**Clarification-I to the queries raised by bidders against bid number: GEM/2022/B/2233216 Dt.24.06.2022 for “Designing, Development, Hosting and Maintenance of CTUIL Internet Website and Intranet Portal through External Agency”.**

| **Sr. No.** | **Bidding DocumentReference (Clause/page)**  | **Content of RFP requiring clarification** | **Points of Clarification required** | **Clarification from CTUIL** |
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| 1 | Technical Specification for Internet and Intranet Website - Scope of Work for Internet Website - Features of Website point 5 (b) page no. 2 | Bilingual (Unicode ) : The site pages are to be hosted in English as well as Hindi. B. Langauage Translation activity is included in the website development including editing the translated item.  | We request you to share the content quality with details of the content and give translated content in English and Hindi to vendor. | English content will be given by CTUIL and content from existing website shall also be utilized while migration of data. Translation activity is as per scope. |
| 2 | Technical Specification for Internet and Intranet Website - Scope of Work for Internet Website - Features of Website point 10 page no. 3 | Social Media Integration: Integration facility for all social media platforms like Facebook , Twitter, Linkedin ,Instagram,YouTube should be provided. | We hope all the API Service of twitter, Facebook, Linkedin, Koo, etc. will be provided by the department. Clarify  | APIs will be provided by CTUIL. |
| 3 | Technical Specification for Internet and Intranet Website - Technical requirement of Website: point 14 page no. 5 |  Integration with any existing ERP/ non- ERP / external applications through SOA (Service Oriented Architecture) - Web services/API/JSON, Social Media platform, payment gateways, email, SMS, etc.  | We Understand all the API related to the integration with existing ER Details which includes platform technology stack and architecture will be shared by the client. Please clarify  | APIs will be provided by CTUIL. |
| 4 | Technical Specification for Internet and Intranet Website - Technical requirement of Website: point 15 page no. 5 | E-mail configuration option for alerts/updates to desired users.  | We understand that all the email API will be shared by the Department.  | APIs will be provided by CTUIL. |
| 5 | Technical Specification for Internet and Intranet Website - Technical compliance and Security - point 8 page no. 7  | Further, it shall be the responsibility of the vendor to ensure that no free codes/code libraries/ APIs are integrated into application without proper testing and they are safe to use. The same should be audited as well.  | We Understand that all the API's related to SMS, Email, payment, Social Media will be shared by the CTUIL. | As per scope. |
| 6 | Technical Specification for Internet and Intranet Website - Training to be povided by Vendor- Point 6 page 11  | Website Quality Manual in line with GIGW requirements. | We hope it is required to be complied with GIGW guidelines only. No STQC certificate will be required. Please Clarify  | GIGW compliance is required. |
| 7 | Technical Specification for Internet and Intranet Website - Scope of work for Intranet portal - technical Requirements of Website- point 23 page no. 17  | Disability Friendly Website Features: The Disability Friendly website features are to be implemented such as Font Size, Color Scheme, etc. as per WCAG 2.0 guidelines. The website should be WCAG 2.0 certified. a. W3C Web content Accessibility Guidelines (WCAG 2.0) - level AA Website accessibility as disabled friendly. b. Visually disabled can use screen reader software to access website. Structure overall content with proper tagging to make them screen reader friendly. c. Those with difficulty in using the mouse can use voice recognition software which enables working on computer with verbal commands. d. Ensure compatibility with all internet browsers like Internet Explorer, Mozilla Firefox, Google chrome, Safari, etc. and smartphone platforms like iOS, Android, etc. e. Develop Resolution independent design structure. | We hope it is required to be complied with GIGW guidelines only. No STQC certificate will be required. Please Clarify  | GIGW compliance is required. |
| 8 | Schedule of works for CTUIL internet Website & Schedule of works for CTUIL intranet Website - page no. 23 & 24 | **The schedule of works for CTUIL internet website is 17 weeks from the date of LOA** by achieving the above milestones on time. The website should be ready within the above-mentioned period. **The schedule of works for CTUIL Intranet website is 30 weeks from the date of LOA** by achieving the above milestones on time. The website should be ready within the above-mentioned period | The schedule of works for CTUIL internet website is 17 weeks from the date of LOA and the schedule of works for CTUIL intranet website is 30 weeks from the date of LOA. So, it wD5:F10ill be parallel or separate timeline. Please clarify.  | Internet and Intranet Website schedule will be parellel. |
| 9 | General  | As there is no criteria to identify the ground level of SDA. We request you to put QCBS ( quality to cost cum based selection ) for better anaylsis of SDA. This will help CTUIL to identify the vendor who are capable to manage the work. Otherwise anyone can quote anything that will letter the project and quality of the work. | As we request you to add a presentation from all the vendors that need to be marked with 100 marks with following breakupProposed Design 20 Proposed Solution 20Proposed Architecture 20Approch and Methodology 20Previous Experience 20 MarksAfter that vendor has to score minimum 70 marks and then only will allow for financial opening. ( QCBS 70 : 30 ) will apply | Presentation can not be added during this stage. |
| 10 | A. Scope of Work for internet Website1. Website Design: / Page#1 | The website should capture the multifaceted persona of the company and reflect its dynamic outlook catering to entire cross-section of stakeholders. All Pages for CTUIL Corporate Website including Homepage, Internal Pages, and Pages of respective Departments on website are to be made afresh, developed and standardized. Whereas, the current content on the website shall be utilized from the website, new content has to be additionally developed for making the website more informative.  | 1. We assume that content in English language will be provided by CTUIL. Please confirm. 2.We assume that users will enter data into the system in English Language only. Only lables will be available in English & Hindi Languages. Kindly confirm.3.Total how many no. of pages required to be integrated within in proposed websites?  | 1. English content will be given by CTUIL and content from existing website shall also be utilized while migration of data. However, some content has to be additionally developed/modified, if required,for making the website to have more visual impact.2. Bilingual entry (Both English and Hindi) for content is required. 3. As per SRS finalized during Requirement Assessment phase. However, kindly go through the existing website to have an idea of pages and content. |
| 11 | A. Scope of Work for internet Website1.1 Features of Website: / Page#2 | **4. Special Day Themes:** The special themes for homepage is to be provided on special days like Environment Day, Republic Day, Independence Day, Earth Day, etc. by the agency both in **Hindi and English**. A themes calendar must be developed by the agency beforehand for seamless uploading. Direct switching to enable theme based website color and popup wish on identified days.  | 1. How many Special Day Themes will be required to provide?2. Should bidder required to provide separate themes for Hindi and English related to Special Days? | 1. As per SRS finalized during Requirement Assessment phase.2. Yes |
| 12 | A. Scope of Work for internet Website1.1 Features of Website: / Page#2 | 5. Bilingual (Unicode): The site pages are to be hosted in English as well as Hindi. a. Develop the website in English & Hindi Version (bi-lingual) b. **Language translation activity** is included in the website development including editing the translated item. c. Front-end Web Portal should have all the content including dynamic & static text in both English and Hindi. d. Administrator should be allowed to enter content for all the Pages separately in Hindi and English.  | 1. How many pages (considering 300 words per page) bidder required to consider per year for language translation activity (English to Hindi).  | 1. It will be as per SRS finalized during Requirement Assessment phase. However, kindly go through the existing website to have an idea of pages and content. |
| 13 | A. Scope of Work for internet Website1.1 Features of Website: / Page#2 | 8. Printer/PDA friendly/Mobile compatibility: The web site contents should have compatibility for **display of contents on printers**, PDAs, mobile phones, tablets etc. The website must be compatible with all the **mobile phones having current version of Android, Symbian, Windows, Java and all other OS currently used by all reputed Smart phones.** If desired the bidder shall plan to design the website access separately for display of light weight contents with optimization.  | 1. We request you to please omitt the less popular (or less in use) Operating Systems and allow the website to be compatible with native browsers of iOS & Android OS.  | Existing standard OS currently in use (discontinued OS may be omitted). Mobile compatibility to be ensured through Mobile app also. Amendment-1 for App design and development is enclosed at Annexure-A. |
| 14 | A. Scope of Work for internet Website1.1 Features of Website: / Page#2 | **9. Web Optimization and SEO:** CTUIL site should be optimized right from the date of GO LIVE so that search engine like Google, bing etc. displays it in its top listing. The site should be submitted to the popular search engines to ensure that search on key words recoils in CTUIL website appearing on top. The SEO of the website must be carried out throughout maintenance period as well. | 1. Search Engines like Google, Bing, etc. are frequently change their policy, so bidder can try their best to keep website in top listing, but can not provide guarantee on it.  | As per Scope. |
| 15 | A. Scope of Work for internet Website1.1 Features of Website: / Page#3 | **10. Social Media Integration:** Integration facility for all social media platforms like Facebook , Twitter, Linkedin ,Instagram,YouTube should be provided | 1. We assume that only redirection link to particular social media platform will be require to provide on the website. Please confirm.   | Actual integration including feeds etc is required. |
| 16 | A. Scope of Work for internet Website1.1 Features of Website: / Page#3 | 11. Flash Presentation: A **Flash presentation consisting of 20- 30 slides** of the company is envisaged as download such that the visitor can have a quick and comprehensive briefing of the company. The flash presentation will be made by agency.  | 1. These days instead of Flash based content HTML5 based content is used, therefore we request you to avoid flash. Kindly provide the script/agenda and details to be covered in the Presentation. | Script/ agenda will be finalized in requirement Assessment phase. |
| 17 | A. Scope of Work for internet Website1.2 Technical requirements of Website: / Page#4 | 13. **Predefined templates** for creating web pages. | 1. How may predefined templates for creating web pages will be required to provide in the website? | As per SRS finalized during Requirement Assessment phase. |
| 18 | A. Scope of Work for internet Website1.2 Technical requirements of Website: / Page#5 | **14. Integration** with any existing ERP/ non- ERP / external applications through SOA (Service Oriented Architecture) - Web services/API/JSON, Social Media platform, payment gateways, email, SMS, etc.  | 1. Do you want the integration capabilities or you want to have actual integration? If latter is the case then we will require precise list of systems with which integration is required along with details like availability of api/webservices, technology stack, and exact data to be shared.  | Actual integration is required as per scope. Details will be finalized in Reuired Assessment phase. |
| 19 | A. Scope of Work for internet Website1.2 Technical requirements of Website: / Page#5 | **17. Create dynamic Maps** of CTUIL locations along with data | 1. Which types of dynamic Maps of CTUIL locaitons will be required to provide? Please elaborate this requirement because we are not clear about the expectations here.  | As per SRS finalized during Requirement Assessment phase. SVG interactive maps are required. |
| 20 | A. Scope of Work for internet Website1.2 Technical requirements of Website: / Page#5 | **23. Rule-based Chatbot** to communicate with the users. Chatbot history shall be saved. Emails shall have to be sent to desired users in case of business enquiry.  | 1. We assume that Rule-based Chatbot will be required to provide for English language only. Please confirm OR correct us. 2. We assume that Rule-based Chatbot means providing of predefined responses based on predefined keywords only. Please confirm OR correct us with your actual expectation regarding Rule-based Chatbot. 3. It will be a great help to us if you can provide few real life use-cases/examples.  | 1. English language is sufficient. 2. Predefined responses will be provided. 3. eg information about CTUIL business will be provided as predefined which can further be drill down based upon selection of options. |
| 21 | A. Scope of Work for internet Website2. Technical Compliance and Security / Page#7 | 9. Website shall be launched only after the complete website and **server audit** is completed by the third party and a safe-to-host certificate is issued by Cert-In empaneled auditor. Thereafter, CTUIL Website is required to be audited every year throughout the contract including maintenance by the awarded party and the certificate must be handed over to CTUIL IT dept.  | 1. Are you looking for Server Audit also? 2. If yes, then let us know how many times server audit will be require to carried out during entire project period (i.e. 4 years) | 1. Yes 2. Yearly audit |
| 22 | A. Scope of Work for internet Website2. Technical Compliance and Security / Page#7 | 12. In the event, the website is defaced or any data theft or security breach is detected, the website shall be imaged for **forensic analysis** as per approval from CTUIL Limited and then shall be restored from the backup. | 1. Who will bear the cost of forensic analysis and which agency will be engaged?  | 1. It will be the responsibility of vendor. |
| 23 | A. Scope of Work for internet Website5. Training to be provided by Vendor / Page#10 & 11 | **2. Training** duration will be minimum 6 days. Training will be provided to the CTU team including the IT and functional users. 3. Annual training of minimum 4 days covering the changes in code/functionality/upgrades etc will be provided by vendor.  | 1. How many batches we need to consider for the training?2. What will be the mode of training? online or offline3. If offline then, we assume that training need to be provided at single location - Gurgaon? Kindly confirm 4. If offline training is required at multiple locations then please provide list of locations for training. | 1. 2 batches…each for IT and functional users. 2. Offline 3. Yes, in Gurgaon only 4. Not Applicable |
| 24 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #13 | 11. Calendar and Events: - Users should be able to events happening in CTUIL.  | 1. Kindly elaborate "Users should be able to events happening in CTUIL." and also specify the features and functionalities required to develop related with it … like for example will those be paid events, payment to be received, defining capacity, attendance capturing etc.  | Users should be able to view events happening in CTUIL. Eg Event/occasions tagging and viewing/alerts etc |
| 25 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #14 | **23. Document Library:** - Admin can upload multiple documents as a repository of the useful documents. Folder categorization can be maintained in the library.  | 1. We assume that you do not want a full-fledged document management system here but only require a repository from where documents can be searched using its meta data and category as was defined while uploading. Please confirm.  | Document repository alongwith search features is required. |
| 26 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #14 | **24. Property declaration Module** - Facility for property declaration of employees as per rules built in system.  | 1. Kindly share user type wise features, functionalies and workflow for this module.2. Is this data required to be made available for front-end users to be searched or to the back-end users only?  | 1.As per SRS finalized during Requirement Assessment phase.. Few entry forms, reports and workflow will be required. 2. Yes, data will be available for front end users. |
| 27 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #14 | **25. Knowledge Management Module**- Provision of Knowledge Management Module.  | 1. When refering to "Provision of Knowledge Management" do you intend to have the proposed solution with capabiltiy only and not the actual implementation of KM module? 2. Kindly share user type wise features and functionalies require to provide in this module. | 1.As per SRS finalized during Requirement Assessment phase.. Few entry forms, reports and workflow will be required. |
| 28 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #14 | **26. Roster Management Module** - Roster Management and work allocation facility for employees in case Work from home facility is given.  | 1. Kindly share user type wise features, functionalies and workflow for this module.2. Is this data required to be made available for front-end users to be searched or to the back-end users only?  | 1. As per SRS finalized during Requirement Assessment phase.. Few entry forms, reports and workflow will be required. 2. Yes, data will be available for front end users. |
| 29 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #14 | **28. Women Portal** – Module/ portal for women employees covering for posting queries, sharing information etc.  | 1. Kindly share features, functionalies, pages and modules require in the women portal. 2. Do you want it as an internal module or as a separate portal on separate instance of the CMS?3. Does it have separate admininstrator?  | 1. It will be finalized during requirement analysis phase. Few entry forms, reports and workflow will be required. 2. No separate administrator or separate instance is required. |
| 30 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #15 | 33. Forms for various kinds of data capture as per formats and dashboards to view and analyze the data.  | 1. Please provide all form details with data/information to be captured through it. | 1. It will be finalized during requirement analysis phase. Few entry forms, reports and workflow will be required.  |
| 31 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #16 | **13. Integration** with any existing applications, ERP, non-ERP, external application systems through SOA (Service Oriented Architecture) - Web services/API/JSON, Social Media platform, payment gateways, email, SMS, etc; and necessary support shall be extended for developing APIs/ Interface during AMC period for integration.  | 1. We assume that scalable website require to provide in view of future integration with with any existing ERP/ non- ERP / external applications through SOA (Service Oriented Architecture) - Web services/API/JSON, Social Media platform, payment gateways, email, SMS, etc. However any type of integration is not in current scope of the bidder. Please confirm or provide all integration detailsPlease confirm | Actual integration is required to the available/ existing systems. Scope for future integration is also required. Details of integration will be finalized during SRS finalization phase. |
| 32 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #16 | 16. Create **dynamic Maps** of CTUIL locations along with data.  | 1. Which types of dynamic Maps of CTUIL locations will be required to provide? Please elaborate | As per SRS finalized during Requirement Assessment phase. SVG interactive maps are required. |
| 33 | B. Scope of Work for intranet Portal/ 1. Website Design: / Page #16 | 20. Allow users to select **theme** of website from **multiple options.**  | 1. How many options of themes will be required to provide for users? | Minimum 5 themes are required. |
| 34 | General  | Internet base website and intranet website | 1. Is there any cross function require between Internet base website and Intranet website?2. If yes, then kindly elaborate it. | Redirection links may be required. |
| 35 | General  | SMS Gateway | 1. Who will provide the SMS gateway? Vendor OR CTUIL2. If vendor need to procure SMS Gateway then kindly provided the period and estimated SMSes per Month? | CTUIL |
| 36 | General  | Sufficient time to submit the bid after pre-bid query responses are published.  | 1. We request you to provide at least 2 weeks time to all the bidders to prepare and submit their bids after you publish responses on the bidder's queries. | Sufficient time has been provided. |
| 37 | General  | Users  | 1. How many users will be accessing the proposed intranet portal?2. How may users (back-end) will be accessing the internet website? 3. What will be the peak concurrency for both?  | 1.Approx 400 users for Intranet Portal. 2. As per SRS finalized during Requirement Assessment phase. 3. As per SRS finalized during Requirement Assessment phase |
| 38 | General | - | Dear Sir/Madam, We did not find any Minimum Eligibility Criteria / Pre Qualification Criteria mentioned in the Bid document and annexures. Kindly advise. Kindly also please confirm whether this Tender is an OPEN tender or LIMITED tender | i. As mentioned at sr. no. 3.0 of “buyer added -ATC”: “*The subject package is proposed to be finalized among the CTUIL approved parties, to whom information/intimation has also been communicated separately through email/phone or through any other mode. Bid submitted by any party, other than CTUIL approved bidders/parties, as mentioned above shall summarily be rejected”.*ii. Subject tender is “Limited Tender”. |
| Note: All the above mentioned clarifications may be read in conjunction with already uploaded technical specifications & scope of work of GeM bid No. GEM/2022/B/2233216 dt. 24.06.2022 |