

Response to Pre- Bid Queries of "TENDER DOCUMENT FOR ANNUAL MAINTENANCE CONTRACT of SPMCIL WEBSITE & PORTAL WITH HOSTING FOR TWO YEARS" Tender No. SPMCIL/IT/04/06/2019/7451, dated: 20.03.2019

S. No.	RFP Document Reference & Page Number	Content of RFP Requiring Clarification(s)	Points of Clarification	SPMCIL Response
Prospective Bidder 1	Zaptechsol Tender Pre-bid Queries			
1	Page 12	1. Hosting, Operation & Maintenance of Common Integrated Website including all units' portals as the sub-domain of the corporate portal.	Do we consider migrating process to begin of existing website from its current hosting to new hosting from day one after award of the contract?	<b>Specified in Tender page 9, Section IV- SCC SI no.2 10.1 Terms of Delivery:</b> Required manpower must be deployed at bidder location to carry out work as per SOW to be underway not later than fifteen days (15) from the date of LOI and Migration activities/ takeover, if any to be completed within <b>2 weeks</b>
2	Page 12	Government of India, Website Guideline ( <a href="http://web.guidelines.gov.in/">http://web.guidelines.gov.in/</a> for reference)	Do you require the existing website to only make GIGW compatible or full compliance along with STQC certificate needs to be achieved? If STQC is required, who will bear the cost?	Existing website is GIGW compatible .However if there any non compliance or gap , bidder has to comply. Yes ,STQC certificate or certificate from STQC empanelled org has to be taken and the cost shall be borne by the bidder
3	Page 12	Security testing certifications as per MeITY Guidelines & OWASP 2.0 or latest version standards compliance.	Security Audit before deploying to NIC cloud server and STQC Website Quality certificate is sufficient to follow the mentioned criteria. Anything else which you want us to consider?	As mentioned, as per government guidelines all compliance to be met.Major objective is that website shall be more secure and robust
4	Page 13	The selected bidder will deploy Three (3) manpower at its location to carry-out the below mentioned activity as a part of operations and maintenance of web-portal/websites. Scope of Work includes, but not limited to, below mentioned points.	Do you mean 3 manpower for L1/L2/L3 Support? Can you confirm that this will be at bidder agency's own premises(offsite)?	Content quoted is self explanatory. May refer terms of delivery in Section IV. However, if required team lead/ Project Manager will be required to attend meetings, discussions etc. at SPMCIL's office.
5	Page 14	Monitor inbound and outbound interfaces for e.g. SAP and others to ensure application availability.	Do you have existing SAP based application with which the existing website is integrated? Do we need to consider any additional license cost or we will continue to use licenses of current software applications provided by SPMCIL with the exception of hosting infrastructure?	No, SPMCIL website and SAP system are not integrated at present. In case of such requirement, additional SAP license cost if required will be borne by SPMCIL as per actuals.



6	Page 14	Liaise with Product ISVs for escalation of core product-level issues and track the resolution status	The ISVs which we liaise with for L3 support, Can we consider internal product managers of the bidder agency?	Yes, and in case of user incidents, liaise with the users directly for issue resolution confirmation.
7	Page 16	Hoisting of website, website will be running from 24 x 7.	Do we consider reasonable amount of "Maintenance Downtime" as per international standards based on advanced schedule and intimation?	Yes, scheduled maintenance may be carried out on advanced schedule and intimation to SPMCIL, post approval from management.
8	Page 16	SRS (Software Requirement Specification) to be updated after any change/ version upgradations	Will the winning agency be getting all the existing documents like SRS and others to update as per the format?	Yes, during Knowledge Transition and migration period.
9	Page 16	One of the resource must have WebSphere application/ process Server experience and the other 2 resources must have WCM certification before time of deployment for maintaining support services for SPMCIL's Web portal	Can you clarify on WCM certification and its timing?	WCM stands for web content management. Deployed resources must be certified in Web/ Website content management systems.
10	Page 6	Under Special Instructions to Tenderers - No of copies of tenders to be submitted - Original & one duplicate copy with all pages of tender document signed with seal & stamp	Can you clarify whether original & duplicate copy is for tender document only or for the entire set including supporting documents & annexures to be submitted in original & duplicate	Entire set signed, stamped and sealed separately marked as Original copy and Duplicable Copy.
11	Experience and past experience Page No. 21	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 Copy of LOI/ PO/ WO/ agreement	Bidder who have executed/implemented/ developed and supported many projects in Private companies during last five years and having ongoing projects in Govt./PSU will be eligible or not. LOI/PO/WO/Agreement will be provided. Request to consider for eligibility.	Copy of LOI/ PO/ WO/ agreement need to be submitted



12	Capability	The bidder should be CMM-Level 3 or higher - Copy of the Certificate	Whether CMMI Level 3 or higher is must. Bidders who have ISO 9001-2015 and ISO 27001 both and does not have CMMI will be eligible or not. <b>If not, May please consider either one out of three for eligibility.</b>	No Change
		ISO 9001-2015 or latest compliance and ISO 27001 compliance- Copy of the Certificate		
		Bidder should have at least one office in the NCR (National Capital Region)- Copy of the Certificate	Whether bidder having its office in Delhi at present without Manpower and gives an undertaking that required manpower resources will be placed on award of Contract in such case bidder will be eligible or not.	<b>Section VIII: Quality Control Requirements</b> As per SLA defined in Section VI & technical specifications of support team deployment defined in Section VII above, Proof of Key Team Members employment on payroll of the bidder organization (like salary slip, EPFO statements etc.) and Curriculum Vitae is to be submitted with the tender in technical bid
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<b>Prospective Bidder 2</b>	<b>In22labs Tender Pre-bid Queries</b>			
1		Are we exempted under CMMI Level 3 for Start-up Companies and we do have our office in NCR region. Do Let us know if we do qualify for that and I have attached the required Documents for that.		No Change
2		Should we submit the Tender Online or we have a Physical Tender Cover?		<b>Yes, in sealed covers. Refer Section III: Special Instructions to Tenderers (SIT) Sl no.8, 20.8 Signing and Sealing of tender</b>