

	<p>भारतीय प्रौद्योगिकीसंस्थानमद्रासचेन्ने 600 036  <b>INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036</b>  भंडार एवं क्रय अनुभाग  <b>STORES &amp; PURCHASE SECTION</b>  Email: adstores@iitm.ac.in  दूरभाष: (044) 2257 8285 / 8286 / 8287 / 8288 फ़ैक्स: (044) 2257 8292  Telephone : (044) 2257 8285/8286/8287/8288 FAX: (044) 2257 8292  GSTIN: 33AAAAI3615G1Z6</p>	
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Tender No. IITM/SPS/Website Redesign/001/2019-20

Date of Pre-Bid Meeting 12.06.2019 @ 3pm

**Tender ID: 2019\_IIT-M\_444361\_1**

Reply to queries raised by prospective bidders who attended Pre-Bid meeting on 12.06.2019 and clarification received by emails

Sl. No	Reference/Subject	Name of the Firm	Clarification Required	Tender Committee Response
1	Technical Scoring Criteria	NetCreative Mind, Delhi	<p>There is no sign of any Technical scoring criteria like how many we get for our certification or how many marks we can get for our similar experiences.</p> <p>We request you to please add the Technical Scoring Criteria in this tender or provide us your selection process criteria.</p>	<p>The technical valuation will be purely based on the technical bid submission which is detailed in Technical Bid (Annexure C) in the tender document (Page No. 15). No score will be assigned for 'certificate' and for 'similar experience'.</p> <p>Details with regard to the evaluation are given in Sl.No. 20 - "Evaluation of Bids" of the tender document (Page 5)</p>
2	Exemption in EMD and Performance Bank Guarantee	Info Objects, Jaipur	As per GFR rule 2017, it is required to give exemption in EMD and Performance Bank Guarantee to MSME registered vendors. Request you to please allow the exemption in EMD as per the rule.	On production of valid certificate issued by competent authority, EMD exemption will be considered.
3	Requesting for submit "Undertaking to open an office within 30 days of contract awarded"	Info Objects, Jaipur	We have our registered office in Jaipur, USA and UK. And we are ready to open an office in Chennai if we awarded with the contract. Sir, we are requesting you to please allow Undertaking to open an office within 30 days of contract awarded.	Clear instruction already given in Point No. 1 of "Vendor Eligibility Criteria" (Page No.4 of tender document)
4	2.4 (Page No.9)	VMLY&R, Mumbai	66 Total (66 indexable) without Post - What do you mean without post?	Ignore the word "post". Corrigendum in this regard is issued.

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5	3.1 (Page No.12)	VMLY&R, Mumbai	Please provide details of the existing hosting environment	Details mentioned in Point No. "2.3 a)" of Annexure A (Page No.9 of tender document)
6	3.1 (Page No.12)	VMLY&R, Mumbai	Are we supposed to recommend and cost for hosting?	No
7	3.2 (Page No.12)	VMLY&R, Mumbai	Is copywriting included in scope? If yes, how many pages?	Yes. Design and revamping of website includes copywriting of the current contents. With regard to number of pages, the vendor may infer from looking at the current portal.
8	3.2 (Page No.12)	VMLY&R, Mumbai	What are the total number of pages for content population?	Details mentioned in Point No. "2.4" of Annexure A (Page No.9 of tender document)
9	Generic Query	VMLY&R, Mumbai	Some of the pages on current site <a href="https://www.iitm.ac.in/academics">https://www.iitm.ac.in/academics</a> have an option of other languages. Does the site need to be multi-lingual. If yes, what languages? Also, will translated content be provided by IIT-Madras or would we need to translate the content?	IIT Madras will provide the translated content (Hindi). The portal should be configured for multilingual support.
10	Generic Query	VMLY&R, Mumbai	On the existing site, the telephone directory opens a microsite - though on same domain. Is this included in scope?	Sub-domains are not in the tender scope of work
11	Generic Query	VMLY&R, Mumbai	Please confirm if sub-domains are included in scope and if we need to revamp these. Currently the centres link out to sub-domains/ microsities.  Similarly for Departments, Careers, R&D, Study, Learning for all, Relations	Sub-domains are not in the tender scope of work
12	Maintenance and support scope	VMLY&R, Mumbai	Is maintenance required? If yes, please provide details of maintenance and support scope expected?	Yes. Details mentioned in Point No. "3.1 (I)" of Annexure A (Page No.12 of tender document). Corrigendum is issued in this regard.
13	Generic Query	VMLY&R, Mumbai	Are there any integrations with internal/ external systems. Please do provide details.	No
14	Generic Query	VMLY&R, Mumbai	Are there any transactional features e.g. Payment, Buying, etc. Please do provide details.	No

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15	1.B (Page 2)	Unwind Learning Labs Pvt. Ltd., Chennai	Request for EMD exemption for company registered in Startup Indian and MSME UdyogAadhar	On production of valid certificate issued by competent authority, EMD exemption will be considered.
16	18.4 (Page 4)	Unwind Learning Labs Pvt. Ltd., Chennai	Request for exemption for using home grown content management system and we are ready to submit content architecture and visual layout of the webportal- Ready to showcase LIVE examples from our ongoing projects for the same	No exemption
17	18.7 (Page 4)	Unwind Learning Labs Pvt. Ltd., Chennai	Request for Turn over exemption for company registered in Startup Indian and MSME UdyogAadhar	On production of valid certificate issued by competent authority, exemption will be considered.
18	Vendor Eligibility Criteria (Point No.1)	InTimeTec	Vendor must be located in Chennai or must have executed projects for clients in distant location. (Proof of registered office in Chennai or proof of servicing clients in distant location by the bidder must be submitted (i.e.) work order / project completion certificate (copy to be attached  We don't have our operations in Chennai, please let us know can we proceed in filing this tender.	Clear instruction already given in Point No. 1 of "Vendor Eligibility Criteria" (Page No.4 of tender document)
19	Page 1 > Point no. 1 > Technical Presentation Meeting	Digitas India	Approximately how many days post pre-qualification bid will the technical presentation take place?	2 weeks from the date of bid opening (approx.)
11	Page 1 > A > Submission of Tender	Digitas India	Does the vendor need to submit the tender manually (hard copies) only?	Yes. Only hard copy

Sl. No	Reference/Subject	Name of the Firm	Clarification Required	Tender Committee Response
12	Page no. 10 > Point no. 2.6	Digitas India	<p>We assume the current scope of work is limited only to the main domain (i.e. www.iitm.ac.in). Any other sub-domains are out of scope.</p> <p>There are a lot of sub-domains and external domains in careers, R&amp;D, study, learning for all, relationship, departments, centres, facilities, etc. Though explicitly mentioned in the RFP we would kindly like to re-confirm if there are any exceptions.</p>	Sub-domains are not in the tender scope of work
13	Page no. 12 > Point m)	Digitas India	<p>Kindly provide details about the current hosting environment including hardware, LAMP software versions, network firewall &amp; bandwidth of production as well as staging server.</p> <p>We also assume that web server hosting &amp; maintenance is out of scope.</p>	<p>Please refer Point No. "2.3 a)" – Page No. 9 of tender document.</p> <p>Hardware and bandwidth are state of the art. Firewall related issues are standard and nothing specific to this tender. Web server hosting will be provided by IITM</p>
14	Page no. 11 > Point no. b.5	Digitas India	<p>We assume this is not a show stopper as based on our experience the newer version of CMS there might be a possibility of certain features or properties been deprecated.</p>	---
15	Page no. 11 > Point no. 3.1 > c)	Digitas India	<p>Do you intent to have a complete multilingual version of the current website?</p> <p>If yes, then which all language version you plan to have?</p> <p>Do you have any multilingual content ready or plan to have it ready at the time of new website launch?</p> <p>Or, do you want the CMS just to be capable of handling a multilingual version of website in-case you decide to do in future?</p> <p>Will there be languages with right-to-left orientation too?</p>	CMS must be configured for multilingual support. Hindi is the other language and content is being translated into Hindi.

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16	Page no. 12 > 3.2 Functional Requirements >i)	Digitas India	From social media perspective, we assume only social sharing as part of the scope.	Only social sharing is part of the scope. Corrigendum is issued in this regard.  3.2(i)- corrigendum to be issued saying that the social media sharing is only part of scope and there is no requirement for the vendor to maintain the social media presence
17	Page no. 12 > 3.2 Functional Requirements > j)	Digitas India	The payment gateway feature is under the sub domain pay.iitm.ac.in and so we assume that payment gateway integration is not part of the in this scope. If it is please provide details of the payment gateway.	No payment gateway integration is not part of this scope.
18	Page no. 12 > 3.1 General Requirements from the VENDOR > L)	Digitas India	For annual technical support, can you give us clarity on the type of event-based support which is needed and the frequency of such events?	Onsite support corrigendum to be issued. The expected support is as follows:  a. End-user support for the portal b. CMS support for reconfiguring necessary features for a better user experience c. Web administration support for issues regarding portal configuration due to content migration d. In the event of an unreliability or failure of any sort in any component of the web portal that has been delivered, the vendor should provide a team that will work round the clock with IITM in eliminating the unreliability or failure.  Corrigendum is issued in this regard.
19	Generic Query	Digitas India	Is there any content or assets on this website which needs to be consumed from or pushed to any third party systems?	No