

RESPONSES TO QUERIES DATE 13/07/2020
FOR
REDESIGN, DEVELOPMENT AND COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT
OF DST WEBSITE (HTTP://DST.GOV.IN/)

VP/1920/ DST Comm. Project/Web Development/2019

Date: 13/07/2020

In view of the unprecedented prevailing scenario and the queries raised by the prospective bidders, it has been decided as follows:

- (i) Bidders can submit their bids (in pdf format) online by email to registrar@vigyanprasar.gov.in by the date and time of submission as prescribed in the tender document dated 24 June 2020.
- (ii) Only pdf format will be accepted. No other form will be entertained
- (iii) Financial bids, in case of the online bids as referred in the preceding point, are to be submitted in the password protected PDF files only.
- (iv) Bidders will be under obligation to provide the password for opening of password protected bid at the time of opening of the Financial Bids specified in the bid document or as intimated by Vigyan Prasar in due course.
- (v) Only password protected file for the financial bids are to be submitted. Submission of open files i.e not protected with password will result in disqualification of the bid.
- (vi) The following table further indicates the response to queries raised. This may be considered while bidding for the work referred in the RFP under reference.

Sr.no	Relevant Section / Annexure of RFP (Clause)	RFP Statement	Vendor's Query / Comment	Vigyan Prasar's Response
1	1.3.2	Online forms for regular submission of call for proposals	Does a new module required for development, please clarify the requirement	Yes
2	1.3.6	Processing pages inclusive of automated email generation and embedded SMS services, wherever required, for each role.	Who will bear the SMS services cost	Processing pages inclusive of automated email generation and provision for embedded SMS services, wherever required, for each role. The provision for SMS service should be developed and not made live.
3	1.3.6	Processing pages inclusive of automated email generation and embedded SMS services, wherever required, for each role.	What is the estimated count of daily SMS service required for the website	The final call on utilization of the SMS service can be taken by the Department in due course. Any costs other than

4	1.3.6	Processing pages inclusive of automated email generation and embedded SMS services, wherever required, for each role.	Kindly clarify the modules required for processing pages.	development charges for making the SMS service operational will be borne by the Department.
5	1.3.9	Discussion forum	Does approval mechanism required from admin, please provide details of the process, how many stakeholders will be involved.	The discussion forum is envisaged to provide a platform to enable discussion on various threads. The threads can be initiated by various user groups. The discussions are to be controlled by the Admin. Discussion forums are not the webinars or the live meetings.
6	1.3.10	Webinar & Online conference	Does any feature of webinar & online conference is required, please clarify the requirement	No separate webinar tool is to be developed. There is however a requirement of making a webinar page which will have detail of various webinars, the registration forms and other links for webinars. Provision for sending link to registered participants also needs to be embedded.
7	1.3.15	FAQs.	FAQ's content will be provided by client	FAQ related to DST programmes will be provided by DST. FAQs in respect of functioning of website will be provided by the selected service provider.
8	1.3.16	Banners and Advertisements.	What will be the frequency of design of Banners and Advertisements - Once in a week, Daily or monthly	Designed banners and advertisements will be provided by the Department. Service provider will be under obligation to upload the same on the website as per the requirement of the client

9	1.3.31.5	Addition of pages	What are the expected pages to be developed - Please mention expected count of pages.	Tentative number of additional pages would be 10 per cent of present pages in DST website. Any further pages will be developed by the full time trained web-developer provisioned in the project.
10	1.3.31	Comprehensive annual maintenance contract of the new website	What is the frequency of expected task required in Maintenance period - 20 days in a month, 10 days or daily ?	This is not comprehensible in the light of the fact that a full time resource is provisioned for the project. Website maintenance is to be carried out on day to day basis.
11	1.7	The DST website shall be bilingual (Hindi & English).	Website content will be provided by Client both (English & Hindi) in development & maintenance period	Content will be provided by the Department
12	1.5	The DST Website shall comply with Guidelines for Indian Government Websites (GIGW) with mobile compatibility.	Who will bear the cost of STQC audit in development & Maintenance period	The cost in this regard is to be borne by the Bidder. As such the cost(s) has/have to be factored in the Financial bid. The STQC audit is to be carried out by the authorities authorized to conduct such audit by GoI. The financial bids are to strictly be in the format prescribed for financial bids.
13	1.5	The DST Website shall comply with Guidelines for Indian Government Websites (GIGW) with mobile compatibility.	Who will bear the cost of Security audit in development & Maintenance period	The cost in this regard is to be borne by the Bidder. As such the cost(s) has/have to be factored in the Financial bid. The Security audit is to be carried out by the authorities authorized to conduct such audit by GoI. The financial bids are to strictly be in the format prescribed for financial bids.

14	1.11	Hosting support, hosting of online contests and data management	Who will bear the cost of hosting in development & Maintenance period	Hosting will be on NIC Cloud. No cost is required but coordination with NIC team would be required by the Vendor.
15	1.11	Hosting support, hosting of online contests and data management	Who will bear the cost of SSL for website in development & Maintenance period	Vendor . Please see the response to this already uploaded on the VP website
16	1.17	Audit Gap Closure	What is the frequency of Audit and type of Audit gaps required to be closed?	All the vulnerabilities noticed during Audits or otherwise by any the Department or any other agency authorized for this purpose by GoI or the Department will need to be resolved by the vendor.
17	1.1	Bidder shall re-design and develop CMS based DST website on latest version of Drupal as communicated by VigyanPrasar.	Latest version is Drupal 9.0.2. Do we need to develop in Drupal 8 or Drupal 9 ?	As provided in the tender document the development work has to be carried out in the latest version of Drupal.
18	1.2.2	Information dissemination with flexibility to re-arrange content, presentation and colour scheme as required	Default and Dark theme will be implemented. Do you need other color schemes for the website and how many?	As provided in the tender document the website has to be complaint with GoI norms. As such all accessibility guidelines are to be adhered to make the website specially abled friendly.
19	1.3.3	Home page will have sections for Login, Notifications, Activity Calendar, Media Reports and Archives, besides other major sections, menu and features in the website.	Login - is this login for CMS admin or any other application? Please specify	A login section for the employees of the DST has to be created. Using this section, the employees should be able to access the information in the form of circular instructions, notices of any other form as deemed appropriate by DST for sharing with its employees from time to time.

20	1.3.3	Home page will have sections for Login, Notifications, Activity Calendar, Media Reports and Archives, besides other major sections, menu and features in the website.	Activity Calendar - Please clarify which type of Activity will be included? Do we have any details page for the activity?	Activity/event calendar has to be embedded to notify the date wise important announcements.
21	1.3.3	Home page will have sections for Login, Notifications, Activity Calendar, Media Reports and Archives, besides other major sections, menu and features in the website.	Archives - We will have the separate Archives for each modules ie: Notifications, News/press release etc. Do you need a combined Archives for the all?	Separate archive sections have to be created.
22	1.3.4	Login credentials creation module for officials and staff of DST.	Login credentials creation rights will have the Super admin of the website. Do you need any other module? Please clarify.	No
23	1.3.5	Data reception forms/ pages for each role, wherever required.	Please clarify	The forms are to be developed and embedded in the website for calling for proposals or collection of information within the department etc, as per the requirement of Department from time to time
24	1.3.11	All Social Media compatibility	We will link to Facebook, Twitter, Linked etc. social media platforms. Please clarify if need any other Platform will be integrated.	The website should be compatible with social media apps available now. The service provider will be under obligation to ensure the website compatibility with social media platforms to ensure Departments' presence on the these platforms.
25	1.3.20	Maintain audit trails of documents hosted, accessible to the administrator as needed.	Do you need audit trails of documents only? On how many levels need to trails will be kept?	Yes.
26	1.3.27	Database backup and restore utilities.	Any backup policy involved ie: weekly etc.?	Daily backup is required

27	1.3.30	Maintenance of currently running website till the new website is active and running, including resolving vulnerabilities, server and management	Do we need to take care of server/security level vulnerabilities of existing website?	Yes till the time new website is developed and made live
28	1.3.31.3	Enhancing features without making changes in basic architecture/structure	What will be the estimated effort (in days) per year for enhancements etc.?	The question is not relevant as a full time trained resource has been provisioned in the project
29	1.3.31.4	Allocation of dedicated resources for making these changes	Is there any predefined number of dedicated resources?	One. Please read the responses on VP website
30	1.4	The bidder shall complete all the redesigning and development work within 60 days.	Are you talking about within 60 man days? What about if it exceed?	These are the calendar days. Work has to be completed within the 60 days of acceptance of work order by the selected bidder
31	1.8	Manage & maintain DST website for performance (viz. has enough storage space, is loading quickly, etc.).	Do we need to take care about the server level things ie: storage/space etc.?	No
32	1.3.29	Migration of present content to the new website	We will migrate the content of existing website. Is there new pages to be added? If yes, please provide the no. of pages need to add.	Refer to the reply at Sl. No. 9
33	1.11	Hosting support, hosting of online contests and data management	What will be the frequency of hosting on online contests and data management?	Around twelve such event per year is envisaged.
34	1.12	API Development: Modify and align Application Programming Interface (API), wherever required, for various device compatibility, like Mobile (android & iOS), Tablet, Desktop, Laptop, etc.	How many API need to development/modify?	The website should be responsive on mobile wherever required, for various devices like Mobile (android-OS ,kaiOS&iOS etc), Tablet, Desktop, Laptop, etc.

35	1.13	Preventive Maintenance	Which type of preventive maintenance checklist is required? Please specify.	Preventive maintenance implies that all the software fonts, links and the libraries etc are to be kept updated to ensure seamless user experience. The response time for the website should be optimum. All the back policies etc are to be scrupulously adhered.
36	1.14	Patch Management:Evaluation of suitability/requirement of Microsoft Windows Servers patches and application of the same on all servers, if required.	Do we need to take care of server level patches?	You need to coordinate with NIC for this
37	1.15	Help Desk Management	Are you talking about 24x7 support?	This refers to support to be rendered by the service provider in case of any exigencies which may not be limited to updating of urgent patches and making urgent announcements etc.
38	1.16	Vendor must adopt industrial standard methodology for Change Management and Content Change tracking for the DST Website.	Is there any specific methodology?	The methodology for the development and change management can be determined by the vendor after reviewing present website and the facts narrated in this RFP document. The proposed methodology can be shared as a part of Technical bid which will be evaluated by the expert committee. The methodologies selected/followed should form part of the system documentation.
39	1.19	Content Management System (CMS) & Layout Updates	Will CMS updataion be involved?	Yes

40	1.19	Content Management System (CMS) & Layout Updates	What will be the frequency of design of banners, layout updates, modification/development of graphics-animation, flash content, advertisements etc.	Refer to the reply at Sl. No. 8, 18 and 39
41	1.19	Content Management System (CMS) & Layout Updates	Further development of Special Themes: How many theme will be developed for the same?	Refer to the reply at Sl. No. 8 and 39
42	1.20	Search Engine Optimization (SEO): The vendor shall create SEO Program that results in an increase in overall visitors. Monthly, SEO report must be submitted by vendor metatagging and indexing all pages.	Does monthly SEO service for increasing website ranking is required, Need full time SEO, What and how many targeted keywords are there?	Yes. Monthly SEO services is required. Key words/Tag words can be decided in consultation with the department as these may vary from time to time.
43	1.22	Setting up of Mirror Server:Set up the mirror server at a defined location.In case of failure or any other issue in the central server, the mirror server should start functioning immediately, automatically, and seamlessly. When the central server starts working again, the transactions from the local mirror server should be updated in the central server immediately. Update Mirror server with complete data from the central server and vice versa every 8 hours. The last updated time and date should be continuously displayed as a notification.	Who will bear the cost of Mirror server?	Mirror server will be provided by NIC. This will however need to be managed by the service provider.

44		General	What is the expected Website load.	20000 concurrent users are expected to access the website of DST.
45	1.15	The knowledge base of issue logs is to be maintained.	Please clarify about the statement	This refers to the data base of the issues raised and resolved and pending alongwith the gist of solution provided and actions needed if any.

2. Several bidders have raised concerns about element wise costs involved. In this connection it is clarified that L1 will be decided on composite financial bid and element wise weightage will not be given. The cost mentioned in the tender document is an indicative and in no way stipulates any restriction to quote over and above the estimated cost mentioned in the tender document.

3. The date of submission of bids is hereby extended up to 5.30 PM on 23 July 2020.

4. Technical bids will be opened at 11.30 AM on 24 July 2020.

5. Those who have already submitted their bids can resubmit the bids in the light of facts stated above.

Registrar