

Minutes of Pre- Bid Meeting held on dated 02.02.2021 against Tender No: SPMCIL/IT/79/19/2020/10572 for “DESIGN & DEVELOPMENT OF NEW SPMCIL WEBSITE AND A SEPARATE E-COMMERCE SITE WITH ONSITE COMPREHENSIVE SUPPORT FOR FIVE YEARS”

Pre-bid Queries from Planet E-Com Solutions Pvt. Ltd.				
Sr. no	RFP Document Reference & Page Number	Content of RFP requiring Clarification(S)	Points of clarification	SPMCIL Reply
1	Page 24 - Section No. 3	2 Manpower at SPMCIL Location	What are the timings of these resources?	SPMCIL Office timings 9.00 AM to 5.30 PM but not limited to these timings, in case of project requirements extended working may be carried out
2	Page 24 - Section No. 3	2 Manpower at SPMCIL Location	Are both resources required to work at the same timings or in Shifts? Will they be allowed any leaves?	As per SPMCIL calendar, Minimum working days of a manpower resources will be equal to the working days of SPMCIL deployed location. In addition to this a deployed resource is entitled to avail 2 leave per month, which can be carried forward and accumulated in year only. The selected vendor has to make provision of backup manpower resources at their end to manage planned leave/unauthorized absent of deployed 2 resources. The Backup engineer(s) should be having equivalent or higher qualification and experience criteria. Billing will be done for two resources only.
3	Page 24 - Section No. 3	2 Manpower at SPMCIL Location	How will these resources be shortlisted? Will SPMCIL take any interview?	a. Selection Procedure for deployment of support engineer: Selected Bidder will provide the CVs (minimum 4 Nos, two for each Role) of support engineers to be deployed at SPMCIL site and SPMCIL IT team will review and take interview of the proposed engineers and if found suitable than shall be allowed to be deployed within 15 days along with police verification. During the support period if the performance of any of the support engineer found to be unsatisfactory than bidder will have to replace the same following the above mentioned process of selection. b. In the experience of Sr Developer has been changed as under:

				<p>Having at least 5 years of post-qualification relevant work experience in design and development of CMS based Websites & e-commerce portal and should have experience in the relevant technologies in which website, CMS and e-commerce portal have been build.</p> <p>c. In the experience of Jr Developer has been changed as under: Having at least 3 years of post-qualification relevant work experience in design and development of CMS based Websites & e-commerce portal and should have experience in the relevant technologies in which website, CMS and e-commerce portal have been build.</p>
4	Page 24 - Section No. 3	2 Manpower at SPMCIL Location	Will these resources be provided Infra in terms of Laptops, Internet by SPMCIL or vendor has to arrange the same?	Desktop will be provided by SPMCIL on premise, for after office hours support if required in case of Emergencies, bidder has to ensure the same.
5	Page 10 - S.No. 2	Development Timelines of 120 Days	120 Days is very less and we request you to make it 180 Days. Also, Security Audit and GIGW to happen post Go-Live i.e. during Warrnaty period	Time line as per RFP. All requisite audits before Go-live of new Website and E-Commerce portal need to be carried out to ensure all Government compliances are met. Thereafter periodic audits need to be carried out by Bidder to ensure all compliances are maintained.
6	Page 10 - S.No. 3	Purchaser reserves the right to increase the period of services by 25%	Does it mean extension of 25% of Tender Period by SPMCIL?	As defined in RFP page no 10. Sl no.3 19.3 Option Clause
7		CERT-In Audit	While vendor is expected to get the Security Audit done, who will pay for the CERT-In Audit every year - Vendor or SPMCIL?	SPMCIL on basis of audit reports, compliance certificate and submission of Original invoice. Vendor has to inform and carry out the required Audits. Vendor has to clearly mention the same in the price bid.
8		CERT-In Audit	Will Website and E-Commerce Portal be Audited separately or will it be 1 Site having corporate website and E-Commerce?	Separately with detailed report and certificates
9		GIGW	Is GIGW Compliance required or GIGW Audit Certificate?	Both

10		GIGW	Who will pay for the GIGW Qudit - Vendor or SPMCIL?	SPMCIL on basis of audit reports, compliance certificate and submission of Original invoice. Vendor has to inform and carry out the required Audits. Vendor has to clearly mention the same in the price bid.
11		GIGW	Is GIGW Audit also required every year like CERT-In Audit?	Yes
12	Page 35	Price Bid	Will the price bid be inclusive of GST or Exclusive?	Excluding GST or taxes will be applicable as per Govt. rates
14		Price Bid	Does the Price Bid include Hosting Cost also OR Hosting will be done by SPMCIL	Yes, clearly mentioned in RFP scope of work and tender Name, by bidder
15	Page 13	NIC Audit	If the Vendor is doing Hosting at MEITY Empanelled vendor, then CERT_In vendor Audit is sufficient, do we still need to get the NIC Audit done? Also, will this NIC Audit be done every Year?	Yes as defined in RFP
16		Mobile App	Is Mobile App required only for the website or for the E-Commerce Portal Also?	Both clearly defined in RFP
17		Mobile App	Are you looking for a Native App or a Hybrid app?	The App should meet as requirements as defined in RFP Section VI: List of Requirements
18		Security Audit of Mobile Apps?	Is Security Audit required for Mobile Apps also?	Yes

Pre-bid Queries from Daffodil Software Private Limited

S No	Page No. of the RFP	Content of RFP requiring clarification	Point of clarification	SPMCIL Reply
1	13	To manage SPMCIL's current home page and corresponding Web pages along with Apps to make it more informative, visually pleasing, easy to manage and responsive to users and devices.	We understand that the entire website has to be redeveloped including the E-Commerce portal. Additionally mobile apps for android and iOS also have to be developed separately. Do you want native "Android and iOS apps or Hybrid app? Please confirm.	Yes, The App should meet as requirements as defined in RFP Section VI: List of Requirements
2	13	Website to be based on latest technologies as follows: • 3-dimensional illustration	What is the use case for 3-D illustration?	Use cases will be discussed with selected L1 Bidder, existing website may be referred to get broad level general ideas
3	13	• Hit analysis • Dynamic content search	What kind of illustrations are required to be presented on the website?	existing website may be referred to get broad level general ideas
4	13	• Search assistance • Dynamic video content option • Watermarks and organic	We understand that SPMCIL will produce/procure the illustrations and upload/manage on the website. Please confirm.	SPMCIL will provide the required images during development, bidder will provide the POC, screens for approval, after Go-Live AMC team will provide support to admin team in

		<p>designs</p> <ul style="list-style-type: none"> • Podcasting of Comm. Coin launches by PM and other dignitaries 		case of product image uploads.
5	13	<ul style="list-style-type: none"> • Cross Browser compatibility • SEO 	What is the use case for hit analysis? Are we talking about hit analysis from the perspective of website analytics?	Yes, website and E-commerce portal hits analysis
6	13	<ul style="list-style-type: none"> • AI enabled Chat Bot help and support to customers/ visitors • Tags (for easy searching) • Web stats with reports and real-time data • Interactive map with selected places 	What is the usecase for dynamic content search? Does it mean that the entire information on the website has to be indexed and searchable or are we only taking about products such as coins and mints?	Entire information to ensure efficetive hits analysis, effective customer queries reply by Chat bot
7	13	<ul style="list-style-type: none"> • Thumb friendly browsing • Multi-Screen/ Multi device adaptability and scalability 	What is the use case for search assistance? Are we talking about suggestive search which provides matching results to the user just like in Google?	Yes.
8	13	<ul style="list-style-type: none"> • Intelligent content Management • Latest App features 	What is dynamic video content option? Please explain.	Scope to add product related videos, live launches, any other video that SPMCIL may deem fit. E.g.- Streaming of new Coin launches by Ministry, PMO etc.
9	14		What is the use case for watermarks?	For establishing SPMCIL Intellectual property rights
10	14		Please explain the requirement w.r.t. organic designs.	New original creative designs of Website
11	14		For podcasting, we assume the videos will be pre-recorded and not live.	Yes, but functionality need to be in place to integrate Live streaming of product launches if deemed fit by SPMCIL
12	14		For podcasting, do we need to host the videos directly on the website or will they be fetched via integration with a third party engine like YouTube?	Both feasibility need to be ensured by bidder.
13	14		Does SPMCIL already have a chatbot that can be integrated on the new site or it has to be developed from scratch?	No, existing Chatbot. Yes, need to be developed.
14	14		What is the use case for interactive maps?	Self Explanatory, refer existing SPMCIL Website
15	14		How will the visitor utilise the interactive maps? Will these be of the SPMCIL locations across the country?	Self Explanatory, refer existing SPMCIL Website

16	14		What is the use case for thumb friendly browsing? Does it mean that the website needs to be compatible with mobile devices?	Yes, refer RFP Section VI: List of Requirements
17	14		For multi device/screen, we understand that the website has to be responsive and thus render on all devices like laptop, desktop, tablet, mobile etc. Please confirm if the expectation is same or not.	Yes, refer RFP Section VI: List of Requirements
18	14		What are the 'Latest App Features' that SPMCIL desires?	Refer RFP Section VI: List of Requirements
19	14		What is the use case for intelligent content management?	Refer RFP Section VI: List of Requirements
20	14		What type of content are we talking about? Is it just information or documents, videos and images as well?	Refer RFP Section VI: List of Requirements
21	14	Migration of existing website information and data.	Can you mention the size of data and documents that needs to be migrated?	Application Size:166GB Database Size-780MB
22	14		Is the data migration activity to be completed in the same project timeline of 4 months or will there be additional time given for the same?	As per timeline before Go-Live of new website all Data need to be migrated and all functionalities tested and approved.
23	14	Product search	Please mention the various types of products to be supported on the platform	Refer existing SPMCIL Website for existing products, functionality should be scalable to cater to SPMCIL new products as and when approved by SPMCIL
24	14	Product Buying Suggestions	We understand that generic parameters like products explored, added to cart, bought in the past etc. will be leveraged to provide buying recommendations to the user. Please confirm.	Yes, for details Refer RFP Section VI: List of Requirements
25	14	Multi-currency display of product prices	What all currencies are to be supported in the system?	Refer existing SPMCIL Website for pricing i.e.- in INR, at present all conversions are enabled at Payment Portal end, however the functionality should be customizable to cater to Multi-currency display of product prices in case of requirements.
26	14		How will the pricing for each product be managed in different currencies? Will it be manually managed?	
27	14		If manual, then how will the prices of the products updated on a daily basis on the portal?	
28	14		Or, does the system need to integrate with a third party system to fetch live currency conversion information and convert the rates into various supported currencies on a daily basis?	

29	14		If yes, we understand that such converted prices will be fixed for the day and will not vary in realtime. Please confirm.	
30	14	Product Shipping	How is product shipping going to be handled in the system? Meaning - is the system going to provide multiple shipping options to the customer?	Yes, functionality should cater to all business requirements as defined in SOW, refer RFP Section VI: List of Requirements
31	14		How is the customer going to track a shipment post purchase?	
32	14		How will the customer receive information on shipment delivery updates? Will the system send any notifications?	
33	14		What type of notifications have to be sent to the customer for any purchase order? E.g. SMS, Email, Push.	
34	15	Integration with shipping companies for real time shipping costs	Will the shipping costs be fixed basis the pincode and distance or will it be variable and realtime? Usually, shipping costs are fixed. Please confirm.	At present India post shipping charges are applicable. Functionality should have feasibility and be customizable to cater to multi party shippers if and when required by SPMCIL
35	14	Digital Marketing features	Please explain the various digital marketing features required in the ecommerce portal.	Functionality should cater to all business requirements as defined in SOW, refer RFP Section VI: List of Requirements pages 13 to 24
36	14		Usually, digital marketing and promotion acitivities are handled using third party tools. Do you want those capabilities built into the portal?	
37	14	Dynamic Account management	What is the use case for dynamic account management?	
38	14	Robust Customer Care-CRM	What features are required from the perspective of CRM?	
39	14		Usually, CRM is a third party tool from where customer lifecycle, marketing campaigns etc are handled. Do you want those capabilities built into the portal?	
40	14		We understand that CRM capabilities (if at all) will be available on the admin console only. Please confirm.	
41	15	Newsletter automation	We understand that admin will manage the upload of latest newsletters and as soon as they are uploaded, a notification will be triggered to the end user. Please confirm.	

42	15	Inventory Management	Is the E Commerce portal required to manage inventory of products available?	Yes
43	15		Or, is there a third party system with which the portal will be integrated to fetch all inventory related information including products, qty, price, date of replenishment etc.?	Yes, the functionality should have integration capabilities with SAP ERP for such requirements if deemed fit by SPMCIL.
44	15	Ability to specify expected date of stock replenishment	Is the system required to calculate this information or will it be fetched via integration with a third party system or will the admin user enter it manually in the system?	Use cases, business logic will be discussed with selected L1 Bidder,
45	15	Lower Inventory alert	On what basis do you want the system to calculate lower inventory levels?	
46	15		Will the admin user enter this information manually?	
47	15		What logic is used to calculate the lower inventory levels?	
48	15	Integration with order management module	Can you provide details on what is the order management module? Is it a third party system with which the portal needs to be integrate or will it be built as part of the portal?	Yes, refer RFP Section VI: List of Requirements. The functionality should have integration capabilities with SAP ERP for such requirements if deemed fit by SPMCIL. Use cases, business logic will be discussed with selected L1 Bidder.
49	15		If external, does the order management module support integration via Rest APIs?	
50	15	Order Management & Tracking	Will the user be able to modify the order once its placed?	Feasibility should be there, to be enabled as per SPMCIL requirement
51	15		Will the user be able to cancel the order once its placed?	
52	15		How will the customer track his order?	Functionality should exist. For details, refer RFP Section VI. Use cases, business logic will be discussed with selected L1 Bidder, at the BBP stage.
53	15		Will the portal integrate with a third party system to generate tracking id and other tracking details?	
54	15		Will the portal send notifications on shipment status or will it be sent via the third party system?	
55	15	Customer Outreach features.	What is the use case for customer outreach feature?	
56	15	Bulk purchase discount management	We understand that the admin will manually define the bulk purchas product types, quantity and discount. Please confirm.	

57	15	Reward points management and redemption	Will the reward points be directly redeemable on the portal in the next purchase?		
58	15		Or, will the reward points be redeemable on a third party rewards website (as is the case with credit card companies)?		
59	15		Will the admin configure the type of rewards and reward points that can be earned or will it be automated via a third party system?		
60	15		Will the customer be able to able to redeem third party rewards directly into the portal?		
61	15		Or, will the customer need to visit the third party website and redeem the points there?		
62	15		Will the admin user need to keep a track on the points redeemed, earned etc. basis a MIS dashboard report?		
63	15	Customer care and support including inquiry form, chat and email support	We understand that the customer support team will be SPMCIL's own team. Daffodil will play no role in managing the same. Please confirm.	Technical support to be provided to customers by the deployed Team, product related queries to be forwarded to SPMCIL pre-defined appointed team. Deployed team needs to coordinate with the technical team of any integrated API teams e.g.- PG portal etc.	
64	15		Will the system need to integrate with a third party customer care management tool to enable viewing, tracking and managing support tickets?		Incident management tool to be provided by bidder as per RFP Section VI: List of Requirements
65	15		Or, is the system required to have these features inbuilt? If yes, kindly mention the features required.		
66	15		For chat support, are we going to provide realtime support to customers?		Yes, AI enabled Chat Bot, refer RFP Section VI: List of Requirements
67	15	Payment gateway integration	Which payment gateway is to be integrated in the portal, please confirm.	Will be provided to L1 bidder after selection during project implementation.	
68		News feed about latest happening from sports world like cricket score	Why are we building a cricket scorecard into the system? Can you provide the use case? Is it just from the perspective of user engagement?	It is an example, key requirement being News feed integration abilities.	
69		Buying process tutorial	What type of tutorial are we talking about? Example - on screen guide, videos, images, animations etc.?	Yes	

70		Product filtering on domestic/international brands	Does SPMCIL sell international brands that need to be promoted on the portal? Are such products to be highlighted in a certain way on the portal?	Yes, separate products for Domestic and International customers respectively. Refer existing website
	20	There should be a 'supplies ordered' module where all orders to suppliers should be tracked in detail (i.e. items ordered, quantity, credit, amount paid, order date, expected date to receive order and date received etc.	Will the supplies ordered module be built into the admin console of the ecommerce portal or will it be a third party system with which the application will integrate?	Inbuilt in system, refer RFP Section VI: List of Requirements
71	24	Facility to capture HD, High pixel product image with 360 display	We understand that the application only needs to support upload of such images via the admin module. Capture will not be required. Please confirm.	Functionality to cater to HD images as per RFP Section VI: List of Requirements
72	24	Catalogue designing	What is the use case for catalogue designing	Functionality should be available, use case will be provided to selected L1 bidder
73	32	Experience and past experience- "The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs from 31.03.2020	As the scope of this project includes development of mobile app as well, we request you to change this clause as below: ""The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal and a mobile app project during last 5 years in Government/ PSUs from 31.03.2020". We suggest that mobile app should have more than 1million downloads to be eligible.	Experience and past experience-"The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs till 31.03.2020.
73	32	The bidder should be CMMi-Level 5	We request you to make it CMM-Level 3	No change. Eligibility as defined in RFP

Pre-bid Queries from Liferay

S. No	RFP Document Reference & Page Number	Content of RFP requiring Clarification(S)	Points of clarification	SPMCIL Reply
1	Section III, Page 6 of 44, 3.Earnest Money Deposit (EMD)	Nil. However bidders have to submit the Bid Security Declaration along with Techno-commercial Bid as mentioned in Section-I (Notice Inviting tender) at sl. no.3.	Please share the format of "Bid Security Declaration"	Pls refer RFP

2	Section III, Page 7 of 44, 7.Evaluation	i. Evaluation shall be done on the basis of all-inclusive cost as per section XI of the tender document.	<p>We understand that SPMCIL wants to grow exponentially and as part of modernization initiative, is looking for revamping the Corporate Portal including their different Unit Microsites apart from creating a new E-commerce portal for giving a seamless buying experience to its customers. Considering the importance of the project, it is critical to give importance to the technology/solution being proposed by the bidders to ensure that SPMCIL is onboarding the solution based on latest technology with a Road-Map to ensure that the offered solution can be used by SPMCIL for next 7 to 10 years with required upgradation, thereby giving best return for the investments being done.</p> <p>Hence, we strongly recommend to have a "CRITICAL" Technical Evaluation to ensure bidders who offers best of breed solutions are qualified for commercial evaluation. We recommended that the evaluation of the RFP is done using Quality and Cost Based Selection (QCBS) which is a recommended approach by "MODEL RFP DOCUMENTS FOR SELECTION OF IMPLEMENTATION AGENCIES" published by Ministry of Electronics & Information Technology (2018), rather than L1 which can substantially affect the quality of implementation as bidders only focus is to minimise the cost rather on focussing on technical quality of solution. (Ref: https://www.meity.gov.in/writereaddata/files/model_rfp_for_selection_of_implementation_agencies-2018.pdf)</p> <p>As part of Technical Evaluation, we propose to have a "Demo" of the Proposed Platform to ensure that SPMCIL Team will have an understanding of proposed solution and assess the capability of solution being delivered in 120 Days timelines, making the selection riskfree</p>	No change. As defined in RFP.
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			<p>from any delays.</p> <p>Further, above document suggests the following for QCBS Evaluation (Section 2.1.6.3): Under QCBS, The weight associated with Quality i.e. Technical Proposal may be as high as 80% and that associated correspondingly with cost i.e. Financial Proposal may be 20%. However the most common & effective QCBS which may be used in 70:30 (Technical Score weightage: Financial Score Weightage).</p> <p>Request kind consideration of the same with issuance of proper corrigendum.</p>	
3	Section III, Page 7 or 44, 7.Evaluation	<p>ii) In case the L1 firm is non MSE, the price quoted by MSE firm within the range of L1+15% will be asked to match the price of L1 firm. In case the MSE firm matches the L1 price, order will be placed on MSE firm. However in case MSE firm does not match the price of L1 firm, the next lowest offer of MSE firm within the range of L1+15% will be asked to match the price of L1 and so on. In case no MSE firm (within the range of L1+15%) matches the price of L1 firm, order will be placed on L1 firm.</p>	<p>a) Would request to reconsider the clause in line with the QCBS evaluation. We strongly recommend to give critical weightage to the technical aspect of the solution offered.</p> <p>b) Further, studies have found that a competitive bid where all bidders understood the customer requirements and deliverables well, the price variations among the bidders have been within 20% of the "average bid values". So to avoid a scenario of underquoting by bidders there by putting project deliverable on high-risk, we recommend to consider commercial bids which are +/- 20% of the Average Bid Value.</p> <p>Please Consider.</p>	No change. As defined in RFP.
4	Section V: Special Conditions of Contract (SCC), Page 10 of 44, 4. Terms and Mode of Payment	<p>Each bill must accompany with the following duly signed documents by the Bidder: Phase-I Design and Development of website and ecommerce site.</p> <p>a) Sign-off of successful completion of milestone(s). b) SRS c) User Manual d) Source Code Copy(Soft</p>	<p>Since the project comprises of Supply of Licenses as well as Services, Can you please clarify the payment for each milestone as per the Phase 1 Delivery Milestones for supply as well as services.</p>	Pls refer corrigendum

		Copy) e) Security Audit Certificate. f) All compliances GIGW certification latest version.		
5	Section VI: List of Requirements, Page 12 of 44, 1.1 Current website and portal:	iii. Database server	a) Can you please provide highest concurrency seen in the current server in last 18 Months b) What is the envisaged growth in traffic YoY. (Required for estimation of hardware Infra accordingly) c) What is the configuraion of the current Application Server and is it in a Clustered Environment	
6	Section VI: List of Requirements, Page 13 of 44, 1.4 Development of New SPMCIL Website	i. Hosting, Operation & Maintenance of Common Integrated Website, including all units' portals as the sub-domain of the corporate portal on any one of Ministry of Electronics and Information Technology (MeitY), Government of India, approved clouds having data center in India only.	Since MeitY approved clouds have data center in India only, does explicit mention of "clouds having data center in India only" means that the CSP shouldn't have data center outside India. Eg. Azure. AWS. Please clarify.	Empanelment certificate from Ministry of Electronics and Information Technology (MeitY), Government of India, approved clouds having data center in India only. Declaration need to be provided by selected L1 bidder that for SPMCIL hosting the Cloud data center is India. The declaration format will be shared with selected L1 bidder.
7	Section VI: List of Requirements, Page 13 of 44, 1.4 Development of New SPMCIL Website	ii. Ensure the compliance of prevailing standards like	As per Notification No F. No. 1(3)/2014 - EG II of Ministry of Communication and IT, it recommends to use Enterprise Edition of Free Open-Source Software (FOSS) for all govt projects where FREE means FREE to Use with NO restrictions and NOT FREE of cost. Request to kindly give preference to Open Source Solution thereby reducing the TCO of project also. Please Confirm.	All audit compliances, government of India compliances mentioned in RFP Section VI: List of Requirements need to be met with requisite audit reports, certificates submission to SPMCIL. All Scope of Work mentioned in Section VI: List of Requirements need to be implemented, the functionalities requirement will be treated as compliance matrix for deliverables of Project implementation.

8	Section VI: List of Requirements, Page 13 of 44, 1.4 Development of New SPMCIL Website	iii. To manage content in multilingual format through CMS (Content Management System).	<p>Based on our experience and understanding the criticality of the project, we recommend that, Web Portal and CMS (Content Management System) should be based on COTS or Enterprise Supported Open Source Product and not a bespoke/community/freeware or home-grown solution to avoid vendor lock-in.</p> <p>Further, to ensure quality of product it is recommended that the pre-qualification of the product can be set to the products present in Leaders/Challengers/Strong Performer in latest report of either Gartner Magic Quadrant or Forrester Wave Report for "Digital Experience Platform".</p> <p>Please confirm.</p>	The Website and E-Commerce portal needs to meet all defined functionalities, features listed in the scope of work as defined in RFP Section VI: List of Requirements
9	Section VI: List of Requirements, Page 13 of 44, 1.4 Development of New SPMCIL Website	vi Identify the training requirements and train the concerned Department staff/officers for successful updating and maintenance of the various modules of website as and when required. The Training shall include CMS, database and other related features.	We understand that the training to be provided to staff/officer on the Platform being proposed for administration, configuration, update and maintenance of the solution is only expected. Please confirm.	As defined in RFP Section VI: List of Requirements
10	Section VI: List of Requirements, Page 14 of 44, 1.4 Development of New SPMCIL Website	viii. A vibrant, attractive and aesthetically appealing website with effortless navigation to enhance user experience.	Does SPMCIL has an existing UI/UX agency who will work with SI on designing new UI. Please confirm.	The tender is for DESIGN & DEVELOPMENT OF NEW SPMCIL WEBSITE AND A SEPARATE ECOMMERCE SITE WITH ONSITE COMPREHENSIVE SUPPORT FOR FIVE YEARS.
11	Section VI: List of Requirements, Page 14 of 44, 1.4 Development of New SPMCIL Website	xiii Customer convenience should remain paramount in all aspects of the website design and especially for shopping cart management and order booking.	We understand that Customer Experience is the key aspect of the project and hence we strongly recommend to mandate bidders to propose solution based on a proven Digital Experience Platform with natively integrated Commerce Engine.	The platform should meet all functional requirements, features as defined in RFP Section VI: List of Requirements

12	Section VI: List of Requirements, Page 14 of 44, 1.4 Development of New SPMCIL Website	xiv. The platform should be scalable and hence modular in nature, so that, any enhancements in future are easily possible.	As we understand, this can be confirmed by mandating use of a proven COTS/Enterprise Edition of Open Source Product which are build on modular/micro-service based architecture. Further, for scalability purpose, it is important to have the underlying platform supporting containerization/docker based deployment for optimum utilization of resurces.	
13	Section VI: List of Requirements, Page 14 of 44, 2. E-Commerce Portal/Site:	New Global E-commerce site to be based on latest technologies as follows:	Based on our experience of working with multiple Public Sector organizations like SBI, IOCL, Oriental Insurance etc, we recommend that the project should mandate the use of a "Digital Experience Platform", which is an integrated platform with capabilities of "Content Management", "Portal", "Workflow, Document Management, Commerce & eForms", "Digital Asset Management" & "Search" capability with features like personalization, page content analysis, collaboration tools(wiki, blogs, forums), capability of social media integration and is compliance to all major standards. We are recommending these capabilities based on our experience of working with other PSUs.. Now a days all public sector enterprises are looking beyond CMS and all leading websites and portals have collaboration and personalization capabilities. Please confirm?	
14	Section VI: List of Requirements, Page 15 of 44, 2. E-Commerce Portal/Site:	· Developing a user friendly website interface that allows easy navigation for Global users	Based on our experience, this can be achieved through A/B Testing, which the proposed platform should support. Please confirm our understanding is correct.	The paltform should meet all functional requirements, features as defined in RFP Section VI: List of Requirements
15	Section VI: List of Requirements, Page 15 of 44, 2. E-Commerce Portal/Site:	· Close integration with social media for community and social media marketing (SMM/SMO) · Payment gateway integration · Integration with shipping companies for real time shipping costs	Please confirm that SPMCIL will be arranging the API's for integrations. Also, payments, if any, needed for getting the API or for utilization on these services will be paid by SPMCIL and is NOT In scope of bidder.	Platform should have features for integration, API's will be provided where there is a requirement.

16	Section VI: List of Requirements, Page 15 of 44, 2.1 FEATURES & REQUIREMENT OF E-COMMERCE PORTAL, v Product Search	<ul style="list-style-type: none"> · Easy search with automatically suggested terms within the Client website 	Since multiple websites are to be maintained, it is assumed that search engine should have the capability to search across all the sites including the ecommerce site and provide result, which can be achieved through an Enterprise Search Engine. Please confirm our understanding is correct.	As defined in RFP Section VI: List of Requirements
17	Section VI: List of Requirements, Page 18 of 44, 2.4 USER REGISTRATION/ LOGIN MODULE, iv. Account retrieval	<ul style="list-style-type: none"> · SMS enabled OTP password reset · Email notification for password resetting 	Our understanding is that SMS and Email Gateway will be provided by SPMCIL. Please confirm.	SMS gateway to be provided by bidder, with submission of utilization report and other details for Government and audit compliances. SPMCIL email will be used for Email notification for password resetting. However for bulk advertising vide email, newsletter etc, functionality to be created in the platform as defined in RFP Section VI: List of Requirements
18	Section VI: List of Requirements, Page 27 of 44, 3. Onsite Comprehensive Annual Maintenance Contract(CAMC) towards website and e-commerce site:, v. Supplementary Scope	<ul style="list-style-type: none"> · Any Migration of system landscape from one set of servers to another or another platform is not included in the scope of work but if required. 	Need further explanation. Please provide more details.	Will be discussed with the AMC service provider in case of such requirement.
19	Section VI: List of Requirements, Page 27 of 44, 3. Onsite Comprehensive Annual Maintenance Contract(CAMC) towards website and e-commerce site:, v. Supplementary Scope	<ul style="list-style-type: none"> · Bidder will procure and implement SSL license for website, if required, at any point in time during the support period. At present the validity of existing SSL is till 20.12.2021 	<p>a) We understand that bidder have to procure & implement SSL effective from 20/12/2021 and valid till end of Contract Period. Please Confirm.</p> <p>b) We are not seeing any Line Item to include this cost in the Price Format. Please confirm where this cost to be included in the Price Bid.</p>	Yes, All costs are to be borne by selected bidder

20	Section VI: List of Requirements, Page 27 of 44, 3. Onsite Comprehensive Annual Maintenance Contract(CAMC) towards website and e-commerce site:, v. Supplementary Scope	· Bidder will help in procurement of any other necessary license for website, if required, at any point in time during the support period.	We understand that Bidder should help SPMCIL in procurement of any licenses necessary for website during support period and the payment of same will be done by SPMCIL directly to respective vendor. Please confirm our understanding.	This applicable in case of any new requirement during the project
21	Section VI: List of Requirements, Page 27 of 44, 3. Onsite Comprehensive Annual Maintenance Contract(CAMC) towards website and e-commerce site:, v. Supplementary Scope	· Bidder will provide all security test reports periodically.	a) At what frequency does the Security Report to be Submitted. b) Who will bear the cost of these periodic Security Reviews,	a. Quarterly after go-live b. All cost to be borne by selected bidder.
22	Section VI: List of Requirements, Page 27 of 44, 3. Onsite Comprehensive Annual Maintenance Contract(CAMC) towards website and e-commerce site: vii. Service Level Agreement (SLA)	New Request	a) We understand that there is no Penalty in any delays for Project Delivery Timelines of 120 Days. Please confirm. b) Website Performance Parameters are not covered. Please provide parameters related to website page loading response time etc.	a) Refer Section V: Special Conditions of Contract (SCC) sl no.5 clause 24.1 Quantum of LD for Implementation project delivery & SLA defined for penalty during AMC period. B) Website performance parameters are as follows-
23	Section VII: Technical Specifications, Page 30 of 44		We assume "ASP.Net" is profile is a typo error and the solution can be based on any technology like ASP.Net, Java etc, and the resource should have knowledge of the technology of the proposed platform. Please confirm.	Yes The deployed resources should have experience in technology in which website,CMS and E-Comm portal are proposed by selected bidder
24	Section VII: Technical Specifications, Page 30 of 44	New Request	Please provide basic Technical Specification of the DXP/CMS Platform expected by SPMCIL. This will enable a standard approach and hence similar solution approach comparison in selection process.	As defined in RFP Section VI: List of Requirements

25	Section IX: Qualification/ Eligibility Criteria, Page 32 of 44, 1. Experience and past experience	(i) The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs from 31.03.2020	Request to allow the OEM experience of the Proposed Platform as well as experience in Enterprise Segment enabling more bidders to participate. Further, 1 Project Experience in website/portal is very less and end up having an inexperienced bidder, which will be risky for SPMCIL Suggest the clause to be changed as:(i) The bidder/ OEM should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e- commerce project AND at least 5 (Five) Website/Portal/eCommerce project experie during last 5 years in Government/ PSUs/ Enterprises in India/International from 31.03.2020	No change, As defined in RFP Section IX: Qualification/ Eligibility Criteria
26	Section IX: Qualification/ Eligibility Criteria, Page 32 of 44, 2. Capability	(i) The bidder should be CMMi- Level 5	For a wider participation and enabling more participants, request to kindly relax the criteria from CMMi-Level 5 to CMMi-Level 3 or Higher	No change
27	Section IX: Qualification/ Eligibility Criteria, Page 32 of 44, 2. Capability	(iii) Bidder should have at least one office in the NCR (National Capital Region)	Request to Remove this criteria as onsite resources are being provided for project support and in the current digital world, location shouldn't be a criteria. Alternately, request to allow to submit an undertaking in letter head signed by Authorized Signatory that an office will be set-up in NCR region within 60 days of receipt of Purchase Order.	The selected bidder Top Management and Project team if required need to attend crucial meeting (face to face) within 24 hrs notice at SPMCIL office at its own cost towards travelling, lodging and boarding etc.
28	Section IX: Qualification/ Eligibility Criteria, Page 32 of 44,	New Request	Request to kindly add the following to ensure quality platform is being Procured: 4. OEM Leadership Criteria i. Existence in India · Proposed OEM should have presence in India ii. OEM Leadership Criteria: · Proposed OEM should be under leader quadrant in Gartner's magic quadrant /Forrester Wave Report in Web Content Management/Digital Experience Management for the last 3 years (FY 17-18, FY 18-19, FY 19- 20)	No Change

29	Section XI: Price Schedule, Page 35 of 44	3. E-commerce License or any other License cost, if any	Please Confirm that all Licenses Cost including CMS/Portal/eCommerce/Database etc. to be included.	Yes
30	Section XI: Price Schedule, Page 35 of 44	New Request	As understood, Hosting Services to be provided by Bidder. Please confirm under which heading the Hosting Charges are to be quoted.	Price schedule has been revised, they payment shall be made quarterly along with CAMC
31	Section XIV: Manufacturer's Authorization Form, Page 38 of 44	Not Applicable	For those components where Licenses are required like Content Management System/Digital Experience Platform, ecommerce, Database etc. it is suggested to have Support from OEM's to ensure project success in a seamless manner. Hence request to mandate MAF for such components and Please provide the format for the same.	No change

Pre-Bid Query Vilocis

S. N.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(S)	Points of clarification	Points of clarification
1	Page number 13, (1.4 Development of New SPMCIL Website)	Broad Level of Scope: (i) Hosting, Operation & Maintenance of Common Integrated Website, including all units' portals as the sub-domain of the corporate portal on any one of Ministry of Electronics and Information Technology (MeitY), Government of India, approved clouds having data center in India only	RFT don't tell anything about Cloud or hosting specification. Please confirm that cloud hosityng will be provide by Bidder or not	As defined in RFP Section VI: List of Requirements
2	Page 14, (2. E-Commerce Portal/Site: - -- bullet point no-16)	Digital Marketing features	Please Ellobrate the what kind of Digital Marketing features required	
3	Page 14, (2. E-Commerce Portal/Site: - -- bullet point no-18)	Robust Customer Care-CRM	Please Ellobrate the feature of customer care-CRM features	

4	Page 15, (2. E-Commerce Portal/Site: - -- bullet point no-52)	Integration with shipping companies for real time shipping costs	Please specify the number shipping companies for integration	At present India post shipping charges are applicable. Functionality should have feasibility and be customizable to cater to multi party shippers if and when required by SPMCIL
5	page 18. (2.4 USER REGISTRATION/LOGIN MODULE) Point - iii	iii. Ability to contact customer care	We are assuming that Department will provide the customer care	Technical support to be provided to customers by the deployed Team, product related queries to be forwarded to SPMCIL pre-defined appointed team. Deployed team needs to coordinate with the technical team of any integrated API teams e.g.- PG portal etc.
6	Page 20, (2.10 ORDER MANAGEMENT AND TRACKING)	iv. Product Shipping	Please specify the number partner need to be integrated	At present India post shipping charges are applicable. Functionality should have feasibility and be customizable to cater to multi party shippers if and when required by SPMCIL
7	Page - 30 (Section VII: Technical Specifications)	Jr Developer Should have working knowledge of Photoshop, Dreamweaver etc.	Jr Developrs are good in development but they don't have work on Photoshop, Dreamweaver etc. Please add one designer also in support team	As per RFP
8	General	General	Please tell the total number users	10000 approx
9	General	General	Please clarify total Data and the Date size	Application size - 166 GB Database size - 780 MB
10	General	General	Please clarify - DR required or not (Active - Active or Active- Passive)	Yes as defined in RFP Section VI: List of Requirements all SLA's to be complied
11	General	General	SMS /Email will be provided by the department or Cloud Services	Bidder has to manage
12	General	General	Domain and SSL is required or not	yes and bidder has bear the cost
13	General	General	Any bandwidth required	No
14	General	General	Managed services are required or not	Yes
15	General	General	Scalable VM's are required or not	
16	General	General	Backup & Restore Facility required or not	Yes as defined in RFP Section VI: List of Requirements all SLA's to be complied and should be maintained as per CMMI Level 5 Dev Processes
17	General	General	Other Services required on cloud - CDN etc	

18	Page - 32 (Section IX: Qualification/ Eligibility Criterias) - Experience and past experience - Point - i & ii	(i) The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs from 31.03.2020	This should be corrected as - (i) The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal project during last 5 years in Government/ PSUs till 31.03.2020 or till 31.12.2020 or till date of Tender publish	Experience and past experience-"The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs till 31.03.2020.
19	Page - 32 (Section IX: Qualification/ Eligibility Criterias) - Experience and past experience - Point - i & ii	(ii) The bidder should have minimum of 5 years of exposure in industry from 31.03.2020	This should be corrected as - (ii) The bidder should have minimum of 5 years of exposure in industry till 31.03.2020 or till 31.12.2020 or till date of Tender publish	Experience and past experience-"The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs till 31.03.2020.

Pre-bid Queries from OYSIS

S. No	RFP Document Reference & Page Number	Content of RFP requiring Clarification(S)	Points of clarification	Points of clarification
1	1.4 ,13	Hosting, Operation & Maintenance of Common Integrated Website, including all units' portals as the sub-domain of the corporate portal on any one of Ministry of Electronics and Information Technology (MeitY), Government of India, approved clouds having data center in India only.	How many integration will have to be done overall (including order management module, socia media, payment gateways etc.) ? Of which, for how many integrations the API will be made available by department?	Pls refer current website for details

2	1.4 , 13	i. Hosting, Operation & Maintenance of Common Integrated Website, including all units' portals as the sub-domain of the corporate portal on any one of Ministry of Electronics and Information Technology (MeitY), Government of India, approved clouds having data center in India only.	In order to do the server sizing, please let us know the following things. 1) Maximum concurrent users expected 2) Maximum transactions per day 3) Data size per transaction 4) What's the data backup and retention policy 5) What's the data archival policy 6) What is the DC and DR policy 7) What is the RPO and RTO for DC to DR failover 8) If any document upload, what is the maximum size per document and what is the maximum file uploads per day? 9) Is server maintenance bidders' responsibility?	As per the quality standards CMMIlevel 5 Dev process. 1.Approx 10000 2. Approx 500 3. 4. As per quality standards of CMMI Level 5 Dev process. 5. As per quality standards of CMMI Level 5 Dev process. 6. As per quality standards of CMMI Level 5 Dev process. 7. As per industry best practice and standards. 8. As per industry best practice and standards. 9. Yes bidder is responsible for all server related activities and operations.
3	1.4 , 13	vi. Identify the training requirements and train the concerned Department staff/officers for successful updating and maintenance of the various modules of website as and when required. The Training shall include CMS, database and other related features.	How many staff/officers will have to be trained overall?	Approx 100
4	1.4 , 14	x. Migration of existing website information and data	Please let us know the quantum of data to be migrated overall?	Application size - 166 GB Database size - 780 MB
	2.16, 23	Migration of existing customer data with zero loss		
	3.1, 27	Any Migration of system landscape from one set of servers to another or another platform is not included in the scope of work but if required.		
5	2.4, 18	Account retrieval : SMS enabled OTP password reset	Similar to the one given here, SMS has to be sent at 4-5 scenarios as mentioned in RFP. Will the cost of sending these sms be borne by department? Overall how many sms will have to be sent during contract period approximately?	SMS gateway to be provided by bidder, with submission of utilization report and other details for Government and audit compliances. At present SMS is enabled for Domestic customers, in future it may be scaled up to include international customers based on SPMCIL's requirements.

Received after 31.01.2021**Pre-bid Queries from Grant Thornton Bharat LLP**

S. No	RFP Document Reference & Page Number	Content of RFP requiring Clarification(S)	Points of clarification	Points of clarification
1	Page 32:	Point 1.1. Experience and past experience: The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/	To facilitate wider participation of well-established firms with adequate experience of Central / State Government project, We request you to please add e-commerce/ e marketing to the criteria. The aforementioned criteria may be modified as below	No change
	Experience and past experience	PSUs from 31.03.2020	The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project / e-marketing project during last 5 years in Government/ PSUs from 31.03.2020	Experience and past experience-"The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs till 31.03.2020.
2	Page 32:	Point 2.1. Capability: The bidder should be CMMi-Level 5	The clause may be amended as below:	No change
	Capability		The bidder should have CMMi-Level 5 or CMMi-Level 3 or ISO 9001 + ISO 27001 certifications.	
3	Page 32:	Point 3.1. Financial standing: Average Annual turnover of the bidder firm during last three financial years ending 31.03.2020 should be more than Rs.43 Lacs	Average turnover of 43 lakhs is too less to implement the such a prestigious project therefore the average annual turnover may be increased to 5 cr.	No change
	Financial standing			

Pre-bid Queries from ESDS Software Solution Pvt. Ltd.

Sl. No	RFP Document Reference & Page Number	Content of RFP requiring Clarifications	Points of clarification	
1	Website Design & Development: Page no 13	The website URLs of SPMCIL are as follows:	All Domain would be Procured by SPMCIL, please confirm	Yes

2	Development of New SPMCIL Website Page no 13	First level Security testing to be carried out by CERT-In (Third Party Auditor) and second level audit should be done by NIC before deployment on the production server for any vulnerability.	Please specify the number of Audits during AMC period and How Many Security Audit to be considered	minimum one per year
3	Development of New SPMCIL Website Page no 13	Website should be complied on GIGW certification latest version and to maintain the same during contract period.	Please specify the number of STQC audit to be considered during the complete Phase of Project	every year
4	Development of New SPMCIL Website Page no 13	In case of multilingual Website. Multi-lingual feature is enabled in the currensetup. In case of multilingual websites, contents will be provided by the concerned departments of Units. The existing site is in dual language English and Hindi.	Please specify the number of language apart from English and Hindi in which the pages need to be developed	English & Hindi
5	Development of New SPMCIL Website Page no 13	Identify the training requirements and train the concerned Department staff/officers for successful updating and maintenance of the various modules of website as and when required. The Training shall include CMS, database and other related features.	Please Specify if the training is Online or Offline, if Offline Specify the Venue/Location How Many User Need to be Trained? How Many Batch/Session need to be considered for Training	Online approx 100 no as and when required
6	Development of New SPMCIL Website Page no 13	Website to be based on latest technologies as follows:	Please specify the technology preference, if any?	so as to address all our requirements.
7	Development of New SPMCIL Website Page no 14	Podcasting of Comm. Coin launches by PM and other dignitaries	We assume Podcast will be provided by deptment SPMCIL, vendor need to provision to upload the podcast	yes

8	Development of New SPMCIL Website Page no 14	SEO	What level of SEO is being expected? Do you need basic SEO or detailed SEO (Google Analytics) ?	As per industry standards
9	Development of New SPMCIL Website Page no 14	AI enabled Chat Bot help and support to customers/ visitors	Is FAQ based chatbot Is expected or advance level?	FAQ based on AI
10	Development of New SPMCIL Website Page no 14	Interactive map with selected places	Is Google Integration need to be Considered? What is the Purpose of the MAP? We assume MAP API's would be provided by SPMCIL, Vendor need to integrate with the website, please confirm	Please refer RFP for detail
11	Development of New SPMCIL Website Page no 14	Intelligent content Management • Latest App features	Please Elaborate Intelligent Content Management Please Elaborate Latest App Feature	Should seamlessly address all the requirement of RFP
12	Development of New SPMCIL Website Page no 14	Extra caution should be taken while defining the positioning of various sections like partner brands, promotions, news updates, deals etc to minimize the confusion and increase the customer focus.	Please sahre if SPMCLI have any Branding Policy?	Will be shared with selected bidder
13	E-Commerce Portal/Site: Page No 15	Customer Outreach features.	Please elaborate this feature, does Customer Outreach is to be managed by SMS/Email?	SMS and Email both
14	E-Commerce Portal/Site: Page No 15	Close integration with social media for community and social media marketing (SMM/SMO)	Is Social Media Marketing is part of this scope, Please specify. We assume Social Media Handle will be managed by SMPCIL, Vendor have to link it with portal, please confirm	yes
15	E-Commerce Portal/Site: Page No 15	Payment gateway integration	We assume Payment gateway will be provided by SPMCIL, Vendor will integrate with the ecommerce portal	yes
16	E-Commerce Portal/Site: Page No 15	Integration with shipping companies for real time shipping costs	We assume API for Integration with Shipping companies will be provided by SPMCIL, Vendor will integrate with the ecommerce portal Please specify how many integration to be considered	Yes, max 4

17	2.1 FEATURES & REQUIREMENT OF E-COMMERCE PORTAL: Page No 16	i.USER INTERFACE Flash art displaying the brands being sold or promoted	Please elaborate the point of Flash Art	Pls refer RFP
18	FEATURED PRODUCTS Page no 18	Auctions (Of Rare coins if required)	Please share the process for Auction	Standard process
19	2.8 Customer survey Page no 19	Result to be integrated with MIS reporting tool	We assume reporting tool will be provided by SPMCIL, if not Please specify the recommended reporting tool for MIS	Vendor has to provide the required MIS tool
20	Product Shipping Page no 20	Based on size/weight/ volume : get real time shipping rates from logistic partner site	Necessary API will be provided by SPMCIL for getting real time data from logistic partner	yes
21	2.12 PAYMENT OPTIONS Page no 21	We would like to provide customers a choice to pay in any currency leading currencies: Dollar, Euro, Pound etc.	We Assume all the payment gateway regarding different currency would be provided by SPMCIL, vendor will have to integrate it with portal	yes
22	2.13 MANAGEMENT INFORMATION SYSTEM (MIS) REPORTING Page No 21	BI Dashboard for management with graph	Please specify the preference of SPMCIL for BI Tool	SAP
23	CRM Features Page no 22	Export customer subscribed to email newsletter to Excel (import capabilities for 3rd party email systems)	Necessary API will be provided by SPMCIL, please confirm	Yes
24	2.16 OTHERS REQUIREMENTS Page no 23	API for SAP integration, dispatch partner integration	What level of Integration is expected in SAP ? What will be the Point of Integration? We assume SPMCIL will Provide the API'S for Integration, Please confirm	Should have the provision and facility to integration with any thord party on need basis, SPMCIL will assist in providing API's
25	3.1 Required Application Support Services Level 2 / Level 3 support Services Page no 25	Application Level 2 - Support Application Level 3 - Support	Please specify the Qualification and Experience required for L2and L3 support?	Please refer RFP SectionVII

26	Supplementary Scope Page no 27	Bidder will procure and implement SSL license for website, if required, at any point in time during the support period. At present the validity of existing SSL is till 20.12.2021	Kindly confirm do we need to provide SSL certificate ?if yes kindly confirm SSL certificate type and for how many years ? Ex:Alpha/Domain/Organisation/Extended/Wild card etc.	Yes , has to be best in the industry
27	Section IX: Qualification/ Eligibility Criteria Page No 32	(i) The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website & Portal with e-commerce project during last 5 years in Government/ PSUs from 31.03.2020	Very few Government / PSU organisations have e-commerce portals. Hence, we request to kindly amend this clause as: The bidder should have executed/implemented/ developed and supported at least 1 (One) Website & Portal during last 5 years in Government/PSUs from 31.03.2020	No Change
28	General		We Assume SMS/Email-Gateay will be provided by SPMCIL, if not Kindly confirm number of required SMS/ Emails Per Months?	As per RFP
29	General		Are the resources required to be deployed Development Phase ?if yes ,please specify the Skillset, Location and contract duration for each resources	No only after go-live, as per the solution proposed.
30	General		Please confirm the Hosting Infrastructure, BackUp space, Security Hardware/Software, License will be procured by SPMCIL	As per RFP
31	General		Please confirm the Mobile App need to be developed in Andriod and IOS?if yes, Please share the Scope of Mobile App	As per RFP
32	General		Credentials for Hosting of Mobile App on the respective playstore would be provided by SPMCIL	Bidder has do in confirmation from SPMCIL
33	General		Kindly confirm total number of users and concurrent users for existing system ?	1000
34	General		All the 3rd Party API for integration will be provided by SPMCIL, Please confirm	Yes

35	General	Is configuration of Server for Hosting is responsibility of Vendor, please confirm	Yes in confirmation from client
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Pre-bid Queries from Maxtra Technologies Pvt. Ltd.

S. No	RFP Document Reference & Page Number	Content of RFP requiring Clarification	Points	Remarks
1	Tender fees / EMD	Tender Fees./ EMD	Is there no tender fees and EMD.	Yes , Please refer RFP
			<u>Kindly clarify the same</u>	
2	Section IX:	The 5 bidder should be CMMi-Level5	We have ISO 27001 and ISO 9001:2015 certificates. <u>It is requested to kindly remove the said condition.</u>	No change
	Qualification / Eligibility Criteria			
	Page Number 32			
3	Section IX:	Bidder should have at least one office in the NCR (National Capital Region	Yes we have a corporate office in Noida and a registered office in Mandi Himachal Pradesh) .	Address proof, like rent agreement etc
	Qualification / Eligibility Criteria			
	Page Number 32	(Copy of the register office)	Please clarify – Documentary proof required to fulfill said clause.	

Pre-bid Queries from Score Information Technologies Ltd

S. No	RFP Document Reference & Page Number	Content of RFP requiring Clarification	Points	Remarks
1	Page 32; S.No. 2 Capability	Eligibility Condition: The bidder should be CMMi-Level 5 Required documents : Copy of	We request you to please allow SEI CMMI Level 03 or above appraised firms to bid for the said tender.	No change

		the Certificate	Along with the copy of certificate , we request you to please mention that the firms names should appear the CMMI Institute published appraisal results, to verify the authenticity of the appraisal	
2	Page 13;Clause 1.4 ii (f)	First level Security testing to be carried out by CERT-In (Third Party Auditor)	Please clarify who will bear the cost of the Security Audit by Third Party CERT-In empanelled Auditor. Please specify the frequency of the Security Audits required during contract period.	All cost to be borne by selected bidder on yearly basis
3	Page 23;Clause 2.15 iii	Integration of SMS for instant alerts	Please confirm that SMS Gateway shall be provided by department.	All cost to be borne by selected bidder.