

Reply to Pre Bid Queries

Sub: Maintenance of NHIDCL Website & Handling of Social Media accounts of NHIDCL-reg.

Tender Id: 2020_NHIDC_541200_1

Pre-bid meeting held on 14.02.2020

S. No.	Page No. of RFP	Clause	RFP Statement	Query	Reply
1	15	4.3 ii	The Authorized Signatory holding Power of Attorney (POA) or the person executing/delegating such POA shall only be the Digital Signatory.	We have the Digital Signature in the name of our CEO and the Authorized Signatory is our Business Head. Shall we proceed submitting the Documents in the name of our Business Head with our CEO's signature?	Authorised Signatory should be empowered to use CEO's DSC by BOD for this work only.
2	20	5.4 i	Presentation on understanding of the project as per Scope defined, Approach and Methodology, Prototype for Design & Development	Presentation to be submitted along with the Bid submission or to be presented only during Technical presentation	As per RFP
3	32	Form T3	The Power of Attorney should be executed on a non-judicial stamp paper of appropriate denomination and should be duly notarised by a notary public.	Please specify which stamp paper to be used	Stamp paper of appropriate value.
4	35	Form T6	Format of Certificate in respect of Bidder's Average Annual Turnover and Net worth	We have the CA Audited certificate for Annual Turnover and Net worth for the last 3 years. Shall we submit the same or Do we still require CA signature separately?	As per RFP
5	36	Form T7	Details of Certification(s), Affiliation(s), Authorised Partner(s) of OEM/Other leading technology providers/System Integrators, supported with certified copies	Please confirm what are all the details to be filled here in this section	As per RFP

6	38	Form T9	I am willing to work on the project and I will be available for entire duration of the project assignment and I will not engage myself in any other assignment during the currency of this assignment on the project	In some cases, the resources may change based on Project availability / on demand. Please confirm whether the change is acceptable?	As per RFP
7	39	Form T9	Photocopies will not be considered for evaluation.	Please specify more details on this particular point for better understanding	As per RFP, No photocopies shall be acceptable
8	44		Format for Bank Guarantee for Performance Security (For individual work) BANK GUARANTEE FOR PERFORMANCE SECURITY	For submission of Bid Security in the form of Bank Guarantee, Which format needs to be considered? Either Bid security format or Performance security format?	Refer Form T-11 of RFP document
9	46		Draft Contract Agreement	Do we have to submit DRAFT CONTRACT AGREEMENT along with the Bid submission or it is only for Successful Bidders? Please confirm	As per RFP
10	54	Schedule 11	For Migration on New Technology, Enhancements & Development Work payment will be released as per below mentioned schedule	Payment terms / Milestone details for the Development of Work has not specified. We kindly request you to provide the same.	As per RFP
11	8	1.2	The Bid Security of INR 50,000/- (Fifty Thousand Rupees only) shall be furnished in the form of Demand Draft/ Banker's Cheque/ Pay order, drawn on a scheduled bank in India and payable to "National Highways & Infrastructure Development Corporation Limited" payable at New Delhi	Kindly provide exemption for medium enterprises under MSME as well, attached is the certificate for the same.	As per RFP
12	10	2 A-iii	The Bidder should be an empanelled Vendor of Centre/ State Government/NICSI as on the date of issuance of RFP.	The Bidder should be an empanelled Vendor of Centre/ State Government/NICSI as on the date of issuance of RFP.	As per RFP
13	10	2 A-iv	The Bidder should be in the field of Information Technology and should have developed / maintained at least Five (5) websites/applications for government/PSU based organizations within the past 5 years	This is for social media management tender also, kindly provide relaxation to advertising agencies also In the same context, please amend the clause for Page no 36, Form T-7 Details of Certification(s), Affiliation(s), Authorised Partner(s) of	As per RFP

14		Form T7	Please include details of following certifications (along with certificate copies) at a minimum (i) Empanelled vendor of Centre/State Government/NICSI Empanelment (Under NICSI Tender no: NICSI/Website Development/2015/42	As per eligibility criteria, can we attach client's empanelment letter towards Form T7?	Yes
15	62	2.1.1	Undertake assessment of existing website development framework and recommend upgrade to modern technology. The Bidder is also expected to upgrade the website to modern technologies, subject to approval from NHIDCL.	Do we have to upgrade the existing website or revamp it to new website? We would recommend to develop a new website in GIGW complaint CMS.	As per RFP
16	62	2.1.2	Include artificial intelligence based chatbot tools in the website to respond to common queries raised by the public.	Can we implement the License based Chatbot like Google Dailog flow. What is the expected load on chatbot in terms of number of instances per month or Will the NIHDCL will bear the Licensing cost.	As per RFP
17	62	2.1.4	The Bidder is also required to ensure that the upgraded website should be fully secured by necessary fire-walls, antivirus, etc., for protection against intrusion, hacking, defacing, virus, spam, etc.	Is Server upgrade and maintenance service part of this project? Generally it is taken care by Hosting agency.	As per RFP
18	64	Appendix A, 2	NHIDCL will provide contents in English and verify translated Hindi content provided by agency.	Do the vendor has to translate the English content in hindi, on behalf of client. Kindly confirm. Please guide on the current and monthly expected content (in maintenance timeframe) that has to be translated in Hindi	As per RFP
19	65	Appendix A, 11(viii)	Manage NHIDCL"s Social Media Account. The Service Provider shall use Facebook, Twitter, + or any other similar media which deemed popular or effective by NHIDCL, for development and management of presence of NHIDCL on social media. The Service Provider shall deploy adequate Manpower to execute the scope of work.	Kindly guide on number of keywords for the SEO activities. Are we looking for paid & other social media campaigns as well.	As per RFP
20	66	Appendix A, 11.3	The website should show 3-DI 2-D animation or short clips of the Highways making process etc.	Will NIHDCL provide these clips, and agency has to just upload them on site. Kindly confirm.	As per RFP

21	67	Appendix A, 18	The Bidder would be responsible for regular back-up of the entire Website and Intranet during the maintenance period at the IT infrastructure provided by NHIDCL.	Kindly guide on the Intranet Portal (employee portal). Is it the part of current scope in terms of revamping & Maintenance.	As per RFP
22	63	Schedule (B) 3.1	Operational and Maintenance Support of NHIDCL's applications. Bidder will provide the services for maintenance of NHIDCL website for a period of Three (3) year. The Bidder will deploy a minimum of Two (2) resources that will be responsible for maintaining and upgrading the NHIDCL Website from time to time. One (1) of these two (2) resources shall be based in NHIDCL premises for immediate remediation of issues, if any.	Kindly guide on the experience and skill set of the resource to be deputed in NHIDCL office.	As per RFP
23	20	5.4 i(03)	Resume/CVs as per Form T-9 of On-Roll Technical Resources.	Is this scoring also based on no. of resources available with the Agency on the given designation and qualification?	As per RFP
24	10	2.1 A(v)	Registration Status: The Bidder must be a company incorporated / registered in India under the Companies Act 1956 for at least 5 years (prior to the date of bid submission), or an LLP firm, registered under the Limited Liability Partnership Act, 2008. Certificate of incorporation / registration must be submitted as documentary proof for the same.	Registration Status: The Bidder must be a company incorporated / registered in India under the Companies Act 1956 for at least 3 years (prior to the date of bid submission), or an LLP firm, registered under the Limited Liability Partnership Act, 2008. Certificate of incorporation / registration must be submitted as documentary proof for the same.	As per RFP
25	10	2.1 A(vi)	The Registered Office or one of the Branch Offices of the Agency should be located either in Delhi/ New Delhi or NCR region of Delhi	Undertaking For Opening Office after LOA	As per RFP
26	20	5.4-i(01)	Turnover in last financial year (2017-18): a) < 0.25 crore – 0 marks b) Between >=0.25 and <0.50 crore – 15 marks c) Between >=0.50 and 1 crore – 20 marks d) More than 1 crore – 25 marks	Turnover in last financial year (2018-19): a) < 0.25 crore – 0 marks b) Between >=0.25 and <0.50 crore – 15 marks c) Between >=0.50 and 1 crore – 20 marks d) More than 1 crore – 25 marks	Refer Corrigendum-I

27	20	5.4-i(02)	<p>Number of website developed/maintained for Govt./PSU Organizations during the last five (5) financial years.</p> <p>a) Less than 5 websites – 0 marks b) Between 5 and 7 websites – 10 marks c) Between 8 and 10 websites – 20 marks d) More than 10 websites – 30 marks</p>	<p>Number of website developed/maintained for Govt./PSU Organizations during the last five (3) financial years.</p> <p>a) Less than 3 websites/web application – 10marks b) Between 3 and 5 websites – 20 marks c) Between</p>	As per RFP
28	8	1.2(a)	<p>We SKYRAS PRIVATE LIMITED are registered as a MSME under Govt. Of INDIA and as per GFR Rule 173 (i) we are exempted from Prior Turnover & prior Experience. Please Provide Exemption MSME and DIPP(startup) registered Firms.</p>		Please refer RFP clause 1.2 (a)



(A. Chandrasekhar)

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