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**File No. HPSEDC/CMS/2K24-7957
e-Office File No.: 213689
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Corrigendum-I

(Tender No. HPSEDC/CMS/2K24-7957)

HPSEDC published e-tender for System Integrator for development of a CMS-based website bearing on 10/09/2024. Based on the queries received from the bidders, the changes/ modifications/ clarifications/ specifications in the tender Section(s)/ Clause(s) are incorporated in the tender document by issuing Corrigendum and is attached as **Annexure-A**.

Last date for bid submission is extended from 06-10-2024 to 07-11-2024 till 2.30 PM and same will be opened on 08-11-2024 at 2.30 PM.


General Manager (Technical)

Response to pre-Bid Queries w.r.t. System Integrator for development of a CMS-based website bearing Tender No. HPSEDC/CMS/2K24-7957 published on 10/09/2024					
Sr. No.	(Page No.)	RFP Reference	Content of RFP requiring clarification	Points of clarification required	Clarifications/Revised clause may be read as
1	7	Scope of work - Features of CMS Website; User Management	Role-based access control to manage permissions	Regarding role-based access control for managing permissions, could you specify the required levels of authorization workflow?	Clarification: There will be a Super Admin with access to everything, including the framework, and the ability to create Web Admins. Additionally, a Web Admin will be assigned for all departments and will have the authority to create user roles. Please note that this structure is tentative and may change as development progresses
2	8	Scope of work - Features of CMS Website; SEO Optimization (post development)	SEO Optimization (post development): Tools for managing meta tags, keywords, and descriptions. URL customization and redirects. XML sitemaps for better search engine indexing. Integration with SEO tools and plugins.	Does HPSEDC require a full-time digital marketing resource for post-development SEO optimization, or vendor just need to develop a SEO friendly website?	Clarification : The requirement is to develop an SEO-friendly website, but a full-time digital marketing resource is not necessary.
3	8	Scope of work - Features of CMS Website; Security Features	Security Features	Will security features such as SSL certification and a security audit by a CERT-IN empaneled agency be included as part of the development scope, or will HPSEDC bear the associated costs?	Clarification: The department will cover the costs of the SSL certification. The security audit will be conducted by the Department, and vendors are required to address any vulnerabilities identified during the audit.
4	8	4. Scope of work - Features of CMS Website	Workflow Management: Notifications for workflow stages (e.g., content submission, review, approval).	Notification medium would be email or SMS. If SMS who will bear the cost of SMS API	Clarification: The department will cover the costs of the SMS API.
5	8	4. Scope of work - Features of CMS Website	Security Features: SSL certification for secure communication.	Who will bear the cost of SSL Certification	Clarification: The department will cover the costs of the SSL certification.
6	9	Scope of work – Template content for CMS Website; Accessibility Features (according to GIGW 3.0 guidelines)	GIGW 3.0 guidelines	Does HPSEDC only need to follow GIGW 3.0 guidelines during website development, or is GIGW certification also required?	Clarification: Ensure compliance with GIGW guidelines, successful bidder needs to submit GIGW compliance on its letterhead.
7	9	Scope of work – Template content for CMS Website; Multilingual Support	Bhashini App	For translation needs, does HPSEDC require human-generated content translation, or will it be acceptable to use automated translation tools like Bhashini for website content, including SEO, privacy policy, and copyright information?	Clarification: While BHASHINI is one example, other translation tools may also be explored. The department requires that translations between English and Hindi on the website be user-friendly and easily readable
8	9	4. Scope of work - Features of CMS Website	4. Grievance Redressal: Integration with Mukhya Mantri Seva Sankalp (MMSS) helpline portal.	After integration with Mukhya Mantri Seva Sankalp (MMSS) helpline portal grievances will be stored on our portal also or only on Mukhya Mantri Seva Sankalp (MMSS) helpline portal	Clarification: There is no need to save the grievances; retaining just the data of the trail is sufficient.
9	9	4. Scope of work - Features of CMS Website	7. Multilingual Support: Language Selection: Multiple languages. (Translation Tools - can explore BHASHINI integration.)	Kindly explain what exactly need to be done in BHASHINI integration. If extra Cost is there who will bear it	Clarification: While BHASHINI is one example, other translation tools may also be explored. The department requires that translations between English and Hindi on the website be user-friendly and easily readable. The costs will be borne by the vendors

10	10	Scope of work – Template content for CMS Website; Chatbot functionality	Chatbot	Regarding the FAQ-based chatbot, will its development be included in the vendor's cost, or does HPSEDC already have an existing chatbot, with the vendor's role limited to integration?	Clarification: The department requires a chatbot that includes FAQ-based features and AI integration. The costs will be borne by the vendors.
11	10	4. Scope of work - Features of CMS Website	14. Additional Modules: Events Calendar: Upcoming activities.	Does this mean showcasing upcoming events or there will be requirement of any booking system for user to do the booking for events. In case of booking, payment gateway need to be used, who will provide the details for this?	Clarification: Only the display of upcoming events is needed; there is no requirement for a booking feature.
12	10	4. Scope of work - Features of CMS Website	16. Chatbot functionality: Live Chat: Real-time conversation with users, providing immediate assistance and answers. Automated Responses: Predefined responses for common queries to ensure quick and consistent replies for FAQs. Multi-language Support: Ability to interact with users in Hindi and English. Interactive Elements: minimise button, quick replies, and guide message to users to guide through the conversation flow.	Please suggest what kind of chat bot functionalities are required, there should be AI based chat bot support or there will be manual intervention required. Please suggest	Clarification: The department requires a chatbot that includes FAQ-based features and AI integration. The costs will be borne by the vendors.
13	19	TECHNICAL BID; Relevant Experience	Bidder should have at least 2 completed/ongoing projects that have the following components: - GIGW compliant - Website/web portal for Central Govt./State Govt./PSU's - Each having a minimum value of 50 lakhs. a) 2 Projects: 15 Marks b) 3-6 Projects: 25 Marks c) More than 6 Projects: 40 Marks Note: Work order/completion certificate should clearly mention the no. of website/web portal developed	We request you to amend this clause as - Bidder should have at least 2 completed/ongoing projects that have the following components: - GIGW compliant - Website/web portal for Central Govt./State Govt./PSU's - Each having a minimum value of 50 lakhs. a) 1 Projects: 20 Marks b) 1-2 Projects: 35 Marks c) More than 2 Projects: 40 Marks Note: Work order/completion certificate should clearly mention the no. of website/web portal developed	As per RFP

14	19	TECHNICAL BID	<p>C. Relevant Experience C-1 Bidder should have at least 2 completed/ongoing projects that have the following components:</p> <ul style="list-style-type: none"> - GIGW compliant - Website/web portal for Central Govt./State Govt./PSU's - Each having a minimum value of 50 lakhs. <ul style="list-style-type: none"> a) 2 Projects: 15 Marks b) 3-6 Projects: 25 Marks c) More than 6 Projects: 40 Marks <p>Note: Work order/completion certificate should clearly mention the no. of website/web portal developed.</p>	<p>Kindly amend clause as:</p> <p>C. Relevant Experience C-1 Bidder should have at least 2 completed/ongoing projects that have the following components:</p> <ul style="list-style-type: none"> - GIGW compliant - Website/web portal for Central Govt./StateGovt./PSU's/Empaneled Vendors with HPSEDC/ Corporate accounts - Each having a minimum value of 5 lakhs. <p>Also kindly non prioritising the marking system. Note: Work order/completion certificate should clearly mention the no. of website/web portal developed.</p>	As per RFP
15	19	Section -IV; TECHNICAL BID	<p>The Bidder should have experience of providing AMC support to any State Government/ Central Government/ Semi Government/PSU/Other Government Institutions in India during the last 5 financial years as on bid submission date.</p> <ul style="list-style-type: none"> · 1 Project – 5 marks · 2 Projects – 10 marks · 3 Projects – 20 marks <p>Operation & Maintenance for 5 Years out of which minimum 2 years of O&M must have been completed</p>	<p>The Bidder should have experience of providing AMC support to any State Government / Central Government/ Semi Government/PSU/Other Government Institutions in India during the last 5 financial years as on bid submission date.</p> <ul style="list-style-type: none"> · 1 Project – 5 marks · 2 Projects – 10 marks · 3 Projects – 20 marks <p>Operation & Maintenance for minimum 02 Years meet be completed during the five year</p>	As per RFP
16	19	Section -IV; TECHNICAL BID	<p>Bidder should have at least 2 completed /ongoing projects that have the following components:-</p> <ul style="list-style-type: none"> GIGW compliant - Website/web portal for Central Govt./State Govt./PSU's - Each having a minimum value of 50 lakhs. <ul style="list-style-type: none"> a) 2 Projects: 15 Marks b) 3-6 Projects: 25 Marks c) More than 6 Projects: 40 Marks <p>Note: Work order/completion certificate should clearly mention the no. of website/web portal developed. Copy of Work Order and Completion Certificate</p>	In case of ongoing projects bidder will provide Work order.	As per RFP
17	20	TECHNICAL BID; Technical Presentation	Technology proposed for redesign	Could you please clarify if HPSEDC requires a pre-built CMS-based website template using platforms like Joomla, Drupal, Magento, HubSpot, or if a fully customizable CMS for website development is preferred?	<p>Clarification: The Vendor should propose a cost-effective solution that includes all the features specified in the RFP</p>

18	20	TECHNICAL BID; Quality Certification	a) CMMI 5, ISO 9001:2015 : 5 Marks b) CMMI 5, ISO 9001:2015, ISO 20000:1: 10 Marks	We request you to amend this clause as - a) CMMI 3, ISO 9001:2015 : 5 Marks b) CMMI 3, ISO 9001:2015, ISO 20000:1: 10 Marks	As per RFP
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