be provided to the successful bidder for smooth migration activity.	The current website is The website is https://fed.gujarat.gov.in/
22	Clause 3.11 - Multi-language Support (Page 22)	"Website will be developed in two different languages (English and Gujarati)...", and Clause 3.3 (11) mentioning Hindi, English & Gujarati support	There appears to be a discrepancy regarding language requirements in the RFP. One section specifies bilingual support (English & Gujarati), whereas another section mentions Hindi, English & Gujarati. Kindly clarify the exact number of languages required in the scope of work and confirm whether content translation will be fully provided by the department.	Website shall support English, Gujarati and Hindi languages. Content will be provided by the department. And also, the bidder is required to integrate the Bhasini in this website.
23	Clause 3.5 - AI Chatbot Functionality (Pages 16-17)	Requirement related to AI Chatbot, voice command, and AI-powered search functionality	Kindly clarify whether any existing AI platform, API subscription, LLM service, cloud AI infrastructure, or chatbot knowledge base will be provided by the department. If not, please clarify whether the bidder is expected to include recurring third-party AI/API licensing and hosting costs within	Bidder shall integrate the chatbot provided by department without any additional cost.
24	Clause 3.12 - Security Audit (Page 23)	Requirement for CERT-In and STQC security audit clearance	Kindly clarify whether the cost of CERT-In/STQC security audit is to be borne by the bidder and included in the commercial quote, or whether the department will separately arrange/pay for the audit through empanelled auditors.	Before Hosting at GSDC, the bidder shall carry out security audit of website and obtain safe to host certificate from CERT-In empanel security audit agency. The security audit cost will not borne by department until it is hosted at GSDC. The website must comply with GIGW 3.0 guidelines and related standards as specified in the RFP. Certificate STQC empanel vendor may obtain through GIL empanel GIGW & STQC security audit agency.
25	Clause 3.16 - Operations & Maintenance (Pages 24-25)	Requirement for periodic updates, maintenance, and support	Kindly clarify the expected support scope during the one-year maintenance period, including approximate number of content updates/change requests per month. Please also clarify whether any major feature enhancement or new module development during AMC period will be treated separately from regular maintenance activities.	The AMC scope includes regular updates, bug fixing and support activities as per RFP. Major enhancements/new modules, if any, may be handled separately with approval of the department and the bidder shall accomplish the work without any additional cost.

26	3.1 Introduction, Objectives / Page# 15	integrated Grievance Management System to facilitate efficient handling and resolution of grievances Implement a Grievance Management System to streamline the grievance registration, tracking, and resolution process	Grievance Management System We assume that will be a simple form, no backend is required, applicant can submit a grievance and it will be submitted to official email, please confirm. We assume Department does not required to develop a separate application for Grievance Management System, Kindly provide the detailed scope and expected workflow for the Grievance Redressal System, including escalation process, status tracking, notifications, and reporting requirements.	Only form a for submission of Grievance of user through website.
27	3. Scope of Work / Technological Advancement / Page#16	The web site content should to translated into Hindi, English and Gujarati language for all user.The bidder need to make sure,while changing the language, the meaning of content should not be changed.	Add Language Hindi, English & Gujarati Needs to confirm how many languages will be in scope? I found a discrepancy in this; in some other place it is written for (Three Language) Hindi, English & Gujarati. Kindly confirm who will provide the website content in Hindi, English and Gujarati languages. Please also clarify whether the bidder is required to arrange third-party translation services. Additionally, kindly confirm whether Gujarati language support can be implemented using Unicode/Bhashini/translation plugins or whether a separately managed Gujarati content structure is required.	Website shall support English, Gujarati and Hindi languages. Content will be provided by the department. And also, the bidder is required to integrate the Bhashini in this website.
28	3.5 Project Objectives / Page#16	The Chatbot will offer predefined options related to major services such as Sarathi (driving license-related services) and Vahan (vehicle registration and other services).	AI Chatbot & Digital Assistance It is mentioned that the website should have chatbot functionality with CMS tool updates. - We assume that the chatbot will be provided by the Government/GIL, and our role will be limited to integration with the website. - If a separate chatbot solution is required, kindly provide the detailed scope and confirm financial implications for the same. In case you want custom built AI Chatbot solution from agency then we suggest to keep it as separate line item in financial bid	The scope includes integration and implementation of chatbot functionality as mentioned in the RFP. Bidder to quote accordingly.
29	3.12 Security Audit / Page#23	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 developer should be responsible for fixing the vulnerabilities found at the time of hosting is completed till the completion of its	Security Advancement / OWASP Please confirm who will bear the cost of Audit?	Before Hosting at GSDC, the bidder shall carry out security audit of website and obtain safe to host certificate from CERT-in empanel security audit agency. The security audit cost will not borne by department until it is hosted at GSDC. The website must comply with GIGW 3.0 guidelines and related standards as specified in the RFP.Certificate STQC empanel vendor may obtain through GIL empanel GIGW &STQC security audit agency.
30	3.12 Security Audit / Page#23	For STQC security audit, bidder has to carry out security audit after completion of design and development of the website and provide security Audit clearance certificate from STQC empanelled IT security auditors. Web developer should be responsible for fixing the vulnerabilities found at the time of hosting is completed till the completion of its contract period with the F&ED.	STQC Certification STQC certification involves a separate audit process after development completion and includes additional compliance and certification costs. Kindly clarify whether the cost will be paid by the department or by the selected agency. Also, please confirm the exact compliance parameters required for certification. In case cost to be paid by agency then we suggest to keep STQC Audit as separate line item in financial bid	The website must comply with GIGW 3.0 guidelines and related standards as specified in the RFP.Certificate STQC empanel vendor may obtain through GIL empanel GIGW &STQC security audit agency. The STQC audit will be started after website hosted at GSDC.
31	3.8 Conclusion / Page#19	Websites predefined themes should be available to update change design any time.	Websites predefined themes We assume this would be the high contrast theme which has to be implemented and mandatory as per the GIGW 3.0 Guidelines, please confirm	The website must comply with GIGW 3.0 guidelines and related standards as specified in the RFP.
32	3.8 Conclusion / Page#21	Voice Assistants: Facility to be created by successful bidder which provides hands-free interaction to the users with the website through voice commands and voice search. This facility can Improves accessibility and convenience for users, allowing them to interact without typing. Especially useful in mobile and smart device environments.	Voice Assistants Kindly clarify the detailed scope, expected functionalities, supported platforms/languages, accessibility compliance requirements, third-party integration permissions, hosting/security guidelines, and acceptance criteria for the proposed Voice Assistant feature in the website revamping project	GIL will provide AI Chatboat facility and successful bidder has to integrate this facility with the website of F&E department

FORMAT OF EARNEST MONEY DEPOSIT IN THE FORM OF BANK GUARANTEE

Ref: Bank Guarantee No.

Date:

To,
DGM (App)
Gujarat Informatics Limited
2nd Floor, Block No. 2, Karmayogi Bhavan, C&D Wing, Sector 10-A, Gandhinagar
- 382010 Gujarat, India

Whereas _____ (here in after called "the Bidder") has submitted its bid dated ----- in response to the 'RFP _____ ' GeM bid number ' _____ ' dated ---.---.2026, KNOW ALL MEN by these presents that WE

_____ having our registered office at _____ (hereinafter called "the Bank") are bound unto the _____, Gujarat Informatics Limited in the sum of _____ for which payment well and truly to be made to Gujarat Informatics Limited , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ----- day of ----- 2026.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
 - a. if a Bidder withdraws its bid during the period of bid validity
 - b. Does not accept the correction of errors made in the tender document
 - c. In case of a successful Bidder if the Bidder fails:
 - i. To sign the Contract as mentioned above within the time limit stipulated by purchaser or
 - ii. To furnish performance bank guarantee as mentioned above or
 - iii. If the bidder is found to be involved in fraudulent practices or
 - iv. If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further

agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2025.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch & Its official Address

List of approved Banks:

All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R no FD/MSM/e-file/4/2024/2859/D.M.O. dated 01-May-2025 issued by Finance Department or further instruction issued by Finance department time to time.

Format for Undertaking Application for exemption from EMD

Date: **GeM Bid No: GEM/2026/B/***** dated**
DD.MM.2026
To,
DGM(App)
Gujarat Informatics Ltd.
Block no. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10 A, Gandhinagar.

Subject: Application for the exemption from EMD under GeM Bid No
GEM/2026/B/*** dated DD.MM.2026**

Dear Sir,

As per guidelines, MSME/Startup is exempted from EMD when developing end to end software by themselves.

We _____are registered MSME (Udyam Registration Number-
_____) /Startup_____. We have attached
herewith the Udyam registration certificate/DIPP certificate for your consideration.

We are going to provide end to end software solution/service (security audit) by ourselves only for the proposed tender.

So kindly provide us the eligible exemption from EMD for the application of **GeM Bid No:**
GEM/2026/B/*** dated DD.MM.2026**

Regards,

Authorized Signatory & Stamp

(TO BE SUBMITTED PHYSICALLY ALONG WITH EMD)

AFFIDAVIT Format of Power of Attorney

(To be submitted IN ORIGINAL on Non-Judicial Stamp Paper of Rs 300/- duly
attested by First Class Magistrate/ Notary public)

I/We, _____, age _____ years residing at
_____ in capacity of _____ M/s.
_____ hereby solemnly affirm that

All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.

I I We have submitted following Certificates I Documents for T.E. as required as per General Terms & Conditions as well as Special Terms & Conditions of the tender

Sr. No.	Name of the Document
1	
2	

All the Certificates I Permissions I Documents I Permits I Affidavits are valid and current as on date and have not been withdrawn I cancelled by the issuing authority.

It is clearly and distinctly understood by me that the tender is liable to be rejected if on scrutiny at any time, any of the required Certificates I Permissions I Documents I Permits I Affidavits is I are found to be invalid I wrong I incorrect I misleading I fabricated I expired or having any defect.

I I We further undertake to produce on demand the original Certificate I Permission I Documents I Permits for verification at any stage during the processing of the tender as well as at any time asked to produce.

I I We also understand that failure to produce the documents in "Prescribed Performa" (wherever applicable) as well as failure to give requisite information in the prescribed Performa may result in to rejection of the tender.

My I Our firm has not been banned I debarred I black listed at least for three years (excluding the current financial year) by any Government Department I State Government I Government of India I Board I Corporation I Government Financial Institution in context to purchase procedure through tender.

I I We confirm that I I We have meticulously filled in, checked and verified the enclosed documents I certificates I permissions I permits I affidavits I information etc. from every aspect and the same are enclosed in order (i.e. in chronology) in which they are supposed to

be enclosed. Page numbers are given on each submitted document. Important information in each document is "highlighted" with the help of "marker pen" as required.

The above certificates/ documents are enclosed separately and not on the Proforma printed from tender document.

I I We say and submit that the Permanent Account Number (PAN) given by the Income Tax Department is _____, which is issued on the name of _____ [Kindly mention here either name of the Proprietor (in case of Proprietor Firm) or name of the tendering firm;1, whichever is applicable].

I I We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof, In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/PBG/cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.

I / We have physically signed & stamped all the above documents along with copy of tender documents (page no. ---- to --).

I I We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliment with specification mentioned in the bid document.

My I Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company .

I / We hereby commit that we have paid all outstanding amounts of dues/ taxes/ cess/ charges/ fees with interest and penalty.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of Tender Committee for disqualification will be accepted by us.

Whatever stated above is true and correct to the best of my knowledge and belief.

Date:

Stamp & Sign of the Tenderer

Place:

(Signature and seal of the Notary)