Tender Corrigendum-1

Tender No-4-ISW-2019-Development of CAG website

Tender ID: 2019_CAG_461584_1

The clarification on the queries received from the prospective bidders are given below.

All other terms and conditions of the tender remain unchanged.

Rajesh Kumar Goel
Principal Director (IS)

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1	2	Section-I - Point No.9,	This RFP is extended only to agencies of CMMi Level 5 and having Local office in Delhi/NCR.	1. Allow the agencies of CMMi Level 3 to participate. 2. Allow CMMI 3 and above. 3. Consider CMMi Level-3 company certification. 4. Amend the clause of CMMi Level 5 only. 5. Request to allow Consortium.	Clause as per RFP retained.
2	6	Clause 4 Page No. 6	CMMi Level 5 Proof of CMMi Level 5	CMMi level 5 is required for Higher scale of resource planning and may not be required for website development process. Should be change to CMMi level 3 for standardizing the process	NO change proposed
3	2	Clause 5	Earnest Money Deposit Rs.1,00,000/- (Rupees one lakh only)	1. Allow Exemption for MSME/ NSIC firms. 2. The company is MSME registered under NSIC scheme. As per NSIC scheme, companies registered under it are eligible for EMD exemption. 3. Request to amend the clause and allow EMD Exemption for bidder's registered under NSIC. 4. Consider NSIC/MSME exemption Letter and certificate. As per Government Mandate those firms/company are listed in NSIC/MSME can be exempted to pay EMD	Accepted subject to provding certificate of registration indicating that the firm is registered for the type of work included in the RFP (Website Development)

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4	4	1. Bidder Related Conditions	e) The Proposal shall be based on the number of Professional staff-months estimated by the Bidders. While making the proposal, the Bidder must ensure that it possesses the minimum number and type of experts as sought by the CAG, failing which the proposal shall be considered as non-responsive. Only one curriculum vitae (CV) may be submitted for each position of Professional staff sought by the CAG for the purpose of Technical evaluation.	1. Do we need to submit CVs of resources other than Project Manager, Sr. Developer, Developer, UI Designer? If yes, then please provide list of resource types. 2. Please also provide required Qualification and Experience for each type of resource.	The bidder needs to provide CVs of all resource persons actually planned to be deployed exclusively for the proposal. Not specified as such but expectations would be for a basic graduate qualification and relevant experience at least in the relevant area/related area.
5	5	Section-II	Pre-Qualification Criteria: The interested Bidders should meet the below pre-qualification criterion	According to pre-qualification criteria CMMI certification is required, whereas in technical criteria marking for ISO is mentioned. For better and fair competition you are requested to include ISO certification as well in pre-qualification criteria.	NO change is required in the RFP.
6	7	Section-II	Technical Bid Evaluation	As per CVC guideline for tendering, annual turnover should be 30% of estimated cost. For better and fair competition kindly amend the turnover criteria in accordance to CVC guideline.	The guidelines of CVC pertains to Civil/electrical works. The minmum Rs. 5 Crore is decided based on the complexity of the project and CMMI 5 level companies general profile. NO change proposed.

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7	7	Clause 1 Page No. 7	Bidder should have designed& developed website/portal for any Govt. Dept. (Govt. of India) in last 5 Yrs as per GIGW guidelines and completed a minimum of 10 projects. (Minimum cost of each project of not less than Rs.25 lakhs) 10 Projects – 5 Marks 11-15 Projects – 15 Marks >15 Projects – 20 Marks	Bidder should have designed & developed website/portal for any Govt. Dept. (Govt. of India)/ private organisation in last 5 Yrs as per GIGW guidelines and completed a minimum of 10 projects. (Minimum cost of each project of not less than Rs.5 lakhs) 10 Projects – 5 Marks 11-15 Projects – 15 Marks >15 Projects – 20 Marks	Clause as per RFP retained.
8	7	Clause 2 Page No. 7	Average Annual turnover from IT projects (Turnover from supply of Hardware /IT infrastructure and their associated maintenance services shall not be considered) >10 Cr - 20 marks >7 Cr to 10 Cr -10 Marks 5 Cr to 7 Cr -05 Marks <5 Cr -00 Marks	Average Annual turnover from IT projects >10 Cr - 20 marks >7 Cr to 10 Cr -10 Marks 5 Cr to 7 Cr -05 Marks <5 Cr -00 Marks To make the bid feasible for bidding for companies and encourage healthy competition and not just limit to specific companies only.	Clause as per RFP retained.

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9	7	4.2 Technical Evaluation Criteria	TECHNICAL BID EVALUATION Technical Presentation on Scope Requirement: (i) As-Is Study and problems of current website- 15 Marks (ii) New Website Approach & Methodology with focus on improving Search options of Audit Reports- 25 Marks (iii)Proposed Resources- 10 Marks (are to be linked to Form 9A.	1. On what basis marks will be given for As-Is-Study and Problems of Current Website? Kindly provide breakup of the same.

2. On what basis marks will be given for Proposed Resources? Kindly provide breakup of the same. | 1) The bidder has to provide a presentation of the merits and de-merits of the present website after studying the existing website of CAG (cag.gov.in) and provide suitable solution to improve the overall performance. A committee will review the presentation and solutions, based on which marks are awarded by the committee memebrs. As the scope presentation is left the bidders, no point marks are earmarked and the decision of the committee will be final. 2) Based on the information provided in the Form 9A, marks are awarded. No further breakup is required. |
| 10 | 7 | Section 4.2 Technical Evaluation Criteria Point 1: | Bidder should have designed & developed website/portal for any Govt. Dept. (Govt. of India) in last 5 years as per GIGW guidelines and completed a minimum of 10 projects. | Kindly clarify that, is work order should mention with GIGW guidelines or work order in line with an undertaking of GIGW guideline can be submitted? | Both. The vendor should be able to assure the department that the website developed are GIGW compliant. |

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11	7	Section 4.2 Technical Evaluation Criteria Point 2:	Average Annual turnover from IT projects >10 cr -20 marks >7 cr to 10 cr- 10 marks 5 cr to 7 cr-5 marks <5 cr -00 marks	It suggests, Annual Average Turnover during last three financial years needs be to at least 20 cr. as you mentioned CMMi level 5 . If it will amend to high turnover it will easy for the organization to evaluate in terms of QCBS.	Clause as per RFP retained.
12	7	TECHNICAL BID EVALUATION, page 7	Bidder should have designed& developed website/portal for any Govt. Dept. (Govt. of India) in last 5 Yrs as per GIGW guidelines and completed a minimum of 10 projects. (Minimum cost of each project of not less than Rs.25 lakhs) 10 Projects – 5 Marks 11-15 Projects – 15 Marks >15 Projects – 20 Marks	Request authority to please normalize these technical marking criteria. Our request is give below. Bidder should have designed & developed website/portal/software development and implementation for any Govt. Dept. (Govt. of India) in last 5 Yrs completed a minimum of 10 projects. (Minimum cost of each project of not less than Rs.25 lakhs) 5 Projects – 5 Marks 5-10 Projects – 20 Marks	Clause as per RFP retained.
13	8	4.3 Commercial Evaluation Criteria	Requirement analysis, Design, Development and testing of website including 1-year warranty (Warranty period of one year starts from the date on which all phases of the contract have been delivered successfully- Year 1) and hosting of website (including bouquet of subsites) in the NIC server.	1. We assume that required hardware and software (OS, Database, Load Balancing and Other related Software) will be provided by NIC for LIVE Server. Kindly confirm.	OS and Database are open source.Cost of other software used should included in the bid price Please refer Note 2-Form 12A- of RFP

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14	9	5. Payment Terms	The payment shall be made commensurate with the timeline mentioned in Project Delivery stages mentioned in Para 4.1 of Section III. i.Software design, development, implementation a) 20% on the first phase System Study and Design Approval b) 40% on the second phase Development Completion c) 20% on the third phase successful UAT and Security Audit d) 20% on the fourth phase successful Deployment and Go-Live, handing over of source code and all relevant documents.	1. We could not find any payment terms for Operations, Maintenance and Modification period in the RFP document. Kindly share payment terms for the same.	**Pl. Refer Form 12 B. Necessary change in the RFP at Section II, Para 5 Payment terms is proposed as below: Payment during the post warranty period will be made on completion of each quarter on submission of invoice at the rates agreed.**
15	17	Project Background/Section – III	The main website and sub-sites should be fully user editable and easy to update, using Open source Content Management System (CMS).	In the RFP on page 17 it has been mentioned that the solution should be Open Source while in Commercial Evaluation Criteria specified on page 8 it is mentioned that "If the bidder proposes to use any proprietary / COTS software, the same shall be disclosed in the financial bid". Our understanding after going through the RFP is that CAG is open for either Open Source or COTS whichever best meets CAG's requirement and bidder can quote any of those in the bid. Please confirm.	The website development should use only Open source technology. The cost of COLTS is mentioned in RFP and cost needs to be included in the Financial bid if the bidder uses such software for performance enhancement of the website developed using open source technology. It is made clear the CAG expect to use only open source technology.

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16	17	Project Background/Section – III	The main website and sub-sites should be fully user editable and easy to update, using Open source Content Management System (CMS).	We understand that Vendor Neutrality is one of key requirement of the RFP and in order to ensure that SI/bidder is proposing best of the breed solution for this initiative we recommend that CAG should include following criteria's under Bidder's Obligation : 1)Propose products with Enterprise Support 24 X 7 with defined product roadmap for the future years 2) Be a Single Point of Ownership for all the product related support and development requirement 3) Provide commitment of dedicated R&D and Product team in India for the proposed solution for developing new features of the proposed modules 4) Availability of Resources to manage proposed solution from multiple players in the market. 5) Proposed OEM should have registered office in India	Inherent in the RFP
17	17	Project Background/Section – III	SCOPE OF WORK AND DELIVERABLES	It is recommended that the website should be built on solutions from Products which are positioned in leaders quadrant in Gartner MQ /Forrester wave for Web Content Management(WCM)	Proposals to be made by vendor in bid submission

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18	17	Section – III SCOPE OF WORK AND DELIVERABLES	2. Project Objectives o Facilitate interactions with all stakeholders and users	What kind of interaction you are expecting here? Please elaborate?	The website should be able to communicate with stakeholders and users and send feed back with necessary tracking mechanism for the action initiated and completed.
19	18	4. Project Deliverables (Products), Section-III scope of work and deliverable, 4.1 scope of Work	Sub-ordinate offices can be categorised into around 9 types, as listed below. Template with full content for one sub-site for each template may be developed Respective offices (around 141 Nos.) should be able to add / modify contents.	1. Clarify us whether single template is required for all the 9 different types of Sub-ordinate offices? OR It should consist of 9 different templates each for the 9 different types of Sub-ordinate offices? 2. Total how many template needs to be designed? 3. Who will be responsible for content collection from CAG & sub-ordinate office & publishing those contents during Go- Live	1. Template look & feel / design of CAG website and other 9 stream website would be same. However, 9 different types of template for sub-ordinate offices would be developed as per their stream content requirements. 2. One for main CAG and 9 other templates. The user should able to create additional template based on 9 templates provided by the bidder. 3. CAG office and field offices.
20	52	Annexure – III Pg No- 52	The Content Management System (CMS) must be simple and easy to understand, maintain and operate. It should not need high IT knowledge and expertise.	Who is responsible for providing the content for the new website, if any required?	CAG office and field offices.

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21	18	Section – III SCOPE OF WORK AND DELIVERABLES	**4. Project Deliverables (Products)** The project will deliver a main site and bouquet of sub-sites (around 141 Nos.) for CAG with the features specified in this document (annexure-III). Sub-ordinate offices can be categorised into around 9 types, as listed below	1. Are you looking for full-fledge micro-site having separate design, menu and administrator for each sub site or you are looking for sub-page type of architecture where design, menu and administrator will be common for all sites and each office will have one separate page with office specific content. We are providing herewith two example for full-fledge Sub-Site and Sub-Pages. Please let us know what is your requirement. Sample of Sub-Site: Main Site: https://npti.gov.in/ Sub-Site: http://npti.gov.in/npti_alappuzha/ OR Sample of Sub-Pages Main Site: www.mea.gov.in Sub-Pages: https://mea.gov.in/indian-mission.htm?3 2. If you need full-fledge sub-site architecture then please share detailed scope/requirement for each Micro sites.	We will have sub-domain under cag.gov.in domain. Main Site: cag.gov.in Sub-Site: www.aghr.cag.gov.in/ Sample contents of sub-sites can be seen on CAG website menu heading "AsG Offices".

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22	19	Section – III SCOPE OF WORK AND DELIVERABLES 4.1. Project Delivery Stages Phase I: System Study and Design Approval	9) During the system design, the SP shall make necessary provisions for administrator /management reports (if any), dashboards for report extraction etc, **SMS/email gateway** and gration in line with the expectations from website provided in the functional requirements(Whether the vendor is suppose to develop all these features or to keep the provisions only). It is very important that the website should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome etc.). (mobile compatibility)	1. We assume that all required 3rd party SMS & Email Gateway APIs will be provided by the CAG. Kindly confirm. 2. We assume that you required proposed website (Frontend & Backend) to be mobile responsive. Please confirm.	1) SMS and Email gateways will be provided by NIC. 2) Yes it should be mobile responsive.
23	58	Annexure – III Pg No- 58	LDAP integration has to be there so that internal users will use official email id credentials for login.	1. Assuming LDAP API shall be provided by CAG 2. Required API for LDAP integration will be provided by CAG. Kindly confirm.	Yes, The required API is to be developed /configured by the bidder. Copy of the Source Code of existing website API configuration will be prvided, if needed.
24	20	Section – III SCOPE OF WORK AND DELIVERABLES 4.1. Project Delivery Stages	Phase II: Development Completion	Please share the list and details of new features & functionality which you intend to have in proposed website.	During the technical presentation, the bidder should provide the various functionalities they are aiming to include in developement so as to ensure a product encapsulating various points in the RFP as incuded in the Annexure.

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25	21	Phase III: UAT and Security Audit Point No.-5	Regarding security audit	Who will bear the cost of security audit certification?	Refer FORM 12A- SUMMARY OF COSTS-COMPONENT A of RFP. The cost of (Security Audit + STQC Charges + SSL) will be born by this office. The cost of security audit as included in the Financial quote will be paid to the bidder on completion of security audit.
26	21	Section – III SCOPE OF WORK AND DELIVERABLES 4.1. Project Delivery Stages	Phase II: Development Completion There should also be facility to send alerts for the suspicious activities or attempts to policy violations.	1. What kind of suspicious activities or attempts you want to track? 2. How alerts neet to be sent? Email or SMS?	1) All mallcious attemps to attack/hack the website, change the content, website and security vulnerabilities etc. 2) Alerts to be sent to the designated e-mails.
27	21	Phase III: UAT and Security Audit Pg No- 21	User Acceptance Testing has to be there in Phase III after completion of development.	Who shall be responsible to provide the environment for UAT?	CAG office

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28	23	4.6 Data conversion and content migration	As a one-time effort, content currently residing in the CAG's website must be migrated into the new system.	1. What is the amount of data to be migrated? 2. Currently the data is available in which format? 3. Assuming there is no data Conversion/ Digitization. 4. In what format are these documents available? 5. Who are the various users who can dispose the documents?	1. Approximately 200GB. 2. In SQL format (which is in Database) and file format (pdf, jpg, png, doc, xls, txt etc.) 3. Not Required. 4. Document available in - pdf, jpg, png, doc, xls, txt etc. 5. CAG office Administrator
29	23	4.7 Document Archival Pg No- 23	The archival of all the documents in the website should be as per the archival policy of CAG and instructions issued by CAG from time to time. The workflow should be defined with timelines and the respective owners of the documents should be alerted for the final disposal of the documents.	1. In what format are these documents available? 2. Who are the various users who can dispose the documents?	1) Document available in - pdf, jpg, png, doc, xls, txt etc. 2) CAG office Administrator

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30	23	Section – III SCOPE OF WORK AND DELIVERABLES	4.6 Data conversion and content migration As a one-time effort, content currently residing in the CAG's website must be migrated into the new system. As part of the Search facility and searchable database of audit reports, State accounts and other documents, at least the last five years audit reports and State Accounts will be tagged by the Implementing agencypersonnel to make them amenable to search and SEO. The Agency will develop suitable keywords and metadata tags for this purpose based on mutual discussions.	1. Kindly share number of pages that needs to be migrated from existing website to new website. 2. Please share list of different types of data (e.g. user data, master data, etc.) to be migrated along with its quantum (total number and size)	1. Cannot explained at this stage as it will depend on development of new CAG template and other 9 stream offices template. Approximately, 200GB to be migrated. 2. The existing site is in SQL format (which is in Database) and file format (pdf, jpg, png, doc, xls, txt etc.)
31	56	Annexure – III Pg No- 56	CAG's current website reports and content pages have to be migrated on the new website.	1. What is the size of the data that has to be migrated to the new website? 2. Migrating existing data available on current main site to the new website? Or Does migration include migrating data available on the current main site and sub Sites to new website?	1) 200 GB 2) Both current CAG site as well as sub-sites to new website. Data to be provided by this office.

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32	23	4.9 Helpdesk support Pg No- 23	Helpdesk support for the warranty period must be provided by the vendor.	Assuming offline helpdesk support to be provided.	Yes, 24 X 7
33	23	Section – III SCOPE OF WORK AND DELIVERABLES	4.9 Helpdesk support Helpdesk support for the warranty period must be provided by the vendor. During this period, the Agency will be responsible for providing immediate email helpdesk support and resolving any user requests and technical issues that arise with the implemented website. The vendor will in addition propose a concept and make recommendations on adequate workflows and staffing which will enable CAG to maintain this Helpdesk and support function beyond the support period. This will include the specification of workflows for tracking user requests regarding technical bugs, design flaws and feature recommendations. The helpdesk concept will describe roles and responsibilities of content managers, website administrators and IT staff in documenting, responding to and resolving user queries and technical issues and maintaining communication with different stakeholders on the	1. How many helpdesk executive needs to be deployed at vendor premises? 2. What will be the Working Hours and days for the Helpdesk Executive(s)? 3. Who will provide telephone lines for helpdesk? CAG or Vendor? 4. If vendor has to provide telephone lines then please provide your replies on below. 4.1. Will these telephone lines Tollfree or regular telephone lines? 4.2. How many telephone lines are required? 4.3. Who will be calling to helpdesk? Internal Users or Website Users also? 4.4. What will be the role of helpdesk executives?	1) One helpdesk 24 X 7 2) Telephone line will be provided by CAG

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34	23	4.10 Training Pg No- 23	From Phase III of the project onwards, the Agency will review training needs, design a training plan and develop material for endusers and content manager/ administrator training. The vendor will provide Training of Trainers (TOT) training to the project team so that they will be able to offer training to the website users and content managers/ administrators in the future. Training will also be provided by the Agency to selected staff of CAG as decided by the Project team and IS wing.	1. Who shall be responsible for the infrastructure for training? 2. Different training material to be provided for end users and content manager/administrator? 3. What is the approximate number of trainers to be trained? 4. Assuming training shall be provided in one location only	1. Infrastructure for taining would be provided by this office. 2. Material would be prepared and given by the selected firm in softcopy. 3. Around 50 users/content manager/administrator. The training will be in batches. 4. Yes, training will be at New Delhi in batches.
35	23	Section – III SCOPE OF WORK AND DELIVERABLES	4.10 Training	1. Total how many users need to be trained? 2. What will be the batch size? 3. We assume that training need to be provided at single location? Kindly confirm. 4. If training is required at multiple locations then please provide list of locations for training. 5. We assume that required infrastructure for training will be provided by CAG. Kindly confirm. 6. We assume that only one time training will be required by CAG. If multiple training is required then please let us know how many training should we consider during entre project tenure.	1. 50 users. 2. 15-20 per batch. 3. New Delhi. 4. NA 5. CAG Office 6. One time

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36	59	Annexure – III Pg No- 59	The Implementing Agency will provide training on the requested content management system to IAAD staff. It will also provide an understanding of the web site, database and infrastructure configurations used in the implementation.	What is the approximate number of users to be considered for training?	About 50 users.
37	28	Agency's Obligations/Section IV	The Intellectual Property Right (IPR) of the source code and documentation and design will be with the CAG.	As you are also looking for COTS product from OEM, so our understanding is that you require customization code along with complete documentation for COTS while for open source the complete source can be provided. Also the IPR of work done for CAG will lie with CAG while IPR of product /COTS platform lies with their OEM. Please confirm our understanding?	Yes
38	28	Section IV CONDITIONS OF THE CONTRACT Page# 28	18. Taxes and Duties The rates quoted inclusive of taxes and duties shall be in Indian Rupees; also separately mentioning all taxes, duties as applicable up to the completion of job. Any increase in the rates will not be allowed.	We assume that GST will be considered as per actual at the time of invoicing and vendor will be paid extra if there is any increment in GST in future. Kindly confirm.	GST will be paid on acutal basis at the time of billing. Any increase or decrese in GST will be paid as such.
39	40	FORM 9B- Team Composition And Task Assignments		Assuming this form is to be filled for resources in Operation & Maintenance Phase only.	For both development and maintenace other than those involved and not detailed in Form 9A.

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40	43	FORM 13A & FORM 13A	COMMERCIAL PROPOSAL- BREAKDOWN OF REMUNERATION- COMPONENT A & COMMERCIAL PROPOSAL- BREAKDOWN OF REMUNERATION- COMPONENT A	It will not be possible for all the bidders to disclose salary of their resources. We therefore request you to remove this tables as bidders are already providing cost of development and Operation & Maintenance cost. Kindly consider.	The intention is not for disclosing the salary paid to the resources. The bidder has to mention Staff-month rate and man-month adopted to arrive at the costing of Financial bids.
41	46	SECTION-VI ANNEXURE-I: SERVICE LEVEL REQUIREMEN TS	Level-1 Severity Such cases that can be addressed without modifications to the code. E.g.: User not able to browse – a change required in the configuration of the application Agency to resolve such problems within 4 hours from the time of reporting by CAG	1. Resolution time depends upon the complexity of the problem. Therefore it will be difficult for the bidders to commit 4 hours response time. We therefore request you to keep as 8 hours. Kindly consider. 2. We also assume that you are referring business hours here. Kindly clarify.	1. Clause as per RFP retained. 2. Website is active for 24 X 7. Therefore, the maintenace is also 24 X 7 activity. As such, it does not relate to business hours, but day hours i.e 4 hours from the time the problem is reported by CAG.

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42	46	SECTION-VI ANNEXURE-I: SERVICE LEVEL REQUIREMENTS	Level-2 Severity Such case where there is minor problem in the workflow / navigation of pages such as reports, forms, in the Application etc OR When there is a minor deviation in the application outcome that is not as per feature requirement. Agency to resolve such problems within 1 working days from the date and time of reporting by CAG	1. Resolution time depends upon the complexity of the problem. Therefore it will be difficult for the bidders to commit 1 day response time. We therefore request you to keep as 2 days. Kindly consider. 2. We also assume that you are referring business days here. Kindly clarify.	1. Clause as per RFP retained. 2. Website is active for 24 X 7. Therefore, the maintenace is also 24 X 7 activity. As such, it does not relate to business hours, but day hours i.e 4 hours from the time the problem is reported by CAG.
43	47	SECTION-VI ANNEXURE-I: SERVICE LEVEL REQUIREMENTS	SLAs w.r.t Attendance of Personnel provided by Agency	As there is no requirement to depute onsite resources (full time) this clause stands irrelative. We therefore request you to delete this clause from the tender document.	Agreed.
44	48	CONTACTS	2.3. Availability of Professional staff/experts: Having selected the Agency on the basis of, among other things, an evaluation of proposed Professional staff, the CAG Office will require assurances that the Professional staff will be actually available and will not be substituted.	Till the project is finalized, resources may started working on another project or left the organization. In such cases it will be difficult to commit same resources are mentioned in the tender response. We request you to allow bidders to provide similar or higher grade resources in such cases. Kindly consider.	The resource should be assured from the day the work order is issued as the project start rolling from that day. In practice, any change in the committed resources will delay as the new resources take time for understanding and knowledge building.

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45	48	SECTION-VI ANNEXURE-I: 3. HELP DESK - MAINTENANCE WINDOWS	3. HELP DESK - MAINTENANCE WINDOWS 3.2. If downtime is expected then alternate arrangement for continuous service must be made by the Agency.	As CAG website will be hosted on NIC Cloud Server we assume that alternate server with similary capacity will be provided by NIC only, in case of downtime is required. Kindly consider.	All server requirement will be provided by NIC.
46	49	SECTION-VI ANNEXURE-I: 3. HELP DESK - MAINTENANCE WINDOWS	d. Fortnightly full backup of website through the duration of the contract.	We assume that required hardware and software for taking backup will be provided by CAG. Kindly confirm.	Yes
47	48	SECTION-VI ANNEXURE-I: 3. HELP DESK - MAINTENANCE WINDOWS	3. HELP DESK - MAINTENANCE WINDOWS 3.5. There shall be one mandatory preventive maintenance by the Agency's maintenance team in every three months, i.e., minimum of twelve visits in three years of warranty and support.	1. We assume that these visits will be limited to New Delhi only. Kindly confirm or provide list of locations to be visited. 2. We assume that only one or two resources need to visit for maintenance work and not the entire team. Kindly confirm.	Yes.

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48	49	SECTION-VI ANNEXURE-I: 3. HELP DESK - MAINTENANCE WINDOWS	c. Regular monitoring of the website with 24 X 7 monitoring tools and intrusion detection system facility	1. What kind of monitoring tools you are looking for? Please elaborate. 2. We assume that these tools will be provided by CAG. Kindly confirm. 3. Please let us know, what kind of reports are required from this monitoring tool? Please share list of reports along with sample report of each.	The bidder needs to provide in the presentation best availble tools for effective monitoring. Bidder has to provide all tools
49	49	SECTION-VI ANNEXURE-I: 3. HELP DESK - MAINTENANCE WINDOWS	e. Provide a report on site traffic statistics and search engine analysis reports on a monthly basis.	1. We assume that google analytics will suffice all required analytics facilities. Please confirm. 2. Please provide sample format of site traffic statistics and search engine analysis reports.	Yes Standard Reporting
50	49	SECTION-VI ANNEXURE-I: 3. HELP DESK - MAINTENANCE WINDOWS	j. Redesign Layout/homepage according to CAG's strategy periodically.	Approx how many Layout/Homepage do we required to design during project tenure (3 years). Kindly share it.	Only which are goining to be developed through this RFP.

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51	53	Annexure – III Pg No- 53	The Content Management System (CMS) should have multiple-language support	Which are the various languages to be supported? and Number of languages on which website needs to be presented to the website users. List all the languages.	English, Hindi
52	55	Annexure – III Pg No- 55	Website should have facility to insert metadata for each page or globally, in different languages.	1. In what format is the metadata available? 2. What are the possible languages in which metadata can be inserted?	1. English 2. English, Hindi
53	53	Annexure – III Pg No- 53	Administrators can create users and assign them role- based privileges	What are the various user roles to be considered?	Admin, Content Uploader
54	53	Annexure - III User Requirement	11. User authentication in CMS will be using username / password	1. How many different types of user will be using this proposed website? 2. Please provide their roles, responsibility and access level hierarchy in the website.	Admin, Content Managers
55	56	Annexure - III User Requirement	42. The Implementing agency should create a database of Audit reports, State accounts and other documents of CAG which will be amenable to keyword based and other Search	We assume that you are referring to Meta Data here. Reports will be searched on Meta Data only. Kindly confirm.	Audit Reports / Documents will be provided in "True PDF" format. Search functionality should be for both Meta data and the text in these documents.
56	57	Annexure - III User Requirement	47. Search should handle common typo/spelling mistakes and synonyms and is not case sensitive	We assume bidder has to just provide facility to enter keywords for typo / spelling mistakes and synonyms and the respective data / keywords for type / spelling mistake and synonyms will be provided by CAG. Kindly confirm.	Yes

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57	58	Annexure – III Pg No- 58	An intranet has to be developed for internal officials of CAG. User login has to be there on portal front-end. Intranet link to be provided on CAG website front-end.	What features the expected from Intranet?	For hosting data internal to the department.
58	58	Annexure – III Pg No- 58	The system should feature the option to manage website content, including navigation, messages and custom applications in multiple languages	What is expected with custom application in multiple languages?	Primarily, English and Hindi is required. The clause has been changed as under: **The system should feature the option to manage website content, including navigation, messages in multiple languages.**
59	58	Annexure - III User Requirement	56. Searching of Reports will be a major portion on the website, where user can search reports by state through map. Country Map should be displayed on website with link to state reports.	We assume that required map with source code will be provided by CAG. Kindly confirm.	To be provided by the vendor.
60	59	Annexure - III User Requirement	The website must undergo mandatory security audit through STQC and comply with any additional work arising out of such audit at no additional cost	Total how many Security Audits should bidder consider before GO Live and during Two Year of Operation & Maintenance?	One security audit. During maintenance contract, Security/ GIGW vendor would be chosen by CAG and charges for security audit/GIGW audit would be paid by CAG. The vendor has to take care of the vulnerabilities and observations pointed out during these audits within the maintenance cost. There would be one security audit per year of AMC.

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61	58	Annexure - III User Requirement	59. An intranet has to be developed for internal officials of CAG. User login has to be there on portal front-end. Intranet link to be provided on CAG website front-end.	If link is provided on front-end then it can be accessed by any user. How do you want external users to stop accessing this link? Through IP Address or any other way? Kindly elaborate.	Access to the intranet is protected by user name and password given to the staff of the department. LDAP sync to be done with NIC email ids.
62	59	Annexure - III User Requirement	69. Bidder should ensure that Security Audit for the website from CERT-IN empanelled vendor is done before hosting and deployment.	Total how many GIGW Certificates should bidder consider before GO Live and during Two Year of Operation & Maintenance?	One GIGW certificate. During maintenance contract, Security/ GIGW vendor would be chosen by CAG and charges for security audit/GIGW audit would be paid by CAG. The vendor has to take care of the vulnerabilities and observations pointed out during these audits within the maintenance cost. There would be one security audit per year of AMC.
63	60	Annexure – III Pg No- 60	The website should be integrated with Google analytics to get analytic reports on number of visitors, page visited, location of visitors and many more.	The existing application is integrated to Google analytics?

Can you please explain this term "many more" as to use the advance features of GA, we have to pay some recurring charges. | Free version of Google Analytics to be used.

Therefore, all features available in free version only. |

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64	60	Annexure - III User Requirement	71. One of the important parameters of this project is to have self-service management by IAAD for main site and sub-site through a Powerful Admin Panel to allow users to customize theme in an easy and simple way. There should not be any need of coding for anything because of the options that are included in the solution to be provided. (Bidder to study existing website, requirements of RFP for work estimates).	What level of customization in theme is required? Kindly elaborate your requirement.	Only basic customisation like colour of templates, minor adjustments are expected.
65	60	Annexure - III User Requirement	Monthly reporting of web statistics, including unique user site sessions, page views, hit counters, cumulative year-to-date site visits and page views, etc.	These reports will be available on Google Analytics only through CAG's credentials. Kindly confirm.	Yes
66	General	General		Clarifications needed on the timelines	As per clause 4.1 of Section-III, Main site for the CAG website should be completed within three months of signing contract. The entire project must be completed within six months of date of starting of operations.
67	General	General	Challenges with current website	Can you please let us know what all the key improvement area of the current website and challenges that is being faced with the current website.	User interaction, Better search facility, Better Technology, Look & Feel.

Sl. No.	RFP Page No.	Relevant Section / Annexure of RFP	Relevant Content from RFP	Vendor's Query / Comment	Reply of CAG
68	General	General	General |Content Translation	1. We assume that required content in all the languages will be provided by client. Kindly confirm. 2. If vendor need to translate content then please let us know the languages and number of pages to be translated in each language.	Yes NA
69	General	General	General |Extension Request	Looking to the size of project and documents to be submitted we required you to give atleast 12-15 working days time to all the bidders to submit their bid, once you share response on bidder's queries. Kindly consider.	Clause as per RFP retained.

** These Responses shall form part of the Bid document

Rajesh Kumar Goel
Principal Director(IS)