

CORRIGENDUM No. -01

E-Tender No.: DNPL/INST/WDDM/2022/02 Dated 22-08-2023
 E-Tender ID: 2023_ICD_32164_1
 Title: **Design, Development and Maintenance of Website for DNPL**
 Corrigendum Type: **Bidder Queries**

Particulars:

1. Bidder Queries

Sl. No.	Bid Reference		Bidders Query	DNPL response
	Clause/ Page No.	Original Clause as per Tender Document		
1	Clause 2.0/ BQC A (Stage1.2)/ Page No.: 15 of 62	The bidder should have support / branch office at Assam, proper documentary evidence shall be furnished.	Bidder do not have office in Assam. Therefore they have asked for exception.	Tender condition prevails.
2	Part II Clause 2 (d)/ Page No.:8 of 62	The bidder should provide hosting services on a reliable server within the cost of the contract for a period of 5 years.	Could you please clarify the expected capacity and specifications of the hosting server, and whether there are any limitations on resources?	No limitations
3	Part II Clause 2 (c)/ Page No.:8 of 62	The bidder should use current technologies available including PHP, (.) NET, Java, SQL Server and XML to develop a power full and efficient application.	Are there specific reasons for the inclusion of multiple technologies as mentioned, or is there flexibility in the choice of technology stack?	The technologies mentioned in the tender document are the options for the bidder. The bidder may combine all or a portion of the aforementioned technologies.
4	Part II Clause 2.2 (c)/ Page No.:10 of 62	The admin should be able to view all feedback received for a particular date or for duration. Now the admin should be able to send the reply for the same and email would be sent to the visitor's email address. Three types of feedbacks would be viewed and replied: a) General b) Content Specific c) Department/Section Specific: For department/ section specific tenders the administrator should specify sections and email address for each section. This way apart from viewing the feedback received for a particular section of the department an email should be automatically sent to that section email mention by admin.	Regarding the Administrator Section's feedback management system, how will the categorization of feedback be managed? Are there predefined categories, or is there flexibility in adding new ones?	Flexible. There may be addition of new category later.
5	Part II Clause 2.2 I (xi)/ Page No.:10 of 62	Visualization: As per government of India guidelines for website.	In the "Functionality Covered in Website" section, there's a mention of "Visualization" as per Government of India guidelines. Could you provide more details about what this entails and any specific visualization requirements?	No specific visualization requirements. Website shall be developed and designed as per Govt. standard frameworks.

6	Part II Clause 2.1 (b)/ Page No.:8 of 62	Clean and professional design	Under the "Project Requirements" section, there's a mention of "Clean and professional design." Could you provide further details about your aesthetic preferences or any specific design elements that you'd like to see on the website?	We want the website to be be modern state of art class and should be user friendly. The design should be professional and not too complicated. We'd like bidders to show us three different designs to choose from, as mentioned in the document. This way, we can pick the one that works best for us and makes the website user-friendly.
7	Part II Clause 2.2 1 / Page No.:9 of 62	Visitors section	Could you please provide more information about the total number of visitors you expect on the website on a monthly basis?	We are expecting upto 1 lakh monthly visitors to our website.
8	Part II Clause 2 (f)/ Page No.:8 of 62	Provision for E-Tendering is to be provided in the website.	Can you provide more details about the requirements and features related to the E-Tendering provision on the website?	Through our site, we want to make the option of participating in a tender available. Where the bidders can use our portal to upload their information, documents, and pay the tender fee.
9	Part II Clause 2 (g)/ Page No.:8 of 62	The website should have secured Payment Gateway Integration and SMS Gateway Integration. DNPL will provide API for Payment & SMS Gateway.	Can you clarify whether the API for Payment and SMS Gateway will be provided by DNPL,?	No. Bidder to quote as per BOQ.
10	Part II Clause 2.3 / Page No.:11 of 62	Training should be provided to DNPL officials for management of Administrative Interface.	Under "Implementation Approach," it's mentioned that training will be provided to DNPL officials for managing the Administrative Interface. Could you specify the number of officials who would need training and the level of technical proficiency they have?	The training program is expected to involve around 50 to 100 officials. These officials are already familiar with the essentials of operating the current portal's administrative interface. While they aren't beginners, they'll need to adapt to the new user experience in the upcoming portal. The training aims to ensure a smooth transition, maximizing their efficiency in utilizing the advanced administrative capabilities of the new system.
11	Part II Clause 2.3 / Page No.:11 of 62	Visitors section	Could you elaborate on the anticipated traffic and concurrent users that the website should be designed to handle in terms of scalability and performance?	Same as SL No. 7
12			Do you have any specific requirements for the website's database structure, such as the use of relational databases like MySQL or PostgreSQL?	The bidder can use any of the relational database.
13			Migrate select content from the old websites Q. Please confirm size of legacy data need to migrate	Not calculated yet. This information will be provided to the vendor later during implementation phase.

14	Part II Clause 2 (b)/ Page No.:8 of 62	The bidder must have good understanding of the existing website and enhance the features in the new application.	The bidder must have good understanding of the existing website and enhance the features in the new application. Q. Checked the web link https://www.dnpl.co.in/ of DNP Ltd but not working, would you like to update the current web application environment like frontend, backend language with database.	The site is working properly
15	Part II Clause 2 (c)/ Page No.:8 of 62	The bidder should use current technologies available including PHP, (.) NET, Java, SQL Server and XML to develop a power full and efficient application.	The bidder should use current technologies available including PHP, (.) NET, Java, SQL Server and XML to develop a power full and efficient application. Q. Would you like to know the preference technology stack to develop new web application?	User manuals and proper documentation along with source code to be provided by bidder.
16			Cyber security & Security of website Q. Would you like to do security audit like STQC & Cert-In for new web application, If yes who will bear the cost of audit?	Security audit is mandatory. The vendor has to quote accordingly.
17			Contents in English and the feature for conversion to Assamese. Q. Please confirm, Who will provide Assamese language content	DNPL will provide the Assamese content.
18			Training should be provided to DNPL officials for management of Administrative Interface. Training for the Administrative Interface would be provided at DNPL Office, Duliajan. Q. Please consider, if we can provide administrative training online or should it will be at department office?	We prefer that the bidder provide the training at the departmental headquarter.
19			Technical Manpower with minimum 5 years of experience in website development and software development to be deployed onsite during the development phase of website at client location & Warranty period for one year. Q. Please exempt onsite manpower during development, if compulsory we can deploy one senior resource to co-ordinate with the DNPL team, Does onsite resource require during warranty period for one year?	Physical presence at the department office is necessary.
20			Q. No. of Creatives to be posted on Social media on weekly basis.	The target is to post an average of 10 creatives on social media per week.
21			Q. No. of Social media Onsite/Offsite resources requirement	The required number of social media onsite/offsite resources is currently being assessed and will be determined later.

22			<p>Q. As mentioned in RFP handling social media no clear description is mention so just clarify this point that what they mean by handling social media.</p>	<p>Handling social media in this RFP context entails the end-to-end management, strategy formulation, content creation, scheduling, engagement, and performance analysis across diverse social media platforms to optimize the organization's online visibility and interaction with its desired audience.</p>
23	<p>Part III clause 2.0 / A / 1 Page No.:15 of 62</p>	<p>The Bidder must be a registered company / LLP / Partnership firm under partnership act 1932 Consortium bid is not allowed.</p>	<p>Referring to Part III / 2.0 / A / 1 clause, We want to understand the reason behind not allowing consortium bids. Our rationale is that joint ventures help in the transfer of knowledge, labour, and capital into smaller companies in rural regions like Duliajan. It enables an equitable growth of the nation. Dis-allowing consortium bidding is a restrictive clause for us to offer our services to you. DNPL is a responsible corporate citizen of Duliajan and of Assam, and we humbly request you to allow consortium bidding with a condition that both partners should be engaged in the business of website development and social media management for at least 3-4 year.</p>	<p>Tender condition prevails.</p>
24	<p>Part III clause 2.0 / A / 6, 7 & 8 page 15 of 62</p>	<p>6. Bidder must complete at least one comprehensive website development project of any Govt. department/PSU of single work order of 20 (Twenty) lakhs or above. Documentary proof to be submitted along with completion document. The assignments completed for private customers will not be considered. 7. The bidder must have experience of delivering 3 (three) software development projects for value more than 10 lakhs each in last 3 (three) financial years 2019-20, 2020-21 & 2021-22 in any Govt department/PSU. Copy of work order and completion certificate to be submitted as evidence. The assignments completed for private customers will not be considered. 8. Bidders should have prior experience of handling/integration of social media handles of any state/central govt. department or PSUs of minimum single work order value of 15 lakhs or above. Experience / Work Order/ Work Completion must be submitted duly signed by the concerned authority/ Concern person of the bidder.</p>	<p>Referring to Part III / 2.0 / A / 6, 7 & 8 clauses, we seek your clarification for not allowing experiences in any public limited companies. The rationale is that a public limited company such as HDFC Bank etc., are big enough and have executed great website development projects using vendors like us. Not allowing public limited companies is proving to be restrictive for a local Duliajan based company like us.</p>	<p>Tender condition prevails.</p>
25			<p>Referring to Part III / 2.0 / A / 5 clause, the total revenue from software service needs to be 50 lakhs. Can this include revenues from any kind of legal entity such as private limited companies, firms etc.</p>	<p>Projects from Govt. Sector and PSU's will only be considered.</p>

26			Referring to Part III / 2.0 / A / 6 clause, the work order value for website development project is written as 20 lakhs. However, in Part III / Section A / Calculation of Technical Score / point 3, it is written that value of the assignment must be greater than 30 lakhs. Can you kindly clarify this point?	Tender condition prevails.
27			Referring to Part III / 2.0 / A / 7 clause, the bidder must have experience of delivering 3 software development projects for value more than 10 lakhs each in 3 financial years. However, in Part III / Section A / Calculation of Technical Score / point 5, it is written that bidder must have a minimum work order value of Rs. 20 lakhs and above. Kindly clarify this point.	Tender condition prevails.
28			As an MSME (Micro, Small, and Medium Enterprises) registered company, we understand that there are certain benefits and exemptions available to us under the relevant regulations and policies. We would like to formally request the applicability of the MSME exemption benefit in this tender, as we believe it will contribute to the overall competitiveness of our bid and support the growth of small businesses in the region.	Tender condition prevails.
29	Part II Clause 3.0/ Page No.:11 of 62	The completion period for the development of the web-based applications shall be 60 (Sixty) days from the date of receipt of LOI/Work Order.	The existing completion period of 60 (Sixty) Days is not sufficient. Request to kindly amend the same as 90 (Ninty) days.	While we acknowledge the request for an extension of the existing completion period from 60 days to 90 days, it's important to clarify that we intend to maintain the originally stated timeline of 60 days as specified in the document.
30			Request your goodselves to kindly confirm whether the development team is required to be deployed on the on-site or a single Manpower for Requirement gathering. Further we request you to kindly consider the development on offsite basis completely.	A single manpower for requiremnt gathering is required on site.
31			At the bidding stage, request to kindly consider declaration hereby confirming to open a office at Assam within 60 days, in case of award of contract.	Office in Assam is mandatory.
32	Part II Clause 2.4 / Page No.:11 of 62	Technical Manpower with minimum 5 years of experience in website development and software development to be deployed onsite during the development phase of website at client location with minimum qualification of B. Tech (CS/IT)/ MCA/ BCA/ or equivalent	Request to kindly confirm the languages that are required. As per our understanding, a bilingual website with English & Assamese language is required to be implemented. Kindly confirm the same, further if the Hindi language is also required to be implemented.	We kindly request that the system be developed to allow for the seamless implementation of multiple languages on the website.
33			Request to kindly confirm the warranty period and AMC period for this complete project. Further the applicable warranty & AMC shall be on onsite/offsite basis. Kindly confirm	Warranty: 1 year AMC: Bidders to quote for additional 2 years post warranty period.

34	Part II 2.2 /I. Page No.:9 of 62	<p>iii) Media Centre: This would have following sections: a) Press Release: All press releases from DNPL should be listed under this section. b) Photo Gallery: Event-wise photographs should be listed under this section. Each photograph would have a brief description. All photographs would be listed in thumbnail (small) size and on clicking on the photograph it should be opened in a new window with original size.</p>	<p>a) Will all the Press Release and Photos for Gallery be provided by the department ? B) Will the department update the same from time to time or the vendor will have to do it ?</p>	<p>a) The photo and video content will be provided by DNPL. B) The vendor will be responsible for maintaining the website, hence the vendor will also be responsible for updating the website's content.</p>
		<p>vii) Related Links: Links to other government websites and web applications should be provided.</p>	<p>Are these micro sites to be included in the website ?</p>	<p>Yes</p>
36	Part II 2.2 /I. Page No.:10 of 62	<p>vii) Content Structure: The admin should add links in the website. Now each link can be a main link. At the same time it can be a sub-link to some other link. Also simultaneously it can be a sub-link level 2 thus achieving complete flexibility.</p>	<p>How many links are to be maintained ?</p>	<p>It can vary time to time. So, we request the vendor not to make any limitations on it.</p>
37		<p>Technical Manpower with minimum 5 years of experience in website development and software development to be deployed onsite during the development phase of website at client location with minimum qualification of B. Tech (CS/IT)/ MCA/ BCA/ or equivalent.</p>	<p>Since this is to be a hosted site which would be provided by the bidder, where should the team be deployed ?</p>	<p>The team should be deployed at the DNPL headquarter.</p>
38	Part II Clause 2 (d)/ Page No.:8 of 62	<p>The domain name must be procured by the bidder for a period of 5 years. The bidder must provide hosting service on a reliable server within the cost of the contract for a period of 5 years.</p>	<p>a) Are there any choice of domain name that the department would provide? B) Where should the hosting be done ? On cloud or on Prem?</p>	<p>a) The vendor should use the existing domain of DNPL b) The project will be hosted on cloud server</p>
39	Part II Clause 3.0/ Page No.:11 of 62	<p>The completion period for the development of the web-based applications shall be 60 (Sixty) days from the date of receipt of LOI/Work Order.</p>	<p>Need this to be extended to 90 days</p>	<p>While we acknowledge the request for an extension of the existing completion period from 60 days to 90 days, it's important to clarify that we intend to maintain the originally stated timeline of 60 days as specified in the document.</p>
40	General	No of Concurrent Users	How many concurrent users are there	20,000
41	General	Max Transaction per Day	What is the number of transactions per day	40,000
42	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Haven't calculated yet. It will be provided to the vendor later.
43	General	Any Document Upload Permitted	Is there any document upload required	Yes
44	General	Max Size of File in MB	What is the file Upload size in MB	Maximum 2 MB
45	General	Max Files per User	What is the file upload per user required	Not specific.
46	General	Database Backup Policy	What is the database back policy	Not specified yet.
47	General	Database Retention Policy	What is database retention policy	The database is required to retain data spanning a minimum of two previous years.

48	General	DC - DR Policy	What is Data recovery policy	Will be discussed with the vendor later
49	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	1 hour
50	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	1 hour
51	General	Data Archival Policy	What is the Data Archival Policy	Not specified yet.
52	General	What is Project Budget ?	What is the Project Budget ?	Please quote accordingly as per scope of Work.
53			Request you to allow DPIIT-registered Startups to be exempted from meeting the condition of prior turnover subject to meeting of quality technical specifications, as per Office Memorandum No.F/20/2/2014-PPD(Pt.) of Ministry of Finance. OR Request to Consider Group companies Turnover	Tender condition prevails.
54			Request you to allow DPIIT-registered Startups to be exempted from Experience criteria in Eligibility Criteria & Evaluation Criteria	Tender condition prevails.
55	Part III clause 2.0 / A / 13 page no 16 of 62	ISO 9001 Certificate, 27001, CMMI Level 3	Kindly request you to consider ISO 27001:2013, ISO 9001:2015	Tender condition prevails.
56	Part III clause 2.0 / A / 11 page no 16 of 62	The bidder should have work compensation policy for its employees in addition to ESIC registration or any reputed insurance. The existing policy document to be furnished along with ESIC registration document.	Request you to allow DPIIT-registered Startups to be exempted from ESIC registration	Tender condition prevails.

Sd/-
Director & CEO, DNP Ltd.