

Response to the pre-bid queries in Tender for Design, Development and Maintenance of Website for Kalpasar Department, Govt. of Gujarat).(Bid Number: GEM/2026/B/7630695 dated 12.06.2026)				
Sr. No.	RFP Reference (Clause & Page No.)	Content of RFP Requiring Clarification	Points of Clarification / Query	Response to vendor
1	Section: 1 , Clause 1.2, Sr No VII, Page No: 4	The Bidder should have at least one office in Gujarat and preferably support centers/logistics for the entire state. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open an office in Gujarat within 45 days from the date of issue of work order if he is awarded the work.	We request clarification on whether relaxation may be considered for bidders who presently do not have an office in Gujarat but possess the necessary infrastructure, manpower, and capability to execute the work successfully	No Change, RFP Conditions shall prevail
2	Section: 2 , Clause 2.3.1, Sr No VII, Page No: 4	Pre bid Meeting Venue: Committee Room, Gujarat Informatics Limited, Block No.2,2nd Floor, Karmayogi Bhavan, D-wing, Gandhinagar Gujarat-382010.	As our representatives may not be able to attend the meeting in person, we kindly request you to provide an online meeting link to enable virtual participation by interested bidders.	VC link was crated and provided to all requested bidder
3	Section: 3 , Clause 3.3, Page No: 16	Website Structure and Features	Confirm URL of the existing website? https://kalpasar.gujarat.gov.in/	https://kalpasar.gujarat.gov.in/
5			What technology stack is the current website built on? Drupal PHP Framework?	As per GIL i.e., existing AMC of Kalpasar Website , Python 2.7.5/PHP5.6.33
6			Is source code of the existing website available?	Yes, existing AMC of Kalpasar Website i.e., GIL will provide.
7			Is database migration required or only content migration?	Yes,Database including the Content is also required to migrate
8			How many pages/documents/media files need migration?	All. In future if any pages/documents/ media files need to be added or removed, Department will inform.
9	Section: 3 , Clause 3.3.8, Page No: 17	Bhashini: Contents to be provided by department. For language integration with translation plug-in Bhashini by the successful bidder.	Will API credentials be provided by department?	Bhashini API will be provided to bidder.
10			Who bears API usage costs?	At present, only the Bhashini API is required to be integrated, and there is no usage cost for government organizations. If any other API integration is mandated by the Government of Gujarat or Government of India in the future, the vendor shall integrate it at no additional cost to the Department. Any API procurement or usage charges, if applicable, shall be borne by the Department.
11			Is machine translation acceptable? Will GIL provide translated content for Hindi/Gujarati or Bhashini translation in enough?	Bhashini API will be provided to bidder.
12			Who validates translated content?	Bhashini API will be provided to bidder and Authority of Kalpasar will finalized the content in case of ambiguity. It will be bidder responsibility to translate the content and provide all content to Kalpasar Authority for a final approval.
13	Section: 3 , Clause 3.5, Page No: 17 Section: 3 , Clause 3.9 Pt. 51, Page No: 21	Chatbot Functionality	Is multilingual chatbot required in:	Bhashini API will be provided to bidder.
14			English / Gujarati / Hindi	Yes using Bhashini
15			Is voice chatbot expected in all three languages?	Yes
16			Which speech-to-text and text-to-speech engines are approved?	Chatbot service will be provided by GIL and bidder will integrate the same without asking additional cost.
17			Are AI API costs (OpenAI, Azure OpenAI, Gemini, Bhashini etc.) included in bidder scope or department scope?	No
18			Is conversation history required?	No
19			Is human-agent escalation required?	No
20			Expected monthly chatbot volume?	Bhashini API will be provided to bidder.
21			Is chatbot required to be hosted within GSDC infrastructure?	Yes
22			Will GIL help to procure Sarathi and Vahan API for integration? Is integration expected to be informational or any functional requirements?	This clause stand to remove from RFP
23	Section: 3 , Clause 3.9 Pt. 51, Page No: 21	AI-Powered Search facility	What content repositories should be searchable?	Chatbot service will be provided by GIL and bidder will integrate the same without asking additional cost.
24			Should search index PDFs? Expected document count?	Yes
25			Should search support Gujarati and Hindi content?	Yes Gujarati is preferred
26			Is traditional keyword search acceptable?	Yes
27	Section: 3 , Clause 3.9 , Page No: 22	Voice Assistants	What exact use cases are expected? Access of website through voice?	Chatbot service will be provided by GIL and bidder will integrate the same without asking additional cost.
28			Voice search only or complete voice interaction?	
29			Supported languages?	
30			Any accessibility certification requirements?	
31			Will Bhashini API credentials be provided by department?	At present, only the Bhashini API is required to be integrated, and there is no usage cost for government organizations. If any other API integration is mandated by the Government of Gujarat or Government of India in the future, the vendor shall integrate it at no additional cost to the Department. Any API procurement or usage charges, if applicable, shall be borne by the Department.

32	Section: 3 , Clause 3.11, Page No: 23	Multi-language	Who bears API usage costs?	At present, only the Bhashini API is required to be integrated, and there is no usage cost for government organizations. If any other API integration is mandated by the Government of Gujarat or Government of India in the future, the vendor shall integrate it at no additional cost to the Department. Any API procurement or usage charges, if applicable, shall be borne by the Department.
33			Is machine translation acceptable? Will GIL provide translated content for Hindi/Gujarati or Bhashini translation in enough?	At present, only the Bhashini API is required to be integrated, and there is no usage cost for government organizations. If any other API integration is mandated by the Government of Gujarat or Government of India in the future, the vendor shall integrate it at no additional cost to the Department. Any API procurement or usage charges, if applicable, shall be borne by the Department.
34			Who validates translated content?	Bhashini API will be provided to bidder and Authority of Kalpsar will finalize the content in case of ambiguity. It will be bidder responsibility to translate the content and provide all content to Kalpsar Authority for a final approval.
35	Section: 3 , Clause 3.12, Page No: 24	Security Audit	Is bidder responsible for:	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 be borne by department until it is hosted at GSDC. The website must comply with GIGW3.0 guidelines and related standards as specified in the RFP. Certificate STQC empanel vendor may obtain through GIL empanel GIGW & STQC security audit agency. The GIGW & STQC security audit cost borne by Kalpsar Department.
36			CERT-In Audit / STQC Audit / Both	
37			Are audit costs to be included in bid value?	
38			As per government standard every 6 months VAPT is mandatory? Who will bear cost post Go Live for 1 year maintenance?	
39	Section: 3 , Clause 3.19, Page No: 26	Place of Performance	Travelling allowance will be provided by GIL?	No
40	Section: 3 , Clause 3.20, Page No: 27	Website Update & Maintenance	Is content upload included?	Yes
41			Expected number of content updates per month?	Can not define at this stage however content uploading functionality is required
42			Is onsite support required during maintenance?	No, offsite is required however based on requirement of department the bidder must visit the department even during the AMC
43	Section: 1, Clause 1.3, Point no 3 (Page 10)	Pre bid Meeting Venue: Committee Room, Gujarat Informatics Limited, Block No.2, 2nd Floor, Karmayogi Bhavan, D-wing, Gandhinagar Gujarat-382010.	Due to logistic reason, and to ensure broad participation, we request you to for online pre-bid meeting schedule on 20.06.2026	VC link was created and provided to all requested bidder
44	Page No. 5, Sr: No. - IX	The bidder should ISO9001 & ISO certificate 2000-1/ CMMI level3 or above certificate	Do you require all these certificates or any one of them will also be considered	The bidder should have Both ISO Certificate 9001 & 2000-1 OR CMMI level3 or CMMI level 3 above certificate
45	3.3 Website Structure and Features / Add Language Hindi, English & Gujarati / Page# 17	Add Language Hindi, English & Gujarati: The website content should be translated into Hindi, English and Gujarati language for all users. The bidder needs to make sure, while changing the language, the meaning of content should not be changed.	This point says three languages, at other side in point of 3.3 it was written for two languages. (Language Option: Availability in Gujarati and English.) Please confirm how the website will be built in how many languages, also suggest for the languages to be configured through Bhashini Plugin. Who will provide the translation contents for English, Gujarati & Hindi? Do we need to add content translation charges in bid amount?	Website should be built for Gujarati and English however it must support accurate translation of language of Bhashini. Bhashini API will be provided to bidder.
46	3.9 The Technical scope of work for Design, Development and Maintenance of Website for KALPASAR DEPARTMENT is as below / Point 51 / Page# 21	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. Inclusion of Chatbot facility: Chatbot facility using text and voice command to be provided 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. Chatbots can be powered by rules-based logic, where they follow a set of predefined responses, or by artificial intelligence (AI), which allows them to learn, understand, and respond dynamically based on user input. Chatbot can assist users in navigating the website by suggesting relevant pages, directing them to the right information, or helping them complete tasks. AI-Powered Search facility: Website's AI-Powered search functionality to be developed which provide more relevant results, understanding user intent, and learning from interactions. Delivers faster, more accurate results, offering u	Chatbot Functionality- 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. AI-Powered Search Facility- It is requested to clarify whether the Department is open to considering this functionality as a separate modular solution, in case the full AI-based search capability (as described) cannot be delivered within the defined project scope. Voice Assistant Facility It is requested to clarify whether the Department would consider this feature as a separate solution module, in case the complete AI-based voice interaction cannot be accommodated within the	At present, only the Bhashini API is required to be integrated, and there is no usage cost for government organizations. If any other API integration is mandated by the Government of Gujarat or Government of India in the future, the vendor shall integrate it at no additional cost to the Department. Any API procurement or usage charges, if applicable, shall be borne by the Department.
47	3.10 Design & Development Standards / Point 2 / Page# 22	Migration In case, KALPASAR DEPARTMENT requests for Data Migration from existing website (https://www.KALPASAR.DEPARTMENT.gujarat.gov.in) 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.	Data Migration k- Please specify the volume and type of data (number of pages, documents, media files, database size, etc.) expected for migration.- Is there any application integrated with existing website? Please confirm	As GIL has AMC for Current Website of Kalpsar Dept. Hence, GIL will provide the details.

48	3.12 Security Audit / Page# 24	Security Audit 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 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 KALPASAR DEPARTMENT.	Website Security Audit- Clarify whether the cost of Security Audit is to be borne by the bidder or reimbursed by the Department	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 be borne by department until it is hosted at GSDC. The website must comply with GIGW3.0 guidelines and related standards as specified in the RFP. Certificate STQC empanel vendor may obtain through GIL empanel GIGW & STQC security audit agency. The GIGW & STQC security audit cost borne by Kalpasar Department.
49	3.12 Security Audit / Page# 24	STQC Audit 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 KALPASAR DEPARTMENT.	STQC Compliance & Certificate- 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. Clarify if the cost of STQC/CERT-In certification should be included in the bidder's financial quote. Confirm if the Department will facilitate coordination with an empanelled agency, or the bidder must independently engage one."	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 be borne by department until it is hosted at GSDC. The website must comply with GIGW3.0 guidelines and related standards as specified in the RFP. Certificate STQC empanel vendor may obtain through GIL empanel GIGW & STQC security audit agency. The GIGW & STQC security audit cost borne by Kalpasar Department.
50	Sec 3.1 (7), Pg 17	Content Transfer	In which format data to be provided? In Excel or any database backup file? If database backup file then provide details of database like database server (MS SQL/My SQL etc.), Size of Database etc. Please confirm.	As GIL has AMC for Current Website of Kalpasar Dept. Hence, GIL will provide the details.
51	Sec 3.5, Pg 17	Chatbot Functionality & Service Guidance	a) Please confirm if these are mandatory for initial launch or future-ready placeholders. b) Should chatbot be FAQ-based or AI/ML-enabled? c) Any specific tech or agent require to integrate this functionality or SP can do own your own? d) If any paid subscription/costing raise for this integration then who can bear charges of Same? e) We assume that details of FAQ base chatbot given by department. f) Also, Please confirm if Department provide Chat Bot using help of GIL team then it will help full for cost estimation. SP needs to just integrate it. g) Provide more details about service guidance, who will provide content for step by step guidance? how it works?	Chatbot service will be provided by GIL and bidder will integrate the same without asking additional cost.
52	Sec 3.9 (51), Pg 21	Inclusion of Chatbot facility & Voice Assistants	a) Please confirm if these are mandatory for initial launch or future-ready placeholders. b) Should chatbot be FAQ-based or AI/ML-enabled? c) Is voice-search integration required in both languages? If any paid subscription/costing raise for this integration then who can bear charges of Same?	Chatbot service will be provided by GIL and bidder will integrate the same without asking additional cost.
53	Sec 3.16, Pg 25	website for a period of 1 year after the successful operational acceptance/Go-live without any additional cost during Operation and Maintenance period.	Please confirm if AMC after Go-Live includes only corrective/content maintenance , or also feature enhancements, security updates, and bug fixes . If feature enhancements comes, then does department provide/approved CR.	No CR will be generated during the contract period however during the AMC corrective/content maintenance, or also feature enhancements, security updates, and bug fixes will be done by bidder without any cost.
54	Sec 3.12, Pg 24	Security Audit & STQC	Please clarify whether the security audit will be arranged and paid by bidder, or managed centrally by the Department. How many times security audit requires after go live of website? Who will bear cost for same all frequency of Security Audit? It helps to Cost Estimation. If bidder needs to bear cost then department help out for select CERT In Empanel Auditor under GIL for security audit? Because its help to cost estimation. If we go direct with empanel auditor then cost would be high and if we go through GIL team then cost would be less. Please confirm. Does department wants to STQC? Please clarify whether the STQC will be arranged and paid by bidder or managed	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 be borne by department until it is hosted at GSDC. The website must comply with GIGW3.0 guidelines and related standards as specified in the RFP. Certificate STQC empanel vendor may obtain through GIL empanel GIGW & STQC security audit agency. The GIGW & STQC security audit cost borne by Kalpasar Department.
55	Sec 3.9, Pg 20	Websites 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?	multiple theme templates must be developed initially, switching color will not be accepted
56	Sec 3.18, Pg 26	No extra cost shall be remunerated during maintenance activities.	Suggest defining a limit on number of content update requests per month to avoid unlimited scope during AMC.	RFP Conditions shall prevail
57	Sec 3.18, Pg 26	use Google analytics	Please provide more information of Google Analytics reports. Which type of reports require of Google analytics?	The report generated for the website analytics
58	Eligibility Criteria ,sr no VII	The Bidder should have at least one office in Gujarat and preferably support centers/logistics for the entire state. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open an office in Gujarat within 45 days from the date of issue of work order if he is awarded the work.	We are an MSME (Udyam Registered) and DPIIT-recognized Startup with a registered office in Mohali, Punjab. We request that this condition be relaxed to allow Bidders having office anywhere in India to participate, as modern IT/software projects are successfully delivered remotely without any compromise in quality or service. We are willing to provide an undertaking for: - Dedicated remote support & on-site visits as and when required - Timely response as per agreed SLAs This will encourage wider participation of capable IT companies from across India.	RFP Conditions shall prevail.

59	Eligibility Criteria ,Sr no III	The Bidder should be Software Development firm and should be in operations in successful Software Development, Software Customization & Implementation anywhere in India for at least 5 Years as on date of submission of bid.	We are an MSME (Udyam Registered) and DPIIT-recognized Startup under the Startup India initiative of the Government of India. As per the Government of India's Public Procurement Policy for MSMEs (Order 2012, as amended) and DPIIT Startup India guidelines, relaxation in eligibility criteria including prior experience and years of operation is encouraged to promote wider participation of MSMEs and Startups in government procurement. We kindly request clarification on the following: (a) Whether the minimum 5-year operational experience criterion is relaxable for MSME / DPIIT-recognized Startup entities under this tender. (b) If yes, kindly specify the revised experience criteria or minimum years applicable for such entities.	A, & B No Change, As per RFP however EMD exemption is already given in bid for MSME user for Wider participation.
60	Eligibility Criteria ,Sr no III	The Bidder should have successfully executed at least 3 Software Development projects during last 5 years as on date of submission of bids.		
61	Eligibility Criteria ,sr no VII	The Bidder should have at least one office in Gujarat and preferably support centers/logistics for the entire state. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open an office in Gujarat within 45 days from the date of issue of work order if he is awarded the work.	Whether the Gujarat office requirement is mandatory at the bid submission stage, or whether bidders without an existing office in Gujarat are eligible to participate	RFP Conditions shall prevail.
62	Eligibility Criteria	NA	Whether our bid would be considered for technical evaluation if we meet all other eligibility criteria but do not satisfy the above two conditions	No Change, RFP conditions shall prevail
63	Page No. 5, Sr. No. - IX	The bidder should ISO9001 & ISO certificate 2000-1/ CMMI level3 or above certificate	Whether bidders who do not possess a CMMI Level 3 certification are eligible to participate in the bidding process.	The bidder should have Both ISO Certificate 9001 & 2000-1 OR CMMI level3 or CMMI level 3 above certificate
64	Eligibility Criteria	NA	Is the complete bid submission required online only on GeM , or is any physical submission of the technical bid/supporting documents required?	Except Power of Attorney/Affidavit, bid submission Including all technical bid & supportign document required online only on GeM.
65	Eligibility Criteria	NA	If bidder is claiming EMD exemption through MSME/Udyam certificate , is uploading the valid certificate on GeM sufficient, or is any physical document/DD required?	In case of EMD submitted in form of DD, then physical cover original DD must be submitted at GIL. MSME certificate can uploaded and submitted physical with cover for EMD exemption at GIL.
66	Eligibility Criteria	NA	Is Power of Attorney / Authorization Letter required physically, or scanned signed/stamped copy uploaded on GeM is acceptable?	No, origianl signed copy of Power of Attorney / Authorization Letter required physically at GIL, the same can be uploaded on gem.